



SPRUCE GROVE
FAMILY AND COMMUNITY SUPPORT SERVICES

2020 - 2022 PLAN OF SERVICE

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Who We Are

Spruce Grove Family and Community Support Services (FCSS) is a partnership between the City of Spruce Grove, Parkland County and the Government of Alberta. The mandate of FCSS is to provide locally-driven, preventative social programs and initiatives to enhance the well-being of individuals, families and the community.

FCSS programs and services enable people of all ages to improve their quality of life and increase their ability to prevent and/or deal with crisis situations should they arise. In accordance with the FCSS Act and Regulation, FCSS programs offered by a municipality must:

- Promote and facilitate the development of stronger communities;
- Promote public participation in planning, delivering and governing the program and services provided under the program;
- Promote and facilitate the involvement of volunteers;
- Promote efficient and effective use of resources;
- Promote and facilitate cooperation and coordination with allied service agencies operating within the municipality.

-(AR 218/94 s2;102/97;199/203).

As the community continues to grow and change, programs and services offered through FCSS must adapt and change as well. For more information on service requirements set out by the FCSS Act and Regulation, see Appendix 1.

Planning Process

Addressing the increasingly complex social challenges of a rapidly growing community can be challenging and often means the need to do things in a different way. Mapping out clear goals for prioritization of limited resource investment is important for success.

In order to help us address the changing needs of our community, Spruce Grove FCSS adopted a formal process developed by Sandra Nelson called "Strategic Planning for Results[1]" and enlisted the support of residents and organizations representing a strong cross section of our community to help identify our strategic priorities for shifting investment. This ad hoc Community Advisory Committee (CAC) participated in two full days of structured, formal facilitation in order to:

1. Help us tangibly identify changing community needs and priorities in program delivery, and
2. Advise on how FCSS can best help meet those prioritized needs for the greatest social return in a sustainable way and within our mandate.

Spruce Grove FCSS staff reviewed and confirmed the Community Advisory Committee recommendations on April 15, 2019.

*If anything is certain, it is that change is certain.
The world we are planning for today will not
exist in this form tomorrow.*

--Philip Crosby

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[1] Nelson, S. for the Public Library Association (2008). Strategic Planning for Results. Chicago, IL: American Library Association.

[2] Please see Appendix 2 for a list of committee members.

Strategic Directions for 2020-2022

Based on the recommendations of the Community Advisory Committee, the Spruce Grove FCSS Plan of Service focuses on two strategic directions for the 2020-2022 time period.

1. Neighbourhood and Community Development[3]:
Improved social well-being of community.
2. Mental Health and Wellness - Children, Youth and Families:
Improved mental health and social well-being of children, youth and their families.

Spruce Grove FCSS will pursue the following goals over the 2020 – 2022 time period in order to act on the strategic directions recommended by the Community Advisory Committee and confirmed by Spruce Grove FCSS staff.

Strategic Priority	Goals
Community Development	<ol style="list-style-type: none">1. Community members will have opportunities to be connected and engaged.2. Community social issues are identified and addressed collaboratively.
Mental Health and Wellness: Children, Youth and Families	<ol style="list-style-type: none">3. Children and youth are supported to develop positively.



In order to achieve prioritized goals, the 2020- 2022 Plan of Service identifies the need to strongly shift from a model of direct program delivery toward one of community capacity building to support a healthy, resilient, and vibrant community[4]. Core services will remain in place.

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[3] The CAC also identified the Life Skills Development, Seniors' Social Programming and Support Groups service responses as important; these will be advanced to the degree possible under the Neighbourhood and Community Development strategic direction.

[4] Indicators must align with the FCSS Provincial Measures Bank <https://open.alberta.ca/publications/fcss-measures-bank-with-provincial-priority-measures-and-instructions>

Strategic Direction: Neighbourhood and Community Development

Goal 1: Community members will have opportunities to be connected and engaged

Indicator 1.1

Social Engagement

Community members have a diverse range of activities in which to participate for their own enjoyment or to provide benefit to others in the wider community.

Indicator 1.2

Awareness of the Community

Community members are aware of and use programs and services available in their community.

Indicator 1.3

Positive Attitude towards Others and the Community

Community members feel a sense of belonging to the community and have a healthy respect for diversity.

Strategic Direction: Neighbourhood and Community Development

Goal 2: Community social issues are identified and addressed collaboratively

Indicator 1.1

Awareness of Social Issues

Stakeholders are aware of emerging and existing social issues.

Indicator 1.2

Understanding of Social Issues

Stakeholders are provided with opportunities to understand social issues.

Indicator 1.3

Community Members Work Collaboratively to Address Social Issues

Working groups and partnerships are created to effectively address priority social issues in the community.

Strategic Direction: Mental Health and Wellness - Children, Youth and Families

Goal 3: Children and youth are supported to develop positively

Indicator 1.1

The Developmental Assets Framework[5]

The Search Institute has identified 40 positive supports and strengths that young people need to succeed. Half of the assets focus on relationships and opportunities they need in areas of families, schools and communities (external assets). The remaining assets focus on the socio-emotional strengths, values, and commitments that are nurtured within young people (internal assets). These 40 Developmental Assets form the basis for the indicators Spruce Grove FCSS uses to measure success within their youth programs.

Indicator 1.2

Capacity to Meet Needs

Children and youth have access to life skills programming which supports them to function in a positive manner.

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[5]The Search Institute lists 40 different Developmental Assets, each being a potential indicator for this goal. Please visit www.search-institute.org/research /developmental-assets.

Implementing for Results

To realize the intention of the goals outlined in the 2020 - 2022 Plan of Service, FCSS commits to:

- Undertaking a review of current programs and initiatives to assess for alignment with identified strategic directions,
- Identifying priorities and re-allocating resources accordingly,
- Embedding the indicators identified in the 2020 - 2022 Plan of Service into standardized evaluation tools that align with the Provincial Outcome Measures Bank,
- Assessing results annually and adapting programming for continuous improvement, and
- Reporting results back to community.

Appendix 1

FCSS Service Requirements as set out by the FCSS Regulation AR 218/94

1. Services provided under a program must:
 - (a) Be of a preventive nature that enhances the social well-being of individuals and families through promotion or intervention strategies provided at the earliest opportunity, and
 - (b) Do one or more of the following:
 - (i) Help people develop independence, strengthen coping skills and become more resistant to crisis;
 - (ii) Help people to develop an awareness of social needs;
 - (iii) Help people to develop interpersonal and group skills which enhance constructive relationships among people;
 - (iv) Help people and communities to assume responsibility for decisions and actions which affect them;
 - (v) Provide supports that help sustain people as active participants in the community.
2. Services provided under a program must not:
 - (a) Provide primarily for the recreational needs or leisure time pursuits of individuals,
 - (b) Offer direct assistance including money, food, clothing, or shelter, to sustain an individual or family;
 - (c) Be primarily rehabilitative in nature, or;
 - (d) Duplicate services that are ordinarily provided by a government or government agency.

Appendix 2

2019 Spruce Grove FCSS Community Advisory Committee Members

Spruce Grove FCSS deeply thanks the following community members and organizations for their time, knowledge of community, and passion in contributing to the development of the Spruce Grove FCSS 2020 - 2022 Plan of Service:

Brett Esslinger	Engage City Church
Keith Penner	Living Waters Christian Academy
Trisha Vyse	Community Member
Brenda Johnson	Spruce Grove Chamber of Commerce
Sherri Ratsoy	Parkland Food Bank
Helen Carle	Community Member
Amy Quintal	Cohesive Communities
Sharalynn Lyons	NeighbourLink Parkland
Cuneyt Zambak	RCMP
Rosetta Taylor	ATB
Meryl Murray	Alberta Health Services
Stephanie Chard	Community Member
Pat Sharpe	Community Member
Brenda Farnham	Community Member
Anne Montgomery	HUB Law
Leanne Myggland-Carter	Spruce Grove Public Library



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