



SPRUCE GROVE COMMUNITY SOCIAL DEVELOPMENT

SOCIAL IMPACT REPORT 2019

g Information Night
Home Support
Cut-It-Out
Block Party
Listening Circles
Coffee with a Cop
Community Kitchen
of Successful Relationships
Addiction in the Family
Adventures in Aging
Be the CEO of Your Money
an Executor: Attorney or Agent
Cash Management
COMPASS for the Caregiver
Cool as a Cucumber
Dare to Age Well
Disability Tax Credit (DTC) &
Registered Disability Savings Plan (RDSP)
English Conversation Circle
Estate Planning and Wills
Handling Anger
Let's Talk Dementia
Mental Health First Aid for Seniors
Seniors Coffee
Seniors Dance
5 Love Languages - Family Edition
Declutter Your Life
Natural
Recognizing Abuse
The Art of Co-Parenting
Wellness Recovery Action
Your Life, Your Legacy
Mental Wellness Mixer
SafeTALK
Estate Planning and Wills
Applied Suicide Intervention Skills Training
Babysitter Training
Bullyproofing
Conflict Resolution
Cybersafe Early Years
Home Alone & First Aid
Junior Gourmets
Stress & Anxiety - Mess with Str
Safe Kids
The Studio
Parkland Village Youth
PV Girls Group
HERstory makers
Skate/Bike Competition
Fear Factory
Skate/Wake-a-thon
Groups with a Cop
Adventure Co



CONTENTS

04

Director's Message

05

Community Social Development

06

2019 At A Glance and Financials

08

8 Key Areas for Action for a Socially Sustainable Spruce Grove

- Programs and Services
 - A Real-Life Impact Story
- Housing
- Homeless Population
- Community Engagement
- Family and Domestic Violence
- Inclusivity
- Public Transportation
- Civic Governance

28

Together, We Can

30

2019 Department Staff



DIRECTOR'S MESSAGE

On behalf of our team I am pleased to present the City of Spruce Grove's Community Social Development 2019 Social Impact Report, highlighting many of the transitions and accomplishments achieved last year.

As we continue to evolve into a mid-sized City, focus on innovation and future sustainability remain at the forefront. In early spring, we enlisted the support of a cross-section of residents and organizations to help us identify strategic priorities that align with City Council's vision for a socially sustainable future. The results have and will continue to guide us as we face the challenges and opportunities that go hand-in-hand with the increasing diversity of our community.

One of the first priorities was to set a foundation for moving forward by launching into a carefully planned and phased transition toward outcome based community development. The newly-designed Community Social Development department is now comprised of two distinct components - the Family and Community Support Services section which continues to offer important preventative programs and services directly to residents, and a clearly defined Social Planning section which focuses on meeting longer-term social needs through sustainable community development activities and collective impact.

Our team is proud of what we achieved last year, and we are committed to continuing to collectively identify and implement creative and innovative change to support the shifting needs of our community. Thank you to Council, Administration and Community for your continued commitment to achieving a sustainable future in meeting the the social needs of residents.

Janine Peter

COMMUNITY SOCIAL DEVELOPMENT

As a department under the Community and Protective Services division, the mandate of Community Social Development (CSD) is to oversee and guide the implementation of the City's Social Sustainability Plan.

Social Sustainability is about making sure we can meet the needs of residents today as well as into the future by fostering healthy communities. It also means that social wellbeing is balanced with economic and environmental considerations. In order to effectively fulfill this task, Community Social Development is comprised of two sections:

- Family and Community Support Services (FCSS) delivers preventative programs and services to residents directly. Activities are mandated by the FCSS Act and Regulation which defines preventive social services as those that “enhance the social well-being of individuals and families through the promotion of intervention strategies provided at the earliest opportunity. ”
- Social Planning focuses on achieving broader social change through collaboration, engagement, community development, research and education. Priorities also include developing plans, policies, regulations, initiatives and incentives to strengthen community and society within the City of Spruce Grove and the Tri-Region.

The establishment of Social Planning as a critical area of focus came about with creating a dedicated position and hire in 2019.



2019

15,629

CONTACTS THROUGH:

55

direct programs and initiatives

39+

partner organizations

5

formal stakeholder
engagements

FINANCIALS

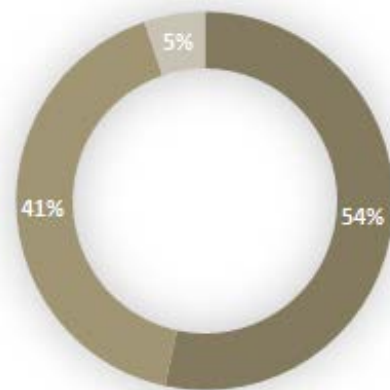
Community Social Development is financed through a combination of government transfers, property taxes, and user fees which fund programs, services, and initiatives that support and serve the community's social needs.

In 2019 the department's operations comprised \$1.95 million as outlined below.

2019 Revenue

- Government transfers (\$1.04M)
- Property taxes (\$0.81M)
- Cost recovery and user fees (\$0.10M)

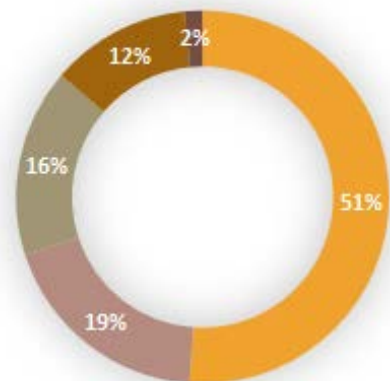
Total Revenue \$1.95M



2019 Expenses

- Programs and services (\$0.99M)
- Facility costs (\$0.37M)
- Community development (\$0.32M)
- Administration (\$0.24M)
- Grants to organizations (\$0.03M)

Total Expenses \$1.95M



AT A GLANCE



KEY AREAS FOR ACTION

for a socially sustainable community

PROGRAMS & SERVICES | HOUSING | HOMELESS
POPULATION | COMMUNITY ENGAGEMENT |
FAMILY & DOMESTIC VIOLENCE | INCLUSION |
PUBLIC TRANSPORTATION | CIVIC GOVERNANCE

Social Sustainability Plan

www.sprucegrove.org/socialsustainability

PROGRAMS & SERVICES

Increase access to social wellness programs, services and supports.

*Social Sustainability Plan
Key Area for Action*

5033
INDIVIDUAL CLIENT CONTACTS
RECEPTION DESK

INFORMATION & REFERRAL (I&R)

I & R services make a significant difference to the quality of life for residents by connecting people to appropriate resources, programs and service information. Community Social Development reception desk staff are certified Community Information and Referral Specialists and conduct in-depth consultations to support appropriate and timely referrals at the earliest opportunity.

50
PARTICIPANTS
448 TOTAL SESSIONS

COUNSELING SERVICES

Short-term counselling services are offered to low-income community residents who meet eligibility requirements. Following a formal intake, counselling may be offered through FCSS or referred to an appropriate resource in the community.

\$7 MILLION
RETURNED TO THE COMMUNITY
911 COMPLETED TAX RETURNS

COMMUNITY VOLUNTEER INCOME TAX PROGRAM (CVITP)

Support with tax returns is an important poverty reduction strategy. A tax return may support individuals with modest incomes maintain or access needed financial benefits, pay off debts, or develop a savings strategy. These supports also inject dollars into the community as individuals with modest incomes gain more money to spend locally.

95
PARTICIPANTS

HOME SUPPORT

Individuals accessing the Home Support program are unable to complete light housekeeping tasks due to physical, mental or emotional difficulties. Through this program, eligible residents are able to maintain their independence, feel less isolated, and establish a connection with the community through the Home Support worker.

PROGRAMS & SERVICES

INDIVIDUAL CLIENT SERVICES

CASE MANAGEMENT

Case management is offered to eligible individuals and families who are facing complex social issues such as mental health and addictions, family violence, homelessness and poverty. Case managers work collaboratively with residents to assess their needs, develop service plans, and navigate a wide range of appropriate supports.

Case managers empower individuals and families to increase their knowledge, skills and abilities to access supports on their own wherever possible in order to build resiliency to navigate life's challenges while at the same time preventing crisis from occurring.

When an individual increases their quality of life, the individual, their family, the community and overall support systems benefit.



209

SUPPORTED IN
ACCESSING
SUSTAINABLE
FINANCIAL BENEFITS

132

SUPPORTED IN
MAINTAINING
CURRENT HOUSING
(TENANCY
BREAKDOWN
PREVENTION)

397

REPORTED
INCREASED
AWARENESS OF
COMMUNITY
RESOURCES &
SUPPORTS

A REAL-LIFE IMPACT STORY

In 2019, John, a military veteran struggling with severe PTSD and his wife Jane, a retired senior, came to the Case Management program seeking support in navigating options for financial benefits and housing.

John had recently suffered a debilitating medical event and lost his job, leaving the couple to survive on Jane's fixed income of under \$1000 per month. As a result, they had lost their home and were living in their holiday trailer.

A caseworker met with John and Jane and completed a psychosocial assessment, finding the couple was needing support with multiple complex issues including:

- caregiver stress
- mental and physical health challenges
- social isolation
- housing
- brain injury support
- transportation
- food security
- health care benefits
- financial security


With the support of the caseworker, John and Jane were able to access emergency benefits and supports, obtain transportation for John to get to rehabilitation, access the food bank, complete an income tax and benefit return, access health benefits, complete a housing application, connect with caregiver supports, and apply for sustainable financial benefits. Supports included Veterans Affairs & Poppy Fund, Guaranteed Income Supplement, Alberta Seniors Benefit Allowance, CPP-Disability, food security, transportation, low income housing, NeighbourLink Parkland, Alberta Health Services, and a range of medical experts.

The Case Management program supports residents in navigating complex systems that often do not intersect. As a result, John and Jane now receive sustainable financial benefits, have obtained appropriate and affordable housing, and have a reduced need to access emergency financial assistance or fall into future crisis.

This couple now has hope for the future, increased resiliency and independence, and greater capacity to live and participate in their community in a productive way.



PROGRAMS & SERVICES



**In 2019 over 50
registered and drop-in
programs were offered
that helped residents
develop independence,
strengthen coping skills,
and become more
resistant to crisis
through healthy social
connections, increased
optimism, and self-
esteem.**

Outcome

FAMILIES ARE CONNECTED TO OTHERS



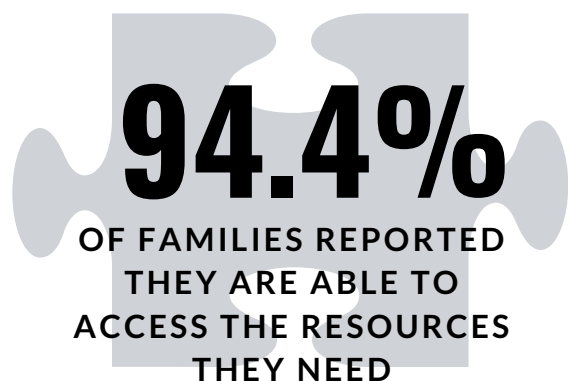
Stats belong only to the Young Moms program and not the Spruce Grove Parent Link Centre.

*17/18 completed the measurement tool

PROGRAMS & SERVICES

Social connections for families have an important impact on psychological health by influencing parenting attitudes, parenting competence, and access to social supports.

In 2019 Community Social Development supported the Spruce Grove Parent Link Centre with advertising, access to programming space, and funds to host and run the Young Moms program, thereby reducing isolation and supporting positive social connections for young mothers and their children.



PROGRAMS & SERVICES

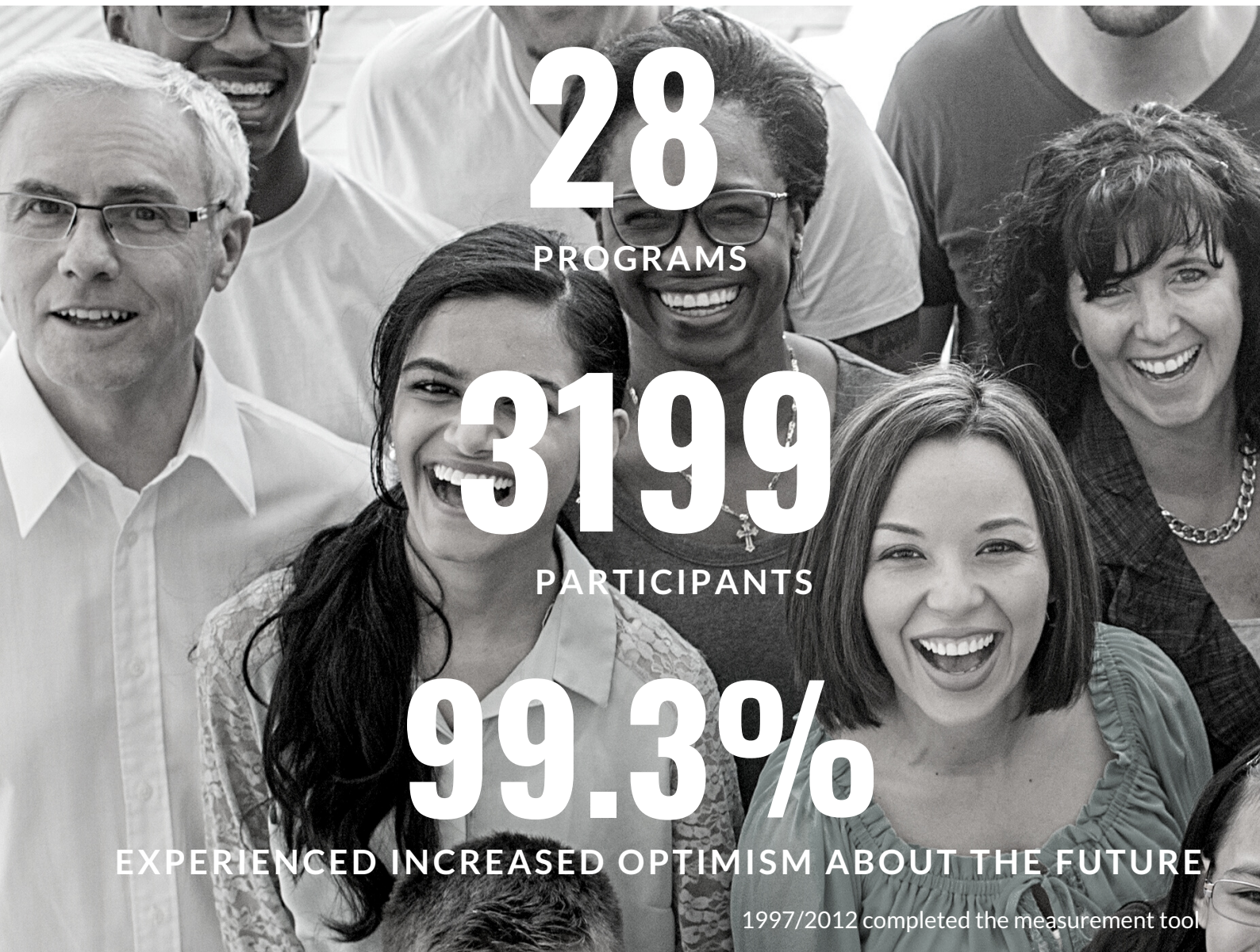
Optimism is a mental attitude that is strongly connected to psychological well-being and personal resilience.

Developing skills, knowledge, and the ability to plan for the future enhances people's quality of life and increases access to vital community supports when they are needed. In 2019, Community Social Development offered 28 programs geared to developing independence, strengthen coping skills, and increasing resiliency.

Outcome

PEOPLE ARE OPTIMISTIC ABOUT THEIR FUTURE

Many programs were offered jointly with local and regional partnering organizations.



Outcome

CHILDREN AND YOUTH DEVELOP POSITIVELY

"You don't have to change yourself to fit in. You're always involved no matter what is different about yourself. You can forget all about your stressful day and just have fun for a few hours."

"... before I started coming, I was really antisocial and now after being in the group it helped me improve on getting out of my personal bubble and getting to know people to help them out just like how I got help."

"This means a lot to me. I've looked at it as a safe, comfortable and happy place to be. You can always go there if you need someone to talk to...!"

- youth program participants

562/614 completed the measurement tool

PROGRAMS & SERVICES

Offering programs during the critical after school and evening hours presents youth with the opportunity to participate in a variety of activities focusing on self-development, while building self-esteem and resiliency.

In 2019 Community Social Development offered a range of drop-in and registered programming for local youth through FCSS, providing a safe place for them to find community and build genuine relationships with peers and program staff. When youth feel connected and valued, this promotes a sense of purpose and an optimistic view of their personal future.



PROGRAMS



PARTICIPANTS



REPORTED FEELING
CONFIDENT TO BE
THEMSELVES

HOUSING

Develop a continuum of housing in Spruce Grove

Social Sustainability Plan
Key Area for Action

TRI-REGION HOUSING & SERVICE NEEDS ESTIMATE

This project aimed to capture information on the homeless population in the tri-municipal region and results were released in early 2019.

In fall of 2018, twenty communities across Alberta participated in the 2018 Homeless Estimation Project funded in part by the Government of Canada's Homelessness Partnering Strategy and administered by the Alberta Rural Development Network (ARDN) in partnership with the Family and Community Support Services Association of Alberta (FCSSAA). That same fall, Family and Community Support Services from both Spruce Grove and Stony Plain jointly led the Tri-Region Housing and Service Needs Estimate.

The data is meant to be a snapshot of a specific window of time and the process of collecting the data is based on standard Provincial methodologies. The survey will be re-distributed in 2020 for release of an updated report in 2021, and this initial report forms the baseline.

The data gathered supports and acknowledges that homelessness exists in our communities. While the report provides a "hard count" of individuals at risk for or experiencing homelessness, it offers a limited view, and is therefore assumed to be an underestimation of the demand.



Develop a program of support for the homeless population in Spruce Grove.

Social Sustainability Plan
Key Area for Action

HOMELESS POPULATION

COMMUNITY WINTER EMERGENCY RESPONSE

In 2019, the City of Spruce Grove convened community stakeholders to create a task force to discuss and collaborate on providing a community response to mitigate risk for individuals who are vulnerable to serious, critical, or potentially fatal health impacts as a result of extreme cold weather exposure. The risk of exposure is due to several circumstances, but this response focused on people experiencing homelessness.

In November 2019, the Community Winter Emergency Response launched in Spruce Grove for the first time. It consisted of official warming locations, cold weather kits, and transportation.

Ongoing work is expected to continue as outcomes and capacity are collectively developed.



PATHWAYSHOME

In early 2019, Council endorsed PathwaysHOME - a plan to reduce the number of community members experiencing poverty or homelessness in Spruce Grove over a period of five years.

While poverty and homelessness are complex issues, we all play a role in achieving positive change. Through engagement and consultation with community members and the social serving sector, the strategy was finalized in early 2019 followed by initial implementation in the fall focusing on five pillars:

- Collaboration
- Reconciliation
- Housing and Supports
- Community Inclusion and Capacity
- Healthy Living

COMMUNITY ENGAGEMENT

Create sustainability through
Community Engagement

*Social Sustainability Plan
Key Area for Action*

A SHIFT IN THINKING, ACTING AND CONVENING...

From: To:

Program delivery addressing symptoms	Systems thinking addressing root causes
Doing FOR people	Doing WITH people
Organization and sector-level outcomes	Broad community social outcomes
Working in silos	Collective ownership and collaboration

Being connected and engaged allows community members to work in partnership to address priority social issues more effectively. Positive attitudes towards others and the community help to create a sense of belonging and value.

Community Social Development is about building community with community. While the processes themselves are ongoing, they are as important as the end result. Community Social Development is aimed at collectively addressing community needs and balancing long-term solutions with the every day realities that require short-term answers.

Outcome

**THE
COMMUNITY
IS
CONNECTED
AND ENGAGED**

98%

**REPORTED AN INCREASED
UNDERSTANDING OF
WHAT IS HAPPENING IN
THEIR NEIGHBOURHOOD
AND COMMUNITY**



217/221 completed the measurement tool

COMMUNITY ENGAGEMENT

NEIGHBOURHOOD DEVELOPMENT

NEIGHBOURHOOD BLOCK PARTY

Block parties provide a fun way to engage and connect. Neighbour-to-neighbour connections can help create a safer community, increase pride and neighbourhood identity, and increase social supports. Community members who register their Block Party with the City of Spruce Grove receive a helpful kit filled with information, tips and tools, including invitations, a checklist and cool Block Party swag items.

In 2019, 40 block parties were hosted in Spruce Grove. One resident stated that the block party "fostered a sense of community and friendship on the street. It gave a starting point for families who are new or slower to engage, interactions such as this develop empathy and compassion, care and social satisfaction."

87%

**REPORTED A
STRONGER SENSE OF
COMMUNITY WITH
THE PEOPLE ON THE
BLOCK/IN THE
NEIGHBOURHOOD**

Outcome

THE COMMUNITY IS CONNECTED AND ENGAGED



"...the block party gives us a chance to really get to know the neighbours on a more personal level"

"fostered a sense of community and friendship on the street..."

"our kids made new friends"

COMMUNITY ENGAGEMENT

VOLUNTEER FAIR

Community Social Development, Parkland and Area Volunteer Action Committee (PAVAC), Stony Plain FCSS and Parkland County hosted the annual 2019 Tri-Region Volunteer Fair held at the Heritage Park Pavilion in Stony Plain. The event created space for residents to learn more about volunteer activities in the Tri-Region and allowed local organizations to raise public awareness of their purpose.

In 2019, 119 prospective volunteers came through the event to speak with 28 exhibitors. As a result, 75% of participants reported they are better able to serve the people in their community.

*Thank
you*

VOLUNTEERISM

Volunteerism allows individuals to connect to their community and make it a better place. Whether in a big or small way, helping out can make a difference in the lives of people and organizations. As a civic responsibility, volunteerism can build bridges, bonds, and linkages to create the social capital necessary to ensure a safe, sustainable and vibrant community

VOLUNTEER APPRECIATION

Community Social Development partners with the Parkland and Area Volunteer Action Committee (PAVAC), Stony Plain FCSS and Parkland County to host the annual regional volunteer appreciation night.

In 2019, 101 individual volunteers attended the appreciation event, 60% reported feeling recognized for what they do.

AREA IMPACTED	NO. OF VOLUNTEERS	HOURS CONTRIBUTED
Seniors Programs	32	98.5
Community Development	1	15
Youth Programs	4	80
Income Tax Completion	10	349
TOTAL	47	542.5

COMMUNITY ENGAGEMENT

FCSS AD-HOC COMMUNITY ADVISORY COMMITTEE

In early 2019, Spruce Grove FCSS enlisted the support of 16 residents and organizations representing a strong cross-section of our community to help identify strategic priorities for shifting investment in a changing world.

This ad-hoc committee participated in two full days of structured formal facilitation to:

- Tangibly identify community social needs and priorities in program delivery and,
- Advise Spruce Grove FCSS on how best to help meet those needs for the most significant social return, now and into the future.

Staff reviewed and confirmed the Community Advisory Committee recommendations on April 2019 and followed with the 2020-2022 FCSS Plan of Service and Implementation Plan focusing on two strategic directions:

- **Neighbourhood and Community Development:** *Improved social well-being of the community*
- **Mental Health and Wellness - Children, Youth and Families:** *Improved mental health and social well-being.*

Spruce Grove FCSS will pursue identified goals over the 2020-2022 time period to act on the recommended strategic directions.

CHAMPIONS' TABLE

Regional collaboration is a key first step in the implementation of pathwaysHOME, Spruce Grove's five-year strategy to reduce poverty and homelessness.

Convening of a Regional Champions' Table, a core group of regional stakeholders that provide governance for the broader change initiative, was convened in the fall of 2019.

Initial meetings focused on creating a foundation for collaboration, shared vision for poverty and homeless reduction, and the Champions' Table structure.



COMMUNITY ENGAGEMENT

COMMUNITY GRANTS

DOMESTIC VIOLENCE GRANT

Community grants are an important means to strengthening community capacity.

In order to support diversity in services to address domestic violence in the community, the first Community Social Development grant was developed and launched in 2019. This grant focused on providing funding to non-profit organizations that offer treatment services to offenders, victims, and children exposed to domestic violence.

In total, \$30,000 was awarded to three organizations to provide accessible programming to be delivered in 2020, with the goal of supporting residents affected by domestic violence and reducing recidivism:

- Parkland Turning Points Society (\$10,000)
- The Today Centre (\$1000)
- Edmonton Violence Prevention Centre (\$19,000)

Reduce the levels of
domestic violence

Social Sustainability Plan
Key Area for Action

FAMILY & DOMESTIC VIOLENCE

SAFE HORIZON SOCIETY FOR ABUSE RESPONSE

formerly Parkland and Area Response to Family Violence (PARFVC)

Since 2012, Community Social Development (CSD) has supported the Safe Horizon Society for Abuse Response (Safe Horizon) to maximize individual and community potential in addressing relationship violence in the Tri region through education, awareness, resources and supports.

In 2019 CSD, supported Safe Horizon with board governance, access to meeting space, program oversight, grant compliance, strengthening services and laying the foundation for a sustainable future.

The cornerstone of Safe Horizon has been the Domestic Violence Caseworker program. In 2019, 148 cases were referred to the program by the RCMP. Equally important to the society's foundation is the Domestic Violence Support Team (DVST), a group of interdisciplinary professionals who collaborate on cases to promote victim safety and offender accountability.



TRI-REGION ELDER ABUSE COORDINATED COMMUNITY RESPONSE (TREA CCR)

Tri-Region Elder Abuse Coordinator Community Response (TREA CCR) is a diverse group of 22 multisector stakeholders across the Tri-Region addressing elder abuse through awareness, education, and support. TREA CCR's vision is to help create a safe, caring and responsive community that values older adults' well-being, rights and dignity.

Community Social Development is one of nine direct-service providers who attend TREA and have caseworkers who support seniors experiencing elder abuse. TREA promotes multi-agency collaboration that involves sharing information, protocols, expertise and resources to determine the best response when an elder abuse concern is identified.

This work has raised awareness and understanding of elder abuse within the Tri-Region and promotes resource-sharing amongst participating agencies.

In 2019, 54 elder abuse cases were supported by the TREA CCR protocol, including 26 cases in Spruce Grove, 18 cases in Parkland County, and 10 cases in Stony Plain.

INCLUSIVITY

Create and sustain Spruce Grove
as an inclusive city

*Social Sustainability Plan
Key Area for Action*

Inclusion: The act of creating an environment in which any individual or group can feel welcomed, supported, respected and valued to fully participate.

The City of Spruce Grove AUMA Measuring Municipal Inclusion Survey Results and Action Plan, 2019

AUMA MEASURING MUNICIPAL INCLUSION - PHASE I

In 2019 the City of Spruce Grove was awarded the \$50,000 Measuring Municipal Inclusion Grant from the Alberta Urban Municipalities Association (AUMA).

This grant provided an opportunity for the City of Spruce Grove to assess their level of inclusiveness by identifying strengths and areas for improvement. A project team of City employees came together to complete the grant's requirements with Community Social Development as the lead department.

The first phase of the project occurred in 2019 with an evaluation of the City's inclusiveness using a survey tool provided by AUMA. The development of an action plan based on the results begins implementation in 2020.

Reconciliation: Establishing and maintaining a mutually respectful relationship between Aboriginal and non-Aboriginal Peoples in this country.

(Truth and Reconciliation Commission of Canada, 2015)

RECONCILIATION CIRCLE MEETING

The Reconciliation Circle Meeting, hosted by Spruce Grove Community Social Development, started the discussion of reconciliation and honours the First Nations and Metis community's collective wisdom in the Tri-Region. The meeting began with a smudge and opening prayer. It then moved into a circle format where each attendee was given an equal opportunity to share their thoughts and be heard. The Reconciliation Circle Meeting included leadership from First Nations, Metis community and municipalities within Parkland County and offered a tangible step to move forward on the reconciliation journey.

Further meetings will be held by the Reconciliation Committee to form a collaborative group with initiatives that strengthen the relationships between Indigenous and non-Indigenous organizations and individuals.

NATIONAL INDIGENOUS PEOPLE'S DAY

National Indigenous People's Day recognizes and celebrates the cultures and contributions of the First Nations, Metis and Inuit Peoples of Canada. This event creates an opportunity to participate in and recognize the rich and diverse cultures and outstanding achievements within local First Nations, Metis and Inuit communities. The 20th Annual Indigenous Peoples Day celebration took place on June 21, 2019 at the River Cree Resort. Activities included contemporary and traditional song, drumming and cultural activities and teachings.

This event was supported by various organizations and agencies in government, non-profit and business sectors, including the City of Spruce Grove.

INCLUSIVITY

NEW BEGINNINGS LISTENING CIRCLE

This Circle is a place to share various gifts, wisdom, stories and teachings from the Indigenous community.

Identified as a priority initiative in the 2016 creation of New Beginnings, an Indigenous Engagement Improvement Strategy, Listening Circles engage Indigenous community members and provides space for non-Indigenous people to learn more about residential schools' history, sixties scoop survivors, and ways to work together toward reconciliation within the community.

Connecting people with diverse backgrounds and learning about cultural practices can deepen relationships and increase tolerance and understanding. This Tri-Regional, community-driven initiative was hosted in partnership between Spruce Grove FCSS and the Spruce Grove Public Library.



21/23 completed the measurement tool

PUBLIC TRANSPORTATION

Increase social wellness through appropriate and affordable public transportation

*Social Sustainability Plan
Key Area for Action*

SPECIALIZED TRANSIT SERVICE (STS)

In 2019, the City of Spruce Grove, STS Board of Directors, and the Town of Stony Plain began conversations to work toward a merged transit system to serve the growing needs of the community and region.

The City of Spruce Grove's Specialized Transit Service (STS) and the Town of Stony Plain's HandiBus are expected to join in 2020 to form a regionalized service.

STS offers door-to-door transportation for seniors (65+) and persons (16+) with mobility or cognitive disabilities living in Spruce Grove.

SPRUCE GROVE TRANSIT

The City of Spruce Grove operates Spruce Grove Transit, which currently provides commuter transit service between Spruce Grove and Edmonton/Acheson, as well as local transit service within Spruce Grove.

Looking to the future, the Tri-Municipal Regional Transit Plan seeks to deliver a unified version for future transit service and its supporting infrastructure and strategies for the City of Spruce Grove, the Town of Stony Plain and Parkland County, Alberta.

Tri-Municipal Regional Transit Plan, 2018



Modify city governance and administrative practices to ensure the plan is incorporated.

*Social Sustainability Plan
Key Area for Action*

CIVIC GOVERNANCE

COMMUNITY SOCIAL DEVELOPMENT DEPARTMENT RESTRUCTURE

The City of Spruce Grove continues to change and adapt in the face of increasingly complex challenges and demands for social supports. Community Social Development (CSD) needed to adjust to these changing demands in a sustainable way with finite resources. In response to this environment, the department prepared and planned for a phased restructure commencing in 2019 continuing into 2020 to allow for specialized areas of work focusing on capacity building, adaptability, and outcomes.

Family and Community Support Services (FCSS) and Social Planning were defined as two distinct sections under a broader department of Community Social Development. FCSS continues to focus on direct service delivery for individual clients and community programs, while Social Planning supports community capacity development and the ability to address social issues at a systemic level.



TOGETHER, WE CAN

Community growth equates to more complex social challenges, but it also affords opportunities.

In 2019 a local business offering long-term monthly rentals to vulnerable Spruce Grove residents was sold and came under new management. With a new business plan, long-term monthly rentals would no longer be offered as a service option to existing or future tenants due to extensive renovation upgrades and a new vision. This meant a number of long-term residents with complex needs would require support in transitioning their housing situations.

Community Social Development took the lead in spearheading a coordinated community response to this housing challenge. FCSS, along with other City departments, worked with the new management, the business owner, and community service providers to support the successful transition of these vulnerable residents into new and appropriate housing.

COLLECTIVE APPROACH, SHARED RESPONSE

To get started, the team met with the new management to coordinate and facilitate an information night for impacted residents. The session was hosted on site to provide information as to what to expect from the new management team in terms of construction timelines and eviction notices, types of community supports available to assist them in their housing transitions, and how to access those supports.

Though led by the FCSS section, multiple partners were involved. A community stakeholder meeting was hosted shortly afterward to explore how key service providers could collectively support the re-housing of impacted residents in a short period of time with limited options.

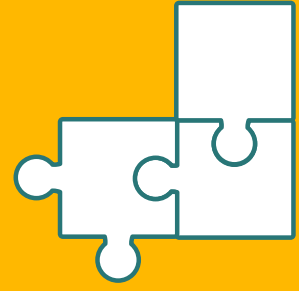
THE PATH FORWARD

Successfully supporting appropriate and timely housing transitions appeared to be a daunting task. However, service partners did not hesitate. Through successful collaboration and cooperation, service providers implemented a number of stages for each impacted resident:

- Formal housing needs assessment and triage
- Moving start-up funds including furniture, utility hook-ups, movers, packers, etc.
- Identification of and connection with appropriate mental health and physical supports for those impacted
- Research on realistic permanent and transitional housing options, both locally and out of the region

(cont'd)

TOGETHER, WE CAN



OUTCOMES FOR RESIDENTS

With a shared response, 17 vulnerable Spruce Grove residents accessed supports and were successfully housed within a very short timeframe. Many will continue to receive supports to assist in maintaining their housing stability and preventing future crisis from occurring.

Community Social Development would like to thank all of our valued partners who contributed to the successful re-housing of vulnerable individuals in our community:

- NeighbourLink Parkland
- Income Support
- AISH
- Primary Care Network
- Home Care
- Stony plain FCSS
- Salvation Army
- Homeward Trust
- E4C

Together, we can.

COMMUNITY SOCIAL DEVELOPMENT

2019 DEPARTMENT STAFF

Director	Janine Peter
Senior Administrative Assistant	Brenda G. Smith
Office Coordinator	Voirrey Manning
Manager - FCSS Adults & Families	Beverley Barker
Integrated Supports Coordinator	Shelley Tunney
Integrated Supports Coordinator	Lynne Bossmann
Integrated Supports Coordinator	Sabrina Morrison
Community Development Coordinator - Adults and Families	Karyn Hurlbut
Supervisor - FCSS Youth Services	Katherine Wilson / Kristi Starling
Community Development Coordinator - Youth	Carly Stobbs
Youth Mentorship Program Coordinator	Brendan Kronewitt
Community Development Officer - Social Planning	Erin McKeown



www.sprucegrove.org/fcss



www.sprucegrove.org