

<b>Flagged item # and description</b>	<b>Flagged Item #2</b>  <b>Information and Volunteer Centre</b>  Provide further information on the 2018 IVC budget, including agreed outcomes.  [NB: please refer to the grant agreement for IVC]
<b>Date of request</b>	November 27, 2017
<b>Councillor</b>	P. Smith
<b>Department / Division</b>	Family and Community Services Community Services Division
<b>Staff lead</b>	Bree Claude, Stephanie Garon, Monica Futeriski

**Response:**

**INFORMATION & VOLUNTEER CENTRE FOR STRATHCONA COUNTY  
SERVICE AGREEMENT WITH STRATHCONA COUNTY  
November 29, 2017**

**INTERIM REPORT ON 2017 SERVICE AGREEMENT OBJECTIVES:**

The activities reported on are frequently extended through partnerships and third party funding; this report represents the result of Strathcona County funded work, and in some cases those to which external contributions (sponsorships for specific expenses) were received in support of those activities. An example would be our National Volunteer Week Flag Raising Ceremony, where Imperial Oil covered the costs of the food for the lunch.

**OBJECTIVE: IVC is a leader in people engagement for the not-for-profit and volunteer sectors.**

Description: IVC provided services for connecting volunteers to opportunities and promoted the engagement and empowerment of residents in their community. The IVC rewarded and celebrated volunteerism throughout the community in these ways:

- Through the delivery of a youth-focussed volunteer fair held at rural Ardrossan High School, and
- Through the delivery of a community-focussed volunteer fair held in conjunction with National Volunteer Week celebrations where IVC hosted 25 organizations.
- Other National Volunteer Week activities including a 'Kick-off Breakfast event,' and the annual Flag Raising Event, held in partnership with the Museum.
- Partnering with a local venue (Common Ground Café) to host an Open House event to which citizen volunteers were invited. (Further financial support for National Volunteer Week activities provided by third party sponsorship).

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**Enclosure #2**

**2018 Budget**

- IVC circulated information on volunteer opportunities for both adults and youth, through partnerships with businesses, or venues in the County. The community businesses include Strathcona County Library, Common Ground Café, Social Grounds Café, Café Haven and Second Cup Café.
- The Month of May 2017 saw a series of 6 events, planned for and presented by County youth under the supervision of adult mentors.
- To date, the Teens in Action program has arranged for or provided 2 volunteer opportunities per month, for a total of 7,000 youth volunteer hours. IVC shares resources and the value of volunteering with community schools and organizations by providing engaging presentations at the schools. In 2017 hundreds of school children in Strathcona County, learned the value of volunteering as well as various community groups such as the Adult Learning and Literacy group.

**OBJECTIVE: IVC enables and cultivates excellence in leadership, organizational competency and resilience within the non-profit and volunteer sectors.**

Description: IVC provided training and information to not-for-profit and community organizations in order to enhance their effectiveness and efficiency. The IVC undertook initiatives to improve the capacity of participating organizations. IVC worked to support this objective by:

- Delivering 4 networking events attended by 100 residents with more than 75 unique organizations. The purpose of these networking events is to provide community non-profit leaders with an opportunity to share experiences and learn from each other in an informal setting. One was a partnership with regional partners such as Edmonton Chamber Voluntary Organizations and Volunteer Managers Group celebrating International Volunteer Managers Day.
- Delivering 3 capacity building workshops, on topics such as fundraising, board development and leadership, attended by 75 residents and 50 unique organizations. Many of these were in partnership with regional partners such as Alberta Community Development and with highly skilled consultants.
- IVC keeps up on regional, provincial and national initiatives and trends in volunteer management and other key sector topics. IVC accomplishes this by being members of capacity building organizations, including Volunteer Alberta, Edmonton Chamber of Voluntary Organizations, Volunteer Canada and the Edmonton Volunteer Managers group and attending regional meetings.
- Funders Forums are held every 18 months. The last one was a highly successful Funders Forum where we brought together 14 funders to meet with 75 representatives from community organizations. This activity creates an opportunity to allow non-profit or community organizations to speak with funders one-on-one in a casual environment.
- The Imagine Canada Grant Connect hub is subscribed to on an annual basis. Non-profits in the community are able to attend the IVC office and search available grants.

**OBJECTIVE: IVC brings people together to inspire active citizenship, create dynamic networks, develop new friendships and generate new ideas for sustainable communities.**

Description: IVC was a catalyst of innovative ideas and means to fulfill our community needs. IVC will conduct initiatives to foster partnerships, develop networks and generate

discussions, and bridge barriers between private enterprise and not-for-profits. Highlights from the year include:

- Community Holiday Dinner. We organize and prepare to present a dinner for Strathcona County residents in need, isolated seniors, newcomers, families or individuals in economic distress and/or individuals with disabilities. We are expecting in the order of 100 guests, and are able to engage 75 local volunteers to assist with delivery. This project is being presented in partnership with Imperial Oil, WOW Factor Desserts and Heartland Housing and the OLPH church.
- Coats for the County. IVC wrapped up its delivery of Coats for the County in the spring of 2017 and distributed over 500 coats to citizens in need.
- We Care, We Share lending program. Once again, in 2017 this was a highly successful program, with items loaned out over 300 times to over 45 organizations.
- IVC assists corporate entities with their "Days of Giving" events, matching corporate volunteers to community organizations. One example in 2017 was bringing together 4 corporate groups to spend days volunteering at rural organizations such as Dreamcatcher Nature Assisted Therapy.
- IVC in the second part of the year made concerted efforts to engage with rural groups by visiting community leagues in every corner of Strathcona County. Discussions centered on what is the most meaningful and best way to support grassroots groups in the rural areas of Strathcona County. This work will continue into 2018.
- IVC will also continue to participate in the Community Halls Strategy Committee, working in partnership with the County and the Library.

**OBJECTIVE: IVC is the recognized source of accurate community information.**

We are pleased to report the following activities:

- 3000 calls received on a dedicated community information telephone line.
- 900 + calls received on a dedicated seniors' information line.
- 3000+ copies of a community calendar distributed. The calendar is also available on line for those who are comfortable working online.
- Resource Centre for various guides and information needed by seniors and others. Some of these include a comprehensive seniors housing guide, seniors clubs and organizations guide, provincial and municipal guides for senior's resources and more.

**LOOKING FORWARD:**

During the Community Talk process, Strathcona County Citizens identified volunteering, greater access to volunteer opportunities and increased civic engagement as being of great importance to them. IVC'S Board of Directors maintains that IVC is and should be the 'go to place' for volunteerism in the County. IVC is committed to expanding the services offered in this regard to continue to meet citizen demands. Further, the Board of Directors sees an opportunity to take a leadership role in civic engagement – helping organizations work together collaboratively.

IVC has been a key partner and contributor in the development of the Strathcona County Social Framework and is committed to aligning its priorities with the Framework. IVC will continue to work with Family and Community Services (FCS) and other partners to achieve the Framework outcomes. FCS is also in the process of refocusing its priorities. As it redesigns its services and evolves its approach to implementing the Social Framework,

there will be an opportunity to better integrate services with IVC. Civic engagement is an important aspect to achieving the Framework outcome of connectedness and inclusion. IVC will continue to work with its partners to broaden civic engagement opportunities into rural areas to create opportunities to participate and contribute to a sense of belonging.

To help guide IVC through a re-focussing of its mandate, and the resulting transition, the Board of Directors will be undertaking a strategic planning process early in 2018. IVC has requested incremental funding to help maintain its programs and services and has committed to working closely with the County to ensure any changes to programming and delivery of services occurs in the right places; to ensure there is no overlap in delivery of service; and to ensure we work with the county and other non-profit organizations to maximize the value of services to our citizens.

**2018 SERVICE AGREEMENT ANTICIPATED OUTCOMES:**

The following outcomes for 2018 and beyond, including some examples of how we will move forward, and the increase in the annual grant as requested, will create the opportunity to:

- Enhance and align with the Social Framework;
- Minimize duplication and increase efficiencies;
- Build community capacity and civic engagement; and
- Increase accountability for results.

**OUTCOME 1:**

**The Information & Volunteer Centre for Strathcona County (IVC) is a leader in people engagement for the non-profit community.**

IVC celebrates volunteerism throughout the community and provides services for connecting citizens to volunteer opportunities and promotes citizen engagement. Our plans for 2018 and beyond include, but are not limited to:

- Annual community volunteer fairs (general + youth-focussed).
- National Volunteer Week Activities (April 15 to 21, 2018).
- Recruitment activities and promotion of volunteer opportunities through electronic and community newspaper vehicles. Community Talks identified a desire from the community for more opportunities to give back to the community (volunteer opportunities).
- Continuous growth in the attention given to the online recruitment database on IVC website that organizations access to advertise their volunteer opportunities.
- IVC will share resources and the value of volunteering with community schools and organizations by providing engaging presentations.
- Youth volunteer engagement opportunities.

**OUTCOME 2:**

**IVC fosters and cultivates excellence in leadership, organizational competency and resilience within the non-profit community.**

IVC provides training resources and advice to non-profit and community organizations to enhance their effectiveness and efficiency. The IVC works to improve the capacity of community organizations. Plans for how we do this include:

- Hosting community networking events.
- Sharing expertise and knowledge with community organizations when required. For example assisting a local organization fine tune their Charitable Applications or advising on pertinent and relevant volunteer management practices.

- Keeping in the know on regional, provincial and national initiatives and trends in volunteer management and other key sector topics. IVC accomplishes this by being members of capacity building organizations and attending regional meetings.
- Presenting organization capacity building workshops.
- Specifically, 'Funding our Community' Project has recently received third party financial support to IVC to present a 'Funders Forum,' the ability to continue to offer the Grant Connect Database to organizations, including placing a laptop with the Grant Connect Database at South Cooking Lake rural contact office to allow increased access for rural residents/organizations, and to sponsor a top level fundraising facilitator for a one day session.

**OUTCOME 3:**

**IVC brings people together to inspire citizenship, create dynamic networks, develop connections and generate ideas to further enhance the community goal of creating a supported, safe and connected community.**

IVC will do this by creating opportunities to foster partnerships, develop networks and generate discussions. IVC is committed to participate in all appropriate activities associated with the delivery of the Social Framework. We also strive to bridge barriers between for-profit and non-profit organizations. Examples of how we do this include:

- Presentation of partnership delivered annual community dinner for isolated seniors, newcomers, families or individuals in economic distress or individuals living with disabilities.
- We Care, We Share lending program. IVC recently received a \$2,700 cash injection from a sponsor to enhance the inventory of equipment available to community organizations to borrow.
- IVC will assist corporate entities with their "Days of Giving" events, matching corporate volunteers to community organizations.
- Increase partnerships including exploring opportunities to partner with Drive Happiness and continue to distribute low cost, nutritious frozen meals to citizens. Drive Happiness is a community transportation program, providing assisted, door-through-door transportation through volunteer drivers to low-resourced, mobility challenged seniors. Drive Happiness is exploring opportunities to expand their services into Strathcona County and this potential partnership is in an exploratory phase.

**OUTCOME 4:**

**IVC is the recognized source of community information to residents.**

Example of IVC's information services include, but are not limited to:

- A dedicated community information line.
- Continued maintenance of Inform Alberta data base, ensuring county service information is updated.
- A dedicated seniors' information line.
- Provision of a monthly community calendar available in both online and print format.
- Resource Centre for various guides and information needed by seniors and others. Some of these include a comprehensive seniors housing guide, seniors clubs and organizations guide, provincial and municipal guides for senior's resources and more.

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**2018 Budget**

**2018 IVC Budget Request**

REVENUE

Strathcona County Grant 394,660

EXPENSES

Salaries	225,660 (4.4 FTE's)
Employee Benefits	35,000
Rentals and Leases	26,500
Supplies and Materials	15,000
Communications & Technology	18,000
Advertising & Printing	34,500
Contracted Services	10,000
Workshops & Events	<u>30,000</u>
	<u>394,660</u>