

# Policy

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## Family & Community Services User Fees & Charges

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### Policy Statement

Strathcona County provides social supports and services to create a supported, safe and connected community. User charges for social services will have a range that is set by Council through the yearly budget process. Fees for services are assessed to ensure user charges are not a barrier to accessing prevention and early intervention social services provided by Family and Community Services.

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### Purpose

The purpose of this policy is to align the provision of services with Strathcona County's Social Framework outcomes of: Affordability, Access to Programs and Services, Safety and Connectedness and Inclusion.

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### Guidelines

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#### User Fees and Charges

1. The fee assessed will fall within the budgeted range, and will be determined on a case-by case basis. The fee assessment will take into consideration the following factors:
  - a. family size and net household income;
  - b. the factors set out in the County's Social Framework (affordability, access to programs and services, safety, connectedness, and inclusion).
2. Fees and charges will be determined on an individual basis and on a pay-what-you-can-afford basis.
3. Strathcona County will not offer social services on a profit-making basis for any individual or family (ie. the County will not impose higher fees on one individual or family in order to recoup shortfall from another). The maximum fee will be based on cost-recovery of administrative costs for the particular service.
4. Fees will NOT be assessed on social services in the following situations:
  - a. The assessment of user fees will deter residents from accessing the programs and services that they need.
  - b. The services are entirely funded by other levels of government and the agreement precludes the assessment of user fees and charges.

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### Policy Record

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**Last Review Date:** April 30, 2018

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**Administrative Review:** Family and Community Services