

Department business plan update

Family and Community Services

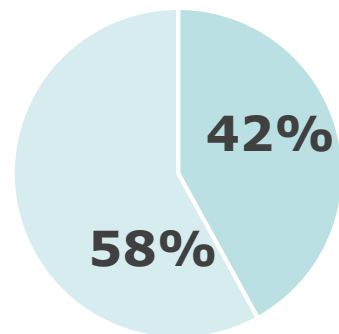
Department overview

Safe, Supported, Connected

Investment

Return

FCS Budget



**Community
and
Partner
Resources**

**Community
Impact**

Municipal Funding = 58%
Provincial and Federal Grants = 42%

Core business functions



Core business functions

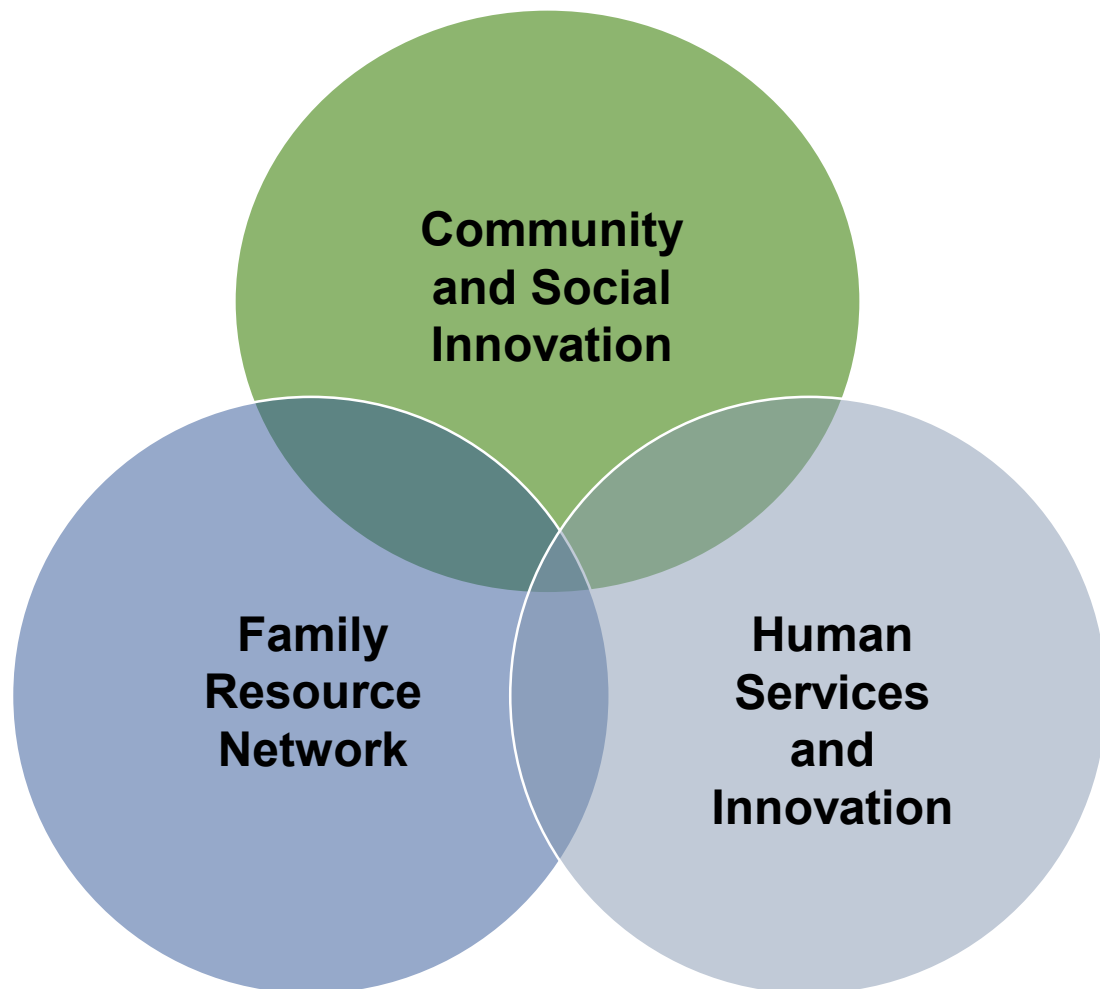


Empowering Communities

- Social Policy and Innovation
- Community Investment
- Community Connections
- Planning and Evaluation

Core function highlights

1 Empowering Communities



36

Social
Framework
Leaders

\$1.16M

Social
Framework
Grants

56

Collaborating
organizations

20,591

Participants
impacted by Social
Framework grants

Core business functions

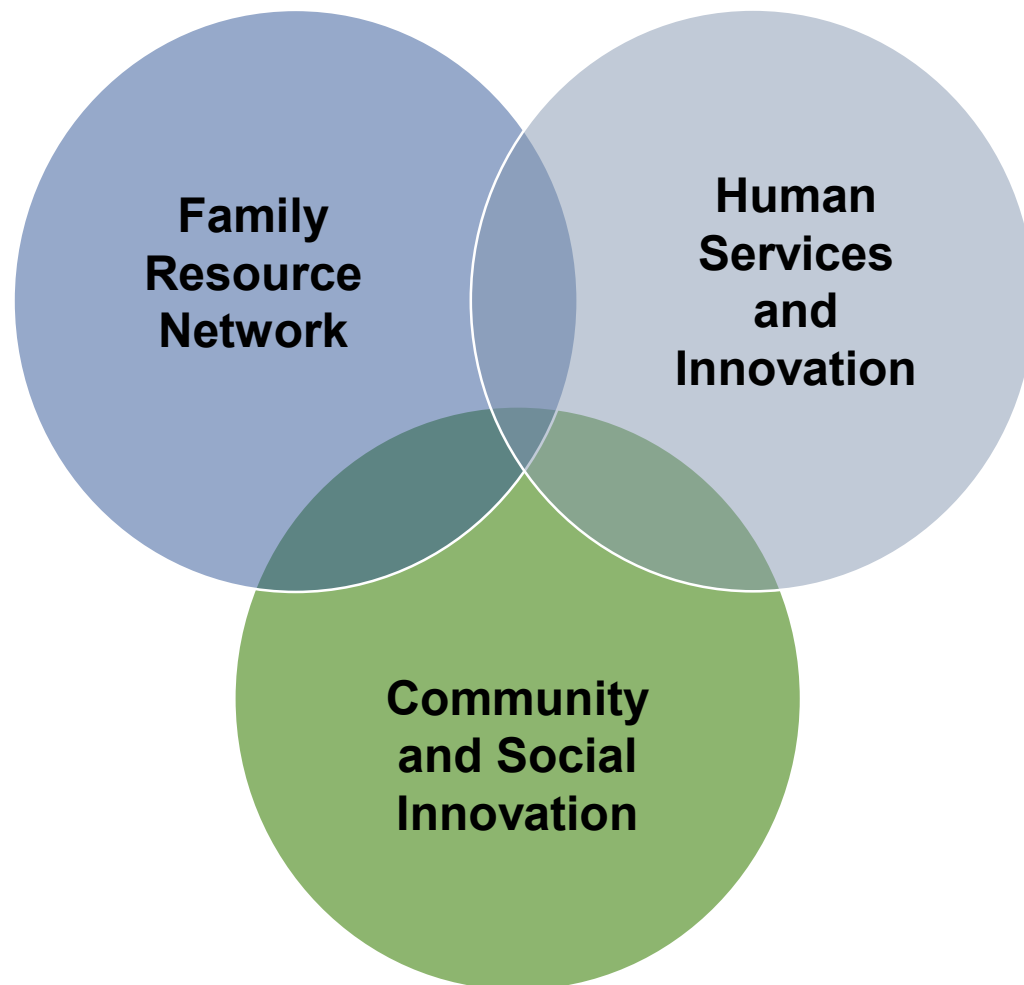


Empowering Individuals and Families

- Community Based Supports
- Mental Health Supports
- Skill Development
- Community Connections
- Emergency Social Services

Core function highlights

2 Empowering Individuals and Families



6492

Support Line Calls:
Integrated response
to increased
complexity

171

Total Skill
Building
Sessions

4493

Participants
reached through
Community-Based
Supports

1954

Participants
reached through
Skill Building
Sessions

COVID Impacts

- **Emergency Social Services**
 - Research and evidence-based approaches
 - Response and recovery
- **Staff**
 - Well-being for department staff and partners
 - Remote work, new technology and service adjustments
- **Service impacts**
 - New innovative ways of working
 - New service delivery approaches with partners
 - New service needs

Employee engagement

Engagement survey theme	Engagement initiative	People Plan focus area
Emphasis on Employee Wellness	<ul style="list-style-type: none"> • Supportive, quality supervision • Frequent updates and information • Daily check-ins and weekly impact stories 	Clear Purpose
Team Building	<ul style="list-style-type: none"> • Employee spotlight interviews • Frequent connections and collaborations • Multiple opportunities to celebrate 	Team, Positivity
Collaboration	<ul style="list-style-type: none"> • Working together across branches and departments 	Accountability
Supporting Leadership at all levels	<ul style="list-style-type: none"> • Professional development • Leadership opportunities for staff • Supervisor/Manager dialogue 	Leadership, Trust

Successes and challenges

Successes and innovations

- Trauma informed leadership and collective ownership
- Transformation and efficiencies
- Establishment of Family Resource Network
- Creating joy and connection in a virtual world

Challenges

- Staying well, resilient and connected
- Increasing complexity of social challenges
- Increasing potential for adverse outcomes

Social Framework Impact



Questions?

