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## Family and Community Services User Fees, Charges and Subsidies

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### Policy Statement

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Through implementation of the Social Framework and the Community Safety and Well-being Strategy, Strathcona County provides social supports and services to create a supported, safe, accessible, and connected community. User charges for social supports 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 supports provided by Family and Community Services. Subsidy guidelines administered by Family and Community Services are established for municipal programs and services to ensure cost is not a barrier to participation.

### Purpose

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

### Definitions

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Social supports – programs that support the well-being of residents of Strathcona County and strengthen personal or community life.

Subsidy – A fee assistance program to increase access to certain County operated programs and services at a reduced cost or for free.

### Guidelines

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1. The fee or subsidy will be determined on a case-by case basis. Guidelines for eligibility will be based on Low Income Cut-Off plus 30 percent household income. The assessment will take into consideration the intended outcomes of the Social Framework including affordability, access to programs and services, safety, connectedness, and inclusion.
2. Fees and charges for social supports will be determined on an individual, pay-what you-can-afford basis.

3. Strathcona County will not offer social supports on a profit-making basis for any individual or family (i.e. 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.

## **Policy Record**

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**Administrative Review:** Family and Community Services