

# Annual Report

November 2023



# **FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

## **ANNUAL GENERAL MEETING November 24, 2023 10:30 a.m. Fantasyland Hotel, Edmonton AB**

### **A G E N D A**

- 1. Call to Order**
- 2. Approval of Parliamentarian (p. 2)**
- 3. Adoption of Agenda (p. 1)**
- 4. Adoption of Minutes of November 18, 2022 Annual Meeting (p. 3)**
- 5. Adoption of Rules of Order for Resolutions Session (p. 6)**
- 6. Introduction of the 2023 FCSSAA Board (p. 8)**
- 7. Resolutions Session (p. 9)**
- 8. Treasurer's Report**
  - a. Adoption of 2022-2023 Audited Financial Statements (p. 11)
  - b. Appointment of Auditors for 2024
  - c. Presentation of 2024 Budget (p. 27)
- 9. Business Arising from the Minutes**
- 10. Message from the President (p. 29)**
- 11. Reports**
  - a. FCSSAA Initiatives and Activities in 2023 (p. 30)
  - b. Directors' Network Report (p. 46)
- 12. Election of President**
- 13. Introduction of the 2024 FCSSAA Board (p. 48)**
- 14. Adjournment**

## PARLIAMENTARIAN FOR 2023 FCSSAA ANNUAL GENERAL MEETING



### **Bob Wyatt**

Bob is the Executive Director of the Muttart Foundation in Edmonton. He holds a certificate in parliamentary law from the University of Wisconsin at Madison, and is a former member of both the American Association of Parliamentarians and the National Association of Parliamentarians. He has served as neutral chair for a number of organizations, and served as parliamentarian for Big Brothers Big Sisters of Canada for more than a decade.

Robert's Rules of Order has been the standard for both meeting processes and decision-making to achieve both effective and efficient meetings.

# **FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

## **MINUTES OF THE ANNUAL GENERAL MEETING**

**NOVEMBER 18, 2022**

**Fantasyland Hotel, Edmonton AB**

### **1. CALL TO ORDER**

President Karen Rosvold called the meeting to order at 10:37 p.m.

### **2. APPROVAL OF PARLIAMENTARIAN**

Karen Rosvold introduced Bob Wyatt as Parliamentarian for the AGM. There were no questions from the floor.

Moved by Judy Smith (City of Edmonton FCSS), that Bob Wyatt be approved as Parliamentarian for the 2022 AGM. There was no discussion on the motion. Seconded by George Glazier (County of Paintearth FCSS). CARRIED.

### **3. ADOPTION OF AGENDA**

Karen Rosvold referred delegates to the AGM agenda (pg 1 of the Annual Report) and called for amendments. No amendments were requested from the floor.

Moved by James Nibourg (Stettler and District FCSS), that the agenda be adopted as presented. There was no discussion on the motion. Seconded by Michelle McKenzie (Cypress County FCSS). CARRIED.

### **4. ADOPTION OF MINUTES OF DECEMBER 3, 2021 ANNUAL MEETING**

Karen Rosvold referred delegates to the 2021 AGM Minutes (pg 3-7 of the Annual Report). No errors or omissions were noted and there were no questions from the floor.

Moved by Brian Broughton (Yellowhead County FCSS), that the Minutes of the December 3, 2021 AGM be approved as recorded. There was no discussion on the motion. Seconded by Judy Smith (City of Edmonton FCSS). CARRIED.

### **5. RULES OF ORDER FOR RESOLUTIONS SESSION**

Bob Wyatt, Parliamentarian reviewed the Rules of Orders for the Resolution Session (p 8-9 of the AGM Package). There were no questions from the floor.

Moved by Chrystal Temblay (Smoky River FCSS), seconded by Kayla Blanchette (Bonnyville and District FCSS) that the Rules of Order for the Resolutions Session be accepted. There was no discussion on the motion. CARRIED.

### **6. INTRODUCTION OF 2022 FCSSAA BOARD**

Karen Rosvold introduced 2022 FCSSAA Board members (pg 10 of the Annual Report), and thanked them for their commitment and hard work in supporting the organization and FCSS throughout the province in 2022.

### **7. RESOLUTIONS SESSION (pg 11 of the Annual Report)**

**Resolution 2022-01** Centralized Call Centre Process to Access Alberta Supports  
Submitted by: Lac La Biche County Family and Community Support Services

BE IT RESOLVED THAT the FCSSAA work with the Provincial Government to reduce barriers for accessing Alberta Supports Services for people who do not have the financial or technological means for reliable telephone or internet service. Utilizing call centres to access services created barriers for people who need Alberta Supports Services the most.

Moved by Charlyn Moore (Lac La Biche County FCSS), seconded by Carmen Jensen-Tebb (Athabasca County FCSS). Supported as written.

Charlyn Moore (Lac La Biche County FCSS) spoke to the motion.

Carmen Jensen-Tebb (Athabasca County FCSS) spoke in support of the motion.

There was no debate on the motion.

George Glazier (Paintearth County FCSS) called the question on the motion to approve the resolution. The motion was CARRIED.

## **8. TREASURER'S REPORT**

### **a. Adoption of 2021-2022 Audited Financial Statements**

Accountant, Curtis Friesen from Metrix Group LLP, referred delegates to the financial statements (pg 12-26 of the Annual Report). He noted that 2022 was another stable year, with finances being well managed and that the audit was clean. There were no questions from the floor.

Moved by Vicki Van Vliet Vaitkunas (City of Edmonton FCSS), that the 2022 FCSSAA audited financial statements be adopted as presented. There was no discussion on the motion. Seconded by Kourtney Penner (City of Calgary FCSS). CARRIED.

### **b. Appointment of Auditors for 2023**

Moved by Pat Palechuk (Town of Smoky Lake FCSS), that Metrix Group LLP be appointed as the auditors for the FCSSAA for 2023. There was no discussion on the motion. Seconded by Bob Marshall (County of Grande Prairie FCSS). CARRIED.

### **c. Presentation of 2023 Budget**

Karen Rosvold (County of Grande Prairie FCSS), referred delegates to the 2023 FCSSAA budget (pg 27 of the Annual Report).

There were no questions from the floor. Karen Rosvold submitted this report presented pursuant to the agenda.

## **9. BUSINESS ARISING FROM THE MINUTES**

Nothing to Report

## **10. MESSAGE FROM THE PRESIDENT**

Karen Rosvold referred delegates to her President's Message (pg 29-30 of the Annual Report).

There were no questions from the floor. Karen Rosvold submitted this report pursuant to the agenda.

## **11. REPORTS**

### **a. FCSSAA Initiatives and Activities in 2022**

Executive Director Mellissa Kraft referred delegates to the Report on Initiatives and Activities (pg 31-45 of the Annual Report).

There were no questions from the floor. Mellissa Kraft submitted this report pursuant to the agenda.

### **b. Directors' Network Report**

Judy Smith (Directors' Network, Edmonton FCSS), referred delegates to the Directors' Network report (pg 46-48 of the Annual Report).

There were no questions from the floor. Judy Smith submitted this report pursuant to the agenda.

## **12. ELECTION OF PRESIDENT**

Bob Wyatt, parliamentarian, called for nominations for the position of President.

Karen Rosvold (County of Grande Prairie FCSS) nominated George Glazier (Paintearth County FCSS). George Glazier accepted the nomination. Bob Wyatt called for further nominations.

Tracy Proulx (Westlock and District FCSS) nominated Murtaza Jamaly (Westlock and District FCSS). Murtaza Jamaly accepted the nomination. Bob Wyatt called three times for further nominations; there were none.

Moved by Judy Smith (City of Edmonton FCSS), that nominations cease. Seconded by Bob Marshall (County of Grande Prairie FCSS). CARRIED.

George Glazier spoke to the nomination.

Murtaza Jamaly spoke to the nomination.

Murtaza Jamaly was elected as President of the FCSS Association of Alberta for 2023.

## **13. INTRODUCTION OF 2023 FCSSAA BOARD**

Karen Rosvold introduced the 2023 FCSSAA Board.

Murtaza Jamaly President, Bobby-Jo Stannard (Directors' Network Chair), Brian Broughton (Yellowhead Region), George Glazier (East Central Region), Gordon Thomas (West Central Region), Kayla Blanchette (Northeast Region), Kelly Nelson (Bow River Representative, Calgary-Bow River Region), Kourtney Penner (Calgary Representative, Calgary-Bow River Region), Lynn Smid (Directors' Network), Lorraine Berry (Evergreen Representative, Edmonton-Evergreen Region), Michelle McKenzie (South Region), Roxanne Perron (Northwest Region), Tara Gilchrist (Directors' Network), Vicki Van Vliet Vaitkunas (Edmonton Representative, Edmonton-Evergreen Region), and Wendy Robinson (Directors' Network).

## **14. ADJOURNMENT**

President Murtaza Jamaly declared the 2022 Annual General Meeting adjourned at 11:21 a.m.

## **FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

### **RULES OF ORDER FOR RESOLUTIONS SESSION**

#### **AGM RESOLUTION SESSION RULES OF ORDER**

All voting delegates must be registered by a board member or designate of the FCSS Association prior to the Annual General Meeting.

1. If an FCSS Member Board wishes or consents to withdraw its resolution, the Session Chairperson will notify the delegates prior to introducing the resolutions.
2. Resolutions will be debated in the order they appear in the Resolutions Section of the Annual Report, unless it is agreed by a 2/3 majority vote of the AGM assembly to discuss a resolution out of order.
3. The Session Chairperson will introduce each resolution by number and the name of the sponsoring FCSS Board, and ask a member of the Resolutions Committee to read the resolution to the assembly. They will then ask the sponsoring FCSS Board to move and second the resolution.
4. The Session Chairperson will identify the mover and seconder, and invite the mover to be the first speaker. The Session Chairperson will then ask the seconder if they wish to speak to the motion.
5. The mover and seconder may speak to the resolution for a combined total of five (5) minutes. All other speakers addressing the resolution may speak for a maximum of two (2) minutes.
6. Only authorized delegates may present motions, amendments, and vote, but any Association member in attendance may speak to a question.
7. Persons in attendance at the AGM who are not members of the Association may speak to a motion by requesting a "special privilege to speak" of the Session Chairperson, which must be agreed to by a 2/3 majority vote of the delegates.
8. A speaker should approach the microphone and wait for recognition from the Session Chairperson, announce his/her name, the name of his/her Board, and then proceed. Voting delegates must display their voting cards when presenting a motion or an amendment to a motion.
9. Once no other delegates indicate a desire to speak to the resolution, the mover will be offered a maximum of two (2) minutes to speak, and in doing so will close debate.
10. The AGM assembly will accept one amendment at a time, and one amendment to the amendment at a time, during a debate. All amendments must be submitted in writing to the Session Chairperson.

11. Friendly amendments will be accepted if consent is granted by the mover.  
Friendly amendments must not change or refocus the intent of the resolution.
12. Any other amendment requires a mover and a seconder and must be debated and either passed or defeated by the AGM assembly.
13. The Session Chairperson, in consultation with the Parliamentarian, will rule as to whether amendments comply with the intent of the original motion.
14. Special resolutions require a three-quarter (3/4) majority vote.
15. All other resolutions require a two-thirds (2/3) majority vote.
16. Voting will be by show of voting cards, or completed electronically, or as designated by the Session Chairperson.
17. If voting occurs in person, where the results of a vote are too close for the Session Chairperson to determine, or where requested by delegates, the Session Chairperson will ask for a standing vote. All delegates will be asked to stand at the appropriate time to signify their support or opposition to the question under consideration. Resolutions Committee members will circulate through the assembly to count the results of the vote, and will advise delegates to be seated as their votes are counted.  
  
The results of a vote as tabulated by the electronic voting system will be considered by the Session Chairperson to be accurate and final.
18. Resolutions that receive the endorsement of the AGM assembly are effective for five (5) years after their passage, unless later amended or rescinded.
19. "Robert's Rules of Order, Newly Revised", will govern this Association in all cases in which they are applicable and in which they are not inconsistent with the Rules of Order of the Constitution of this Association.

From the 2023 FCSSAA Resolution Manual





**Murtaza Jamaly**  
President  
*Westlock & District FCSS*



**Bobby-Jo Stannard**  
Directors' Network  
*Red Deer & District FCSS*



**Brian Broughton**  
Yellowhead Region  
*Yellowhead County FCSS*



**George Glazier**  
East Central Region  
*Paintearth County FCSS*



**Gordon Thomas**  
West Central Region  
*Red Deer & District FCSS*



**Kayla Blanchette**  
Northeast Region  
*Bonnyville & District FCSS*



**Kelly Nelson**  
Bow River Rep for  
Calgary-Bow River  
*Vulcan FCSS*



**Kourtney Penner**  
City of Calgary Rep for  
Calgary-Bow River



**Loraine Berry**  
Evergreen Rep for  
Edmonton-Evergreen  
*Gibbons FCSS*



**Lynn Smid**  
Directors' Network  
*St Paul Regional FCSS*



**Michell McKenzie**  
South Region  
*Cypress County FCSS*



**Roxanne Perron**  
Northwest Region  
*Green View FCSS*



**Tara Gilchrist**  
Directors' Network  
*Canmore FCSS*



**Vicki Van Vliet Vaitkunas**  
City of Edmonton Rep for  
Edmonton-Evergreen



**Wendy Robinson**  
Directors' Network  
*Yellowhead County FCSS*

**SPECIAL RESOLUTION TO AMEND BYLAWS**  
**Proposed to the Annual General Meeting**  
**of the Family and Community Support Services Association of Alberta (FCSSAA)**

**Edmonton, November 24, 2023**

**BACKGROUND:** The Family and Community Support Services Association of Alberta (FCSSAA) has determined by deliberation and discussion of the Association Board and Members to amend its Bylaws, and the Association Board has determined that the following amendments are in order and in keeping with the good governance and administration of the organization.

**NOW THEREFORE BE IT RESOLVED THAT** the Bylaw amendments proposed by Special Resolution to the Members on November 24, 2023 be approved.

**Whereas,** the FCSSAA Membership elects a President at the Annual Meeting;

**Whereas,** the current nomination and election process for the President at the Annual Meeting may not allow the Membership enough time for consideration of the candidates running for the position of President;

**Whereas,** the current one (1) year term for the position of President does not provide the continuity that may be achieved with a two (2) year term.

**Whereas,** the above proposal requires Bylaw Amendments to be approved by the Membership;

**Therefore be it resolved that,** the FCSSAA Bylaws be amended as to read as follows:

**4.3 Election and Appointment of Board Members**

- 4.3.1 The Full FCSSAA Members shall elect by nomination and a clear majority a President at the Annual Meeting by voting delegates.

The President shall be elected for a two (2) year term beginning in 2025 at the Annual Meeting. This term shall commence at the conclusion of the Annual Meeting at which they are elected, and shall, unless sooner vacated, terminate at the conclusion of the Annual Meeting two (2) years hence. The President position will have a cumulative term limit of six (6) years.

- 4.3.2 A call for nominations for the President position will be issued at minimum four (4) weeks prior to the nomination deadline.

Interested persons must submit a completed nomination package electronically to the Association at least two weeks prior to the Annual Meeting. The nomination must be endorsed by at least one FCSSAA Member in good standing.

The Membership will be informed of the nominees prior to the Annual Meeting.

- 4.3.3 If there are no nominations received prior to the nomination deadline for the President position, nominations from the floor at the Annual Meeting will be accepted.

- 4.3.4 The Member who made the nomination has no more than two minutes to speak to the nomination. If the Member is not present, the written statement from the nomination package will be read.
  - 4.3.5 Each candidate for the position of President has up to five minutes to speak in response to the nomination. The order of speaking is determined by a drawing of lots by the person presiding over the election.
  - 4.3.6 If a vacancy occurs in the office of the President, between Annual Meetings it shall be filled by the Vice President as selected by the Board, for an interim period until the next Annual Meeting, with the Vice President's consent. The Vice President who moves to the interim President position shall vacate their position as Vice President on the Board and a new Vice President will be selected by the Board.
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The Board of Directors is instructed to file the Special Resolution as adopted, with Alberta Corporate Registry in accordance with the Societies Act. RSA 2000 c. S-14

**FAMILY AND COMMUNITY SUPPORT SERVICES  
ASSOCIATION OF ALBERTA**

**FINANCIAL STATEMENTS  
FOR THE YEAR ENDED AUGUST 31, 2023**

## **INDEPENDENT AUDITORS' REPORT**

To the Board of the Family and Community Support Services Association of Alberta

### *Opinion*

We have audited the financial statements of the Family and Community Support Services Association of Alberta (the "Association"), which comprise the statement of financial position as at August 31, 2023, and the statements of operations, changes in net assets and cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies.

In our opinion, the accompanying financial statements present fairly, in all material respects, the financial position of the Association as at August 31, 2023, and the results of its operations and the changes in its net assets and cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

### *Basis for Opinion*

We conducted our audit in accordance with Canadian generally accepted auditing standards. Our responsibilities under those standards are further described in the *Auditors' Responsibilities for the Audit of the Financial Statements* section of our report. We are independent of the Association in accordance with the ethical requirements that are relevant to our audit of the financial statements in Canada, and we have fulfilled our ethical responsibilities in accordance with these requirements. We believe the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

### *Responsibilities of Management and Those Charged with Governance for the Financial Statements*

Management is responsible for the preparation and fair presentation of the financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

In preparing the financial statements, management is responsible for assessing the Association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the Association or to cease operations, or has no realistic alternative but to do so.

Those charged with governance are responsible for overseeing the Association's financial reporting process.

(continues)

*Auditor's Responsibility for the Audit of the Financial Statements*

Our objectives are to obtain reasonable assurance about whether the financial statements as a whole are free from material misstatement, whether due to fraud or error, and to issue an auditors' report that includes our opinion. Reasonable assurance is a high level of assurance, but it is not a guarantee that an audit conducted in accordance with Canadian generally accepted auditing standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of these financial statements.

As part of an audit in accordance with Canadian generally accepted auditing standards, we exercise professional judgment and maintain professional skepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial statements, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the Association's internal control.
- Evaluate the appropriateness of accounting policies and the reasonableness of accounting estimates and related disclosures made by management.
- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the Association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditors' report to the related disclosures in the financial statements or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditors' report. However, future events or conditions may cause the Association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial statements, including the disclosures, and whether the financial statements represent the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

**METRIX GROUP LLP**

Chartered Professional Accountants

October 13, 2023  
Edmonton, Alberta



**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**STATEMENT OF FINANCIAL POSITION**

**AS AT AUGUST 31, 2023**

	<b><u>2023</u></b>	<b><u>2022</u></b>
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash and cash equivalents (Note 2)	\$ 2,482,488	\$ 1,329,215
Accounts receivable (Note 3)	1,401	1,889
Accrued interest	9,400	-
Prepaid expenses	<u>32,470</u>	<u>33,489</u>
	2,525,759	1,364,593
 TANGIBLE CAPITAL ASSETS (Note 4)	 <u>8,084</u>	 <u>10,194</u>
	<b><u>\$ 2,533,843</u></b>	<b><u>\$ 1,374,787</u></b>
 <b>LIABILITIES</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 9,500	\$ 9,000
Deferred contributions (Note 5)	<u>977,848</u>	<u>232,323</u>
	<u>987,348</u>	<u>241,323</u>
 <b>NET ASSETS</b>		
Unrestricted	982,704	568,113
Internally restricted (Note 6)	555,707	555,157
Invested in tangible capital assets	<u>8,084</u>	<u>10,194</u>
	<u>1,546,495</u>	<u>1,133,464</u>
	<b><u>\$ 2,533,843</u></b>	<b><u>\$ 1,374,787</u></b>

**APPROVED ON BEHALF OF THE BOARD:**

 \_\_\_\_\_ Director  
 \_\_\_\_\_ Director

The accompanying notes are an integral part of these financial statements.

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**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**STATEMENT OF OPERATIONS**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u>2023</u>	<u>2022</u>
<b>REVENUE</b>		
Foodbank (Schedule 1)	\$ 10,564,556	\$ -
Capacity Building grant	429,014	185,000
Administration fee	359,500	23,500
Family Resource Network grant	190,000	204,000
Conference	172,251	62,454
Outcome Measures (Schedule 2)	144,561	332,255
Memberships	136,283	4,456
Interest	46,171	7,679
Directors' network conference	16,344	11,550
Miscellaneous	16,000	657
COVID-19 (Schedule 3)	<u>-</u>	<u>1,863,085</u>
	<u>12,074,680</u>	<u>2,694,636</u>
<b>EXPENSES</b>		
Foodbank (Schedule 1)	10,564,556	-
Capacity Building (Schedule 4)	495,346	244,864
Family Resource Network expense	190,000	204,000
Conference (Schedule 5)	154,836	42,408
Outcome Measures (Schedule 2)	144,561	332,255
Operating (Schedule 6)	77,503	56,424
Board (Schedule 7)	32,737	34,401
Amortization	2,110	2,317
COVID-19 (Schedule 3)	-	1,863,085
Interest reserve (Schedule 8)	<u>-</u>	<u>33,272</u>
	<u>11,661,649</u>	<u>2,813,026</u>
<b>EXCESS (DEFICIENCY) OF REVENUE OVER EXPENSES</b>	<u>\$ 413,031</u>	<u>\$ (118,390)</u>

The accompanying notes are an integral part of these financial statements.

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**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**STATEMENT OF CHANGES IN NET ASSETS**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u>Invested in Tangible Capital Assets</u>	<u>Internally Restricted (Note 5)</u>	<u>Unrestricted</u>	<b><u>2023</u></b>	<b><u>2022</u></b>
<b>Balance, Beginning of Year</b>	10,194	555,157	568,113	<b>1,133,464</b>	1,251,854
Excess (deficiency) of revenue over expenses	(2,110)	-	415,141	<b>413,031</b>	(118,390)
Transfers	<u>-</u>	<u>550</u>	<u>(550)</u>	<u>-</u>	<u>-</u>
<b>Balance, End of Year</b>	<b>\$ <u>8,084</u></b>	<b>\$ <u>555,707</u></b>	<b>\$ <u>982,704</u></b>	<b>\$ <u>1,546,495</u></b>	<b>\$ <u>1,133,464</u></b>

The accompanying notes are an integral part of these financial statements.

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**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**STATEMENT OF CASH FLOWS**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>OPERATING ACTIVITIES</b>		
Excess (deficiency) of revenue over expenses	\$ 413,031	\$ (118,390)
Items not affecting cash:		
Amortization	<u>2,110</u>	<u>2,317</u>
	<u><b>415,141</b></u>	<u><b>(116,073)</b></u>
Change in non-cash working capital		
Accounts receivables	488	(1,283)
Accrued interest	(9,400)	-
Prepaid expenses	1,019	(12,841)
Accounts payable and accrued liabilities	500	500
Deferred contributions	<u>745,525</u>	<u>(1,959,351)</u>
	<u><b>738,132</b></u>	<u><b>(1,972,975)</b></u>
Cash flow from operating activities	<b>1,153,273</b>	(2,089,048)
<b>INVESTING ACTIVITIES</b>		
Purchase of tangible capital assets	<u>-</u>	<u>(2,868)</u>
<b>INCREASE IN CASH FLOW</b>	<b>1,153,273</b>	(2,091,916)
<b>CASH AND CASH EQUIVALENTS, BEGINNING OF YEAR</b>	<u><b>1,329,215</b></u>	<u><b>3,421,131</b></u>
<b>CASH AND CASH EQUIVALENTS, END OF YEAR</b>	<u><b>\$ 2,482,488</b></u>	<u><b>\$ 1,329,215</b></u>

The accompanying notes are an integral part of these financial statements.

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# **FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

## **NOTES TO FINANCIAL STATEMENTS**

**AUGUST 31, 2023**

### **NATURE OF OPERATIONS**

The Family and Community Support Services Association of Alberta (the "Association") unites and strengthens the FCSS community by representation and advocacy on behalf of member boards in the Province of Alberta. The Association is registered under the Societies Act as a not-for-profit organization and is exempt from income tax under the Income Tax Act.

### **1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES**

(a) Basis of Presentation

The financial statements have been prepared in accordance with Canadian accounting standards for not-for-profit organizations.

(b) Cash and Cash Equivalents

Cash and cash equivalents include operating bank accounts and guaranteed investment certificates. All amounts are readily converted into known amounts of cash and are subject to an insignificant change in value.

(c) Revenue Recognition

The Association follows the deferral method of accounting for contributions. Restricted contributions are recognized as revenue in the year in which the related expenses are incurred. Unrestricted contributions are recognized as revenue when received or receivable if the amount to be received can be reasonably estimated and collection is reasonably assured.

Membership, conference and administration fees are recognized as earned.

(d) Contributed services

Volunteers contribute hundreds of hours to assist the Association in carrying out its service delivery activities. Due to the difficulty of determining their fair value, contributed services are not recognized in the financial statements.

(e) Tangible Capital Assets

Tangible capital assets are stated at cost less accumulated amortization. Contributed capital assets are recorded at fair value at the date of contribution. Tangible capital assets are amortized over their estimated useful lives at the following rates and methods:

Computer	30%	Declining balance
Equipment	20%	Declining balance

The Association regularly reviews its tangible capital assets to eliminate obsolete items.

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**NOTES TO FINANCIAL STATEMENTS**

**AUGUST 31, 2023**

**1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES (*continued*)**

(f) Measurement uncertainty

The preparation of financial statements in accordance with Canadian accounting standards for not-for-profit organizations requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities, the disclosure of contingent assets and liabilities at the dates of the financial statements and the reported amounts of revenue and expenses during the reporting period. Significant areas requiring the use of management's estimates include the useful lives of tangible capital assets, the corresponding rates of amortization and the amount of accrued liabilities. All estimates are reviewed periodically and adjustments are made to the statements of operations as appropriate in the year they become known.

(g) Financial Instruments

*Measurement of financial instruments*

The Association initially measures its financial assets and financial liabilities at fair value, and subsequently measures all its financial assets and financial liabilities at amortized cost.

Financial assets measured at amortized cost include cash and cash equivalents and accounts receivable.

Financial liabilities measured at amortized cost include accounts payable and accrued liabilities.

The Association has no financial assets measured at fair value.

*Impairment*

Financial assets measured at cost are tested for impairment when there are indicators of impairment. The amount of the write-down is recognized in net income. The previously recognized impairment loss may be reversed to the extent of the improvement, directly or by adjusting the allowance account, provided it is no greater than the amount that would have been reported at the date of the reversal had the impairment not been recognized previously. The amount of the reversal is recognized in the statement of operations.

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**NOTES TO FINANCIAL STATEMENTS**

**AUGUST 31, 2023**

**2. CASH AND CASH EQUIVALENTS**

Cash and cash equivalents includes guaranteed investment certificates totaling \$375,707 (2022 - \$375,157) earning interest at 2.5% - 4.5%, maturing in September 2023 and September 2024.

**3. ACCOUNTS RECEIVABLE**

	<b><u>2023</u></b>	<b><u>2022</u></b>
Goods and Services Tax receivable	\$ <b><u>1,401</u></b>	\$ <b><u>1,889</u></b>

**4. TANGIBLE CAPITAL ASSETS**

	<b><u>Cost</u></b>	<b><u>Accumulated Amortization</u></b>	<b><u>Net Book Value</u></b>	
			<b><u>2023</u></b>	<b><u>2022</u></b>
Computer	\$ 19,651	\$ 19,153	\$ 498	\$ 711
Equipment	<u>53,574</u>	<u>45,988</u>	<u>7,586</u>	<u>9,483</u>
	\$ <b><u>73,225</u></b>	\$ <b><u>65,141</u></b>	\$ <b><u>8,084</u></b>	\$ <b><u>10,194</u></b>

**5. DEFERRED CONTRIBUTIONS**

Deferred contributions represent restricted operating funding received or receivable in the current year for which the corresponding expenses have not yet been incurred. Changes in the deferred contributions balance are as follows:

	<b><u>2023</u></b>	<b><u>2022</u></b>
Provincial grant - Foodbank	\$ <b>866,866</b>	\$ -
Provincial grant - COVID-19	<b>60,801</b>	58,915
Provincial grant - Capacity Building	<b>35,729</b>	15,417
Provincial grant - Outcome Measures	<u>14,452</u>	<u>157,991</u>
	\$ <b><u>977,848</u></b>	\$ <b><u>232,323</u></b>

# FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA

## NOTES TO FINANCIAL STATEMENTS

**AUGUST 31, 2023**

### 6. INTERNALLY RESTRICTED NET ASSETS

	<u>Capital Reserve</u>	<u>Education Reserve</u>	<u>General Operating Reserve</u>	<u>Stabilization Reserve</u>	<u>Total</u>
Balance, Beginning of Year	\$ 194,470	\$ 80,687	\$ 180,000	\$ 100,000	\$ 555,157
Transfers from reserves	-	-	-	-	-
Transfers to reserves	<u>389</u>	<u>161</u>	<u>-</u>	<u>-</u>	<u>550</u>
Balance, End of Year	\$ <u>194,859</u>	\$ <u>80,848</u>	\$ <u>180,000</u>	\$ <u>100,000</u>	\$ <u>555,707</u>

The Capital Reserve is intended to fund capital expenditures.

The Education Reserve is intended to fund professional development opportunities and resources.

The General Operating Reserve is intended to maintain six months of funding for operational costs.

The Stabilization Reserve is intended to cover costs associated with organizational restructuring.

### 7. LEASE COMMITMENTS

The Association has entered into a lease for office space, ending December 30, 2024. The annual lease payments are \$12,912.

### 8. FINANCIAL INSTRUMENTS

It is management's opinion that the Association is not exposed to significant credit, liquidity, market, currency, interest rate or other price risk through its financial instruments which include cash and cash equivalents, accounts receivable and accounts payable and accrued liabilities.

### 9. ECONOMIC DEPENDENCE

The Association is dependent on Ministry of Community and Social Services to support the operations of the Association. Under the grant application, the funds can only be used for the purposes for which it has been approved.

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**FOODBANK REVENUE AND EXPENSES      SCHEDULE 1**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>REVENUE</b>		
Grant	\$ 10,483,135	\$ -
Interest	<u>81,421</u>	<u>-</u>
	<u><b>10,564,556</b></u>	<u>-</u>
 <b>EXPENSES</b>		
Grants	10,214,134	-
Administration fee	350,000	-
Bank charges	<u>422</u>	<u>-</u>
	<u><b>10,564,556</b></u>	<u>-</u>
 <b>EXCESS OF REVENUE OVER EXPENSES</b>	 <u><u>\$ -</u></u>	 <u><u>\$ -</u></u>

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**OUTCOME MEASURES REVENUES AND EXPENSES      SCHEDULE 2**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>REVENUE</b>		
Grant	\$ 143,538	\$ 330,515
Interest	<u>1,023</u>	<u>1,740</u>
	<u><b>144,561</b></u>	<u><b>332,255</b></u>
 <b>EXPENSES</b>		
Trainers	<b>144,527</b>	318,192
Bank charges	<b>34</b>	63
Administration fee	<u>-</u>	<u>14,000</u>
	<u><b>144,561</b></u>	<u><b>332,255</b></u>
 <b>EXCESS OF REVENUE OVER EXPENSES</b>	 <b>\$ <u>-</u></b>	 <b>\$ <u>-</u></b>



**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**COVID-19 REVENUES AND EXPENSES SCHEDULE 3**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>REVENUE</b>		
Grant	\$ -	\$ 1,861,336
Interest	<u>-</u>	<u>1,749</u>
	<u>-</u>	<u>1,863,085</u>
<b>EXPENSES</b>		
Grants	-	1,862,971
Bank charges	<u>-</u>	<u>114</u>
	<u>-</u>	<u>1,863,085</u>
<b>EXCESS OF REVENUE OVER EXPENSES</b>	\$ <u><u>-</u></u>	\$ <u><u>-</u></u>

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**CAPACITY BUILDING EXPENSES**

**SCHEDULE 4**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>EXPENSES</b>		
Wages and benefits	\$ 232,354	\$ 219,235
FCSS program consultants	198,345	-
Contracts	39,897	633
Directors network conference	17,335	16,059
Office supplies	7,415	4,228
Staff travel, meals and accommodations	-	2,984
Professional development and resources	<u>-</u>	<u>1,725</u>
	<b><u>\$ 495,346</u></b>	<b><u>\$ 244,864</u></b>

**CONFERENCE EXPENSES      SCHEDULE 5**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u><b>2023</b></u>	<u><b>2022</b></u>
<b>EXPENSES</b>		
Facility/Catering	\$ 70,001	\$ -
Speakers	34,465	12,506
Equipment - audio, visual and IT	23,009	1,478
On-line registration fees	20,353	25,924
Miscellaneous	4,008	-
Brochure and website design	<u>3,000</u>	<u>2,500</u>
	<b><u>\$ 154,836</u></b>	<b><u>\$ 42,408</u></b>

**FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA**

**OPERATING EXPENSES      SCHEDULE 6**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u>2023</u>	<u>2022</u>
<b>EXPENSES</b>		
Conference subsidies	\$ 18,192	\$ -
Communication and promotion	16,359	16,575
Office lease	11,218	9,918
Professional fees	9,500	9,425
Goods and Services Tax	6,342	3,454
Website and IT support	6,137	7,635
Regional grant	3,500	2,500
Insurance	2,890	2,844
Telephone	1,815	1,745
Bank charges	1,550	1,328
Annual general meeting	-	1,000
	<u>\$ 77,503</u>	<u>\$ 56,424</u>

**BOARD EXPENSES      SCHEDULE 7**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u>2023</u>	<u>2022</u>
<b>EXPENSES</b>		
Travel	\$ 13,846	\$ 10,319
Accommodations	8,491	6,692
Meals	6,460	3,444
Directors' Network Committee	3,352	1,390
Miscellaneous	588	3,861
Strategic planning	-	8,695
	<u>\$ 32,737</u>	<u>\$ 34,401</u>

**INTEREST RESERVE      SCHEDULE 8**

**FOR THE YEAR ENDED AUGUST 31, 2023**

	<u>2023</u>	<u>2022</u>
<b>EXPENSES</b>		
Communication strategy project	\$ -	\$ 33,272

**Family and Community Support Services Association of Alberta**  
**BUDGET**

**September 1, 2023 - August 31, 2024**

	<b>2023-2024 Budget</b>
<b>REVENUE SOURCES</b>	
Brochures, Folders, Note Pads	0.00
FCSSAA Conference Revenue	165,000.00
Directors' Network Conference	10,000.00
FRN Administration	0.00
Foodbank Administration	350,000.00
GST Rebate	6,000.00
Interest Income (savings & GICs)	15,000.00
Memberships	136,000.00
Outcome Measures Administration	0.00
Other Income - UofA Research Study	0.00
Capacity Building Grant (formerly Resource Bank)	510,000.00
<b>TOTAL REVENUE SOURCES</b>	<b>1,192,000.00</b>
<b>EXPENDITURES</b>	
<b>BOARD</b>	
Accomm, Meals, Travel	35,000.00
Directors' Network Committee	16,000.00
Miscellaneous	3,000.00
Strategic Planning/Policy Work	3,000.00
	<b>57,000.00</b>
<b>OPERATING</b>	
Annual General Meeting	1,000.00
Audit and Legal	9,500.00
Bank Charges	1,300.00
Communication/Marketing	100,000.00
Conference	165,000.00
Conference Subsidies	20,000.00
Directors' Network Conference	25,000.00
DN Conference Subsidies	5,000.00
GST Expense (50%)	6,000.00
Insurance	3,000.00
Learning Modules License/Support	5,000.00
Licenses, Fees, Dues	0.00
Office Expenses	6,000.00
Office Lease	13,500.00
Professional Development & Resources	6,000.00
Program Consultants, FCSS	310,776.00
Regional Meeting Grants	8,000.00
Short-Term Contracts	100,000.00
Staff Expenses	6,000.00
Staff Wages and Benefits	253,000.00
Telephone	1,900.00
Website/IT Support	25,000.00
	<b>1,070,976.00</b>
<b>TOTAL EXPENDITURES</b>	<b>1,127,976.00</b>
<b>REVENUE LESS EXPENDITURES</b>	<b>64,024.00</b>
<b>NET</b>	<b>64,024.00</b>

## Notes to 2023-2024 Budget

### **Revenue**

Brochures, Folders, Note Pads removed, FCSSAA no longer purchasing for resale  
FRN Administration removed, unaware if project will continue  
Foodbank Project administration added  
Increased interest due to increased administration fee revenue  
Outcome Measures administration fee removed (now incorporated with the Capacity Building budget)  
UofA Research Project removed as project ended  
Capacity Building Grant increased to include FCSS Program Consultants (formerly Outcome Measures Trainers)

### **Operating Expenses**

Board increased to incorporate Directors' Network Committee meeting expenses  
Communication/Marketing increased for marketing project  
DN Conference budget increased  
DN Conference Subsidies, this was a pilot project in 2021, \$5161 subsidies processed in May '22  
Program Consultants, FCSS added as per amended Capacity Building agreement  
Regional Meeting Grants increased from \$500 to \$1000 per program  
Short Term Contracts increased to incorporate Communications and Foodbank Administration Support  
Website/IT Support increased for website revisions

### **2023-2024 Food Bank Administration Fee Allocations**

\$ 52,000 from the foodbank admin is going to balance the FCSSAA budget and cover off expenses such as additional IT support, increasing board meeting expenses, two DN meetings travel/accommodation, DN conference subsidy.  
\$ 100,000 marketing  
\$15,000 for DN Conference  
\$ 4,000 additional spring regional meeting funds  
\$ 100,000 Contracts for communications and grant administration  
\$ 15,000 website  
\$64,000 surplus to be determined

## PRESIDENT'S MESSAGE 2023

Dear fellow FCSSAA members,

It has been an utmost privilege to serve as President of the FCSSAA for the past year and it truly has been an amazing year. As I reflect on all we've accomplished as an organization, I'm happy to share a few details.

Through the relentless work of our Executive Director Mellissa, we have committed to excellent progress on our strategic plan. I'm proud to say that the FCSSAA provides greater value to its membership today than it ever has. This year we provided important communications and marketing support to add capacity to local programs. We also increased grants and subsidies to programs and directors to ensure our membership could participate in quality professional development while maximizing local program delivery. We were able to do all of this while continuing to strengthen the financial security of the FCSSAA for future years to come.



Our work in advocacy and government relations was also very strong this year. We worked on practical solutions to ensuring that provincial services remain accessible in our rural communities and spent every opportunity discussing how the FCSS tried and true method of prevention would continue to benefit everyone in our province. We worked side by side with stakeholders like Alberta Municipalities and Rural Municipalities of Alberta to communicate our mandate and results. I would also like to extend sincere appreciation for the support of Jenn Anderson, Cheryl Naundorf, Courtney Rippin Kaufman and the entire team at Seniors, Community and Social Services. It is a pleasure to work with them as we advance our common goal.

I'm humbled to work with our board of Regional Representatives and Directors. Their work at board meetings, committees, and everything in between is what has allowed us to move forward as an organization. The wealth of experience surrounding the table has made the conversations enlightening and productive.

I want to thank all the programs that hosted Regional Meetings this year. From Edson to Vulcan, I enjoyed interacting with so many programs and witnessing the beauty in the uniqueness of each program while recognizing that we will always be stronger together.

We are grateful to Mellissa Kraft, Colleen Burton Ochocki and Judy Macknee for their hard work over the year and their commitment to the Association. We appreciate their dedication and passion for what they do.

Thank you to each FCSS program for all you do in your communities to ensure Albertans receive preventive social programming.

Sincerely,

A handwritten signature in black ink, appearing to read 'Murtaza Jamaly'.

Murtaza Jamaly  
President, FCSS Association of Alberta

## Goal 1 Network Development

**FCSSAA facilitates effective networking and communication among all Association stakeholders to achieve a “collaborative advantage.”**

For 2022-23, the Association was 186 FCSS members strong along with 17 Associate Members who have an affiliation to FCSS. All FCSS programs are welcome to join the Association and most of the population of Alberta is served by FCSS programs that are members of the Association.

### Communications and Marketing

The FCSSAA worked on a communications and marketing strategy. The project included extensive research, a written brand, a visual brand, and a new website. A new brand was launched with refreshed FCSSAA and FCSS logos along with collateral materials and website. The FCSSAA supported 48 FCSS programs to transition to the new FCSS logo. Additional collateral materials were developed to support FCSS programs.

### Regional Meetings

The FCSSAA board members were pleased to join in all eight of the spring regional meetings. It was great to connect with everyone across the province.

### Newsletter

A new format of the newsletter was adopted, and regular monthly newsletters were sent out in 2022-23. A database for the newsletter is being built and distributed through MailChimp.

### Information Sharing

The Association welcomes interaction with members and serves as a point of contact for members. FCSSAA is happy to assist members by sharing information and gathering feedback when requested. This year we disseminated 150 emails to members to support program work. A system to share responses was implemented. The responses are combined and added to the FCSSAA website library section. New content includes: Childcare 0-5years, Speaker Ideas for Senior's presentations and Volunteer/Driver programs.

**22**

#### Employment Opportunities

Postings for employment opportunities were sent out to members.

**60 & 11**

#### Announcements & Webinar Notices

FCSSAA shares a variety of workshop and conference notices, communications and key messaging, Directors' Network information, & webinar information.

**57**

#### Requests for Information

FCSS programs share resources and ideas to provide support to each other on topics like grant eligibility, home support programs, strategic planning, summer camps, COVID planning & more.

**189**

Newsletter subscribers as of August 2023

**74%**

Average newsletter read rate



### Social Media

FCSSAA began using Semrush as a social media management platform to regularly post to, analyze and track the performance of the Association's X (Twitter), LinkedIn, Facebook and Instagram accounts. The FCSSAA averaged three to four posts per week on it's four channels.

## Goal 2 Partnership Development

**FCSSAA leads in the development and strengthening of strategic partnerships that support the delivery of preventive social services.**

### Ministry of Seniors, Community and Social Services

The Program Advisory Team was re-established and the Steering Committee was created with Terms of Reference in place for both committees.

Regular meetings at various levels with the Ministry of Seniors, Community and Social Services were held over the year.

### Presentations

A presentation was made at the Spring Rural Municipalities of Alberta conference by Murtaza Jamaly and Bobby-Jo Stannard.

A presentation was made at the Alberta Municipalities Spring Leaders conference by Murtaza Jamaly with Judy Smith.

### Letters

Letters to request meetings were sent to the Rural Municipalities of Alberta, Alberta Municipalities and Minister Nixon.

### Committees and Initiatives

FCSSAA is a member of the Inter-City Forum on Social Policy and also participates on the Alberta Poverty Reduction Network.

FCSSAA is an active participant on the FCSS Steering Committee & Program Advisory Team through the Ministry of Seniors, Community and Social Services. FCSSAA President, Murtaza Jamaly co-chairs the Steering Committee and four FCSS Directors are on the committee to provide valuable input from the FCSS program and community perspective.



## Goal 3 Knowledge Development

FCSSAA will optimize knowledge creation, research, and learning opportunities to help local FCSS programs build capacity and achieve outcomes for their clients.

### Centre for Trauma Informed Practices (CTIP)

Training was offered to FCSS staff at no charge. 17 training keys were distributed over the year which included receiving a certificate for completing the three modules. Participants were asked to complete a survey and 100% of participants said they would recommend the training.

### Research

The FCSSAA was consulted about the research project through the University of Alberta (from Rural Municipalities of Alberta) about FCSS in rural Alberta. The Association also participated in the Supporting the Caregivers research project through the University of Alberta Department of Nursing.



### FCSSAA Annual Conference 2022

The conference returned to an in-person format in 2022.

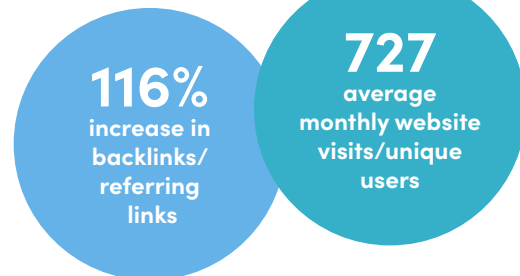
Thank you to Calgary-Bow River Region for your support with planning. We were pleased to have Fred Keating on board as our host and the evaluations indicated that keynote presenter Jody Carrington was the most popular conference presenter. 410 delegates attended the conference with \$18,000 in conference subsidies distributed to 21 FCSS programs. The Queen's Platinum Jubilee Award was presented to five FCSS volunteers at the banquet.

### Webinars

The Association offered a few webinars this year and we will continue to offer programming and sharing sessions that are meaningful to the membership. From September 2022 – August 2023, seven webinars were offered to 334 people. Recordings were shared after the sessions and when permitted, recordings are available on our YouTube channel - FCSS Association of Alberta.

### FCSSAA Website

A new FCSSAA website launched in the fall of 2022 to reflect the communications work that was completed. The Association continues to explore options to better connect members with each other to share information in a searchable format. FCSS program annual reports are being shared on the website.



### Directors' Network Conference

Yellowhead region hosted the Directors' Network Conference in May with about 90 people in attendance. The conference was informative and offered directors the opportunity to network. The conference had to wrap up quickly on the final day due to the wildfire situation.

**The FCSSAA provided just over \$5000 in subsidies for 11 programs to attend.**

## Goal 4 Financial Stability & Resilience Contract Management

**FCSSAA builds and maintains financial resilience by growing the Association's resource capacity to meet its operational needs beyond membership fees and grants.**

The FCSSAA received funds from the following grants; FCSS Capacity Building Grant, Social Services Support for Covid 19, Food Bank Grants and Children's Services & CoLab for Family Resource Networks.

## Goal 5 Operational Capacity & Governance

**FCSSAA has the capacity to serve as a hub or backbone organization to achieve operational excellence through investment in people, processes, and technology designed to strengthen local FCSS program outcomes.**

### Board Members

At the AGM in November 2022, there were a few changes to the board.

Retiring from the board were :

- Karen Rosvold (President),
- Debbie Wood (Directors' Network),
- Duane Didow (Northwest Representative), and
- Judy Smith (Directors' Network).

Thank you for your commitment to the FCSSAA.

The board welcomed new members:

- Bobby-Jo Stannard (Directors' Network),
- Kayla Blanchette (Northeast Representative),
- Kelly Nelson (Bow River Representative),
- Lynn Smid (Directors' Network), and
- Roxanne Perron (Northwest Representative).

The FCSSAA Board of Directors is comprised of 15 members – the president, 10 regional representatives and four members from Directors' Network.

The FCSSAA Board members are committed to ensuring the Association is working toward the vision and mission. The Board continued to meet regularly in person with an online option offered. Committees of the Board (Board Executive, Policy, Resolution, Directors' Network, Communications and Advocacy) met 22 times. Over the past year, the Board donated approximately 590 volunteer hours.

### Strategic Planning

The Board regularly reviewed the strategic plan and updates.

### Policy Review

The board continues to review its existing policies to ensure they are relevant, effective and current.

### Resolution Review

The FCSSAA Board continually tracks, reviews and updates each open resolution.

*Open Resolutions include:*

#### 2021-01 Digital Divide

The committee continues to meet with organizations to learn what is being done in Alberta. It is an issue that has been raised at many levels and the FCSSAA continues to advocate/educate about the impact on Albertans who are living in rural or remote areas and Albertans who cannot afford to have access to cell phones or internet.

#### 2021-02 Equitable Access to Funding for Rural and Remote Housing and Homeless Resources

The Resolution Committee members have met with other organizations (RDN and ASCHA) and municipalities to discuss the issue and learn what is available to support rural homeless initiatives.

#### 2022-01 - Centralized Call Centre Process to Access Alberta Supports Services

Murtaza Jamaly, FCSSAA Board President has had meetings with staff from Seniors, Community and Social Services; including the Assistant Deputy Minister. Senior staff from Alberta Supports created a document to circulate to FCSS programs that outlines the process to access services. Seniors, Community and Social Services Ministry Administration has indicated they are open to working with us to make the process more accessible. A presentation will be made by Alberta Supports at the 2023 FCSSAA conference.

## Goal 6 Outcomes & Performance

FCSSAA collects, evaluates, and communicates member data, feedback, and information to understand the achievement of organizational strategies and outcomes, and to make data-informed decisions about member services.

### Surveys to Membership

Regularly conducted surveys for the question to discuss at the board meetings. Topics since March 2023 include information about local FCSS board governance and structure, 211 services and Emergency Social Services.

# Strategic Plan

2022-2025

# THE ASSOCIATION

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The Family and Community Support Services Association of Alberta (FCSSAA) is a member-driven organization that serves local FCSS programs, directors, board members, elected officials, and staff.

The FCSSAA Board is comprised of board members and elected officials representing regions from across Alberta and members of the Directors' Network - professionals working within Alberta's local FCSS programs.

## FCSSAA BOARD AND STAFF

The FCSSAA Board and staff participated in a full-day workshop on Thursday, April 28, 2022. This strategic plan represents their hard work, analysis, and consideration of member input.

### Participating Board Members

Karen Rosvold, President  
Brian Broughton - Yellowhead  
Debbie Wood - Directors' Network  
Duane Didow - Northwest  
George Glazier - East Central  
Gordon Thomas - West Central  
Judy Smith - Directors' Network  
Kourtney Penner - Calgary  
Michelle McKenzie - South  
Murtaza Jamaly - Northeast  
Vicki Van Vliet Vaitkunas - Edmonton Evergreen  
Wendy Robinson - Directors' Network

### Participating Staff

Mellissa Kraft - Executive Director  
Colleen Burton Ochocki - Project Coordinator

### Regrets

Loraine Berry - Edmonton Evergreen  
Tara Gilchrist - Directors' Network

# FCSSAA VISION AND MISSION

## FCSSAA Vision

Albertans are stronger together

## FCSSAA Mission

FCSSAA is a:

- ♦ True partner
- ♦ Information purveyor
- ♦ Relationship builder, and
- ♦ Connector

for our members, organizations, and partners.

## FCSSAA Mandate

For the FCSS community in search of education, communication, and connection to help them achieve their full potential, the FCSSAA offers membership benefits that encourage growth, understanding, and development. We are driven by our commitment to provide intrinsic member value, information, and resources to promote our common cause and support our mutual interests. In so doing, we strengthen our members' capacity. We embrace our role as advocates and facilitators, driving systemic change so individuals, families and communities in Alberta are stronger together.

## FCSSAA Target Audiences

- ♦ Primary - Local FCSS Programs (i.e. FCSS Directors, board members, elected officials, and staff) and Association board members and employees
- ♦ Secondary - Partner organizations (i.e. government departments, provincial and national organizations)
- ♦ Tertiary - Albertans that benefit from local FCSS programs and services

# STRATEGIC OVERVIEW

Based on information obtained through the environmental scan and deeper analysis of the 2020 Strategic Plan goals, the FCSSAA Board resolved to consider changes that reflect member input, stated beliefs and objections contained within the Association bylaws, and member outcomes.

The following strategic overview emerged.

## Strategic Focus: Member Services

### **NETWORK DEVELOPMENT**

FCSSAA facilitates effective networking and communication among all Association stakeholders to achieve a "collaborative advantage".

### **PARTNERSHIP DEVELOPMENT**

FCSSAA leads in the development and strengthening of strategic partnerships that support the delivery of preventative social services.

### **KNOWLEDGE DEVELOPMENT**

FCSSAA will optimize knowledge creation, research, and learning opportunities to help local FCSS programs build capacity and achieve outcomes for their clients

## Strategic Focus: Organizational Health

### **FINANCIAL SUSTAINABILITY AND RESILIENCE**

FCSSAA builds and maintains financial resilience by growing the Association's resource capacity to meet its operational needs beyond membership fees and grants.

### **OPERATIONAL CAPACITY AND GOVERNANCE**

FCSSAA has the capacity to serve as a hub or backbone organization to achieve operational excellence through investment in people, processes, and technology designed to strengthen local FCSS program outcomes.

### **OUTCOMES AND PERFORMANCE**

FCSSAA collects, evaluates, and communicates member data, feedback, and information to understand the achievement of organizational strategies and outcomes, and to make data-informed decisions about member services.



# NETWORK DEVELOPMENT

## Strategic Focus - Member Services

### Goal Statement:

FCSSAA facilitates effective networking and communication among all Association stakeholders to achieve a "collaborative advantage".

### Network Development Strategies:

- ♦ Attract and retain members by articulating FCSSAA members benefits, delivering quality member services, and supporting local FCSS programs to effectively achieve FCSS prevention mandates and outcomes.
- ♦ Initiate, facilitate, and mediate connections to encourage more collaboration between Association members and partner organizations.
- ♦ Facilitate 'space' for FCSS members to share information, dialogue about challenges facing programs and communities, and engage in the creation of innovative and adaptive solutions.
- ♦ Communicate in a planned and coordinated manner to reach all target audiences.
- ♦ With local FCSS programs, identify factors that affect member capacity and their ability to deliver on FCSS outcomes, resources, technology, and leadership through an evidence-informed approach to assessing social needs and service delivery options.

### Tactics:

- ♦ Identify, catalogue, and prioritize member benefits provided by the FCSSAA. Provide quality member communications to existing and potential new members.
- ♦ Engage in advanced planning for regional meetings to minimize travel requirements and maximize participation.
- ♦ Review and update terms and conditions related to Program Advisory Team.
- ♦ Redesign and launch new web-based platform to facilitate network development and information sharing tools for members.

### Bylaw References:

Benefits: 1.1 1.2 1.3

Objectives: 2.1 2.2 2.5 2.6



# PARTNERSHIP DEVELOPMENT

## Strategic Focus - Member Services

### Goal Statement:

FCSSAA leads in the development and strengthening of strategic partnerships that support the delivery of preventative social services.

### Partnership Development Strategies:

- Leverage and maximize existing partnerships with the Government of Alberta and local municipalities that form the foundation of the FCSS program by ensuring a shared vision for prevention.
- Facilitate the connection of information and organizations to influence system change, advocacy, and innovation.
- Review existing partnerships for a more coordinated strategy of mutual support and cooperation toward addressing the unique needs of communities.
- Engage in a deliberate outreach to identify potential partners and establish formal relationships and collaborative structures to engage stakeholders in the private and non-profit sectors.

### Tactics:

- Establish a partnership charter that outlines mutual benefits and desired outcomes resulting from a relationship with the FCSSAA.
- Assess current partnerships to determine the top five relationship priorities for the Association.
- Engage in meaningful dialogue with target partners to establish partnership objectives and processes.
- Generate an advocacy assessment and communications strategy to appropriately address urgent and ongoing concerns among members.

### Bylaw References:

Benefits: 1.3 1.4

Objectives: 2.2 2.3 2.5

# KNOWLEDGE DEVELOPMENT

## Strategic Focus - Member Services

### Goal Statement:

FCSSAA will optimize knowledge creation, research, and learning opportunities to help local FCSS programs build capacity and achieve outcomes for their clients.

### Knowledge Development Strategies:

- ♦ Collaborate with the Government of Alberta to elevate the quantitative annual reporting results with qualitative examples to find emerging patterns for advancement or correction.
- ♦ Facilitate connection with Alberta's post-secondary institutions to increase research opportunities on the topic of prevention toward informed decision-making and program design to solve complex social and community issues across the province.

### Tactics:

- ♦ Coordinate conferences, learning opportunities, regional meetings, board development, orientations, and member professional development sessions
- ♦ Convene an open invitation for Alberta's post-secondary institutions to learn about FCSS and explore potential research topics
- ♦ Generate a technology strategy to diversify training options to enhance professional development and reach a broader audience.

### Bylaw References:

Benefits: 1.5

Objectives: 2.2 2.4 2.6

# FINANCIAL SUSTAINABILITY AND RESILIENCE

## Strategic Focus - Organizational Health

### Goal Statement:

FCSSAA builds and maintains financial resilience by growing the Association's resource capacity to meet its operational needs beyond membership fees and grants.

### Strategies:

- ♦ Develop an intentional revenue strategy that embraces a path to financial sustainability.
- ♦ Identify alternative methods to fund emerging programs and services to members.
- ♦ Generate an annual operating budget and reporting mechanism that articulates member benefits and the corresponding revenues and expenditures

### Tactics:

- ♦ Review and prioritize the Association budget based on strategic priorities.
- ♦ Establish targets for new member and Associate member growth.
- ♦ Identify potential sources of revenue beyond member fees and government grant support

# OPERATIONAL CAPACITY AND GOVERNANCE

## Strategic Focus - Organizational Health

### Goal Statement:

FCSSAA has the capacity to serve as a hub or backbone organization to achieve operational excellence through investment in people, processes, and technology designed to strengthen local FCSS program outcomes.

### Strategies:

- ♦ Position the FCSSAA as a backbone organization to achieve collaborative advantage.<sup>1</sup>
- ♦ The FCSSAA maximizes collective impact while acknowledging local autonomy and seeking to identify key patterns and trends affecting the social well-being across Alberta communities.

### Tactics:

- ♦ Review and update operational strategies, policies, and plans on a regular basis
- ♦ Actively engage in Board and professional development
- ♦ Establish a mechanism to regularly 'monitor' progress and challenges being faced by FCSS programs

<sup>1</sup> Collaborative advantage is the condition whereby multiple organizations together achieve something that individual organizations could not achieve alone (Huxam, 2003).

# OUTCOMES AND PERFORMANCE

## Strategic Focus - Organizational Health

### Goal Statement:

FCSSAA collects, evaluates, and communicates member data, feedback, and information to understand the achievement of organizational strategies and outcomes, and to make data-informed decisions about member services.

### Strategies:

- ♦ The FCSSAA has a clear understanding of its operational targets and milestones including the relative health and capacity of its members to deliver on FCSS outcomes at a local level.
- ♦ Member services are targeted to areas of collective interest and need.

### Tactics:

- ♦ Develop an evaluation framework for FCSSAA with corresponding member survey to assess annual performance standards
- ♦ Develop and provide internal and external data collection and evaluation support
- ♦ FCSSAA Board and Staff have access to developmental opportunities and resources to achieve organizational outcomes
- ♦ Build and maintain a healthy organizational and workplace culture
- ♦ Use data and evaluation results for decision making

# BYLAW REFERENCES

## Belief Statements (FCSSAA Bylaws - 1.0)

1. The value of prevention as a means of optimizing individual and community development
2. The importance of voluntarism and volunteers to create and nurture healthy and productive communities
3. The benefit to local communities and municipalities of mutual support and cooperation
4. The need and value of creating and sustaining open communications with and among each other.
5. The need to collaborate in the research and analysis of social concerns.
6. The importance of local autonomy for determining local service needs, priorities, and delivery mechanisms

## Objectives (FCSSAA Bylaws 2.0)

1. To strengthen and maintain a structured system of networking and sharing of information and expertise amongst communities, boards, and staff
2. To investigate and pursue common issues and concerns affecting municipal preventive social programs and of the Boards and other groups duly appointed by a Local Authority to administer such programs
3. To advocate on behalf of local communities and programs to the general public, municipal governments, regional service/governance bodies, provincial agencies and authorities, and national agencies and authorities
4. To provide orientation and education to individuals, communities, boards, and staff via conferenced, training events, and newsletters
5. To provide assistance regarding concerns or issues of a local or regional nature, where possible, and when specifically requested, to individual FCSS Boards or other groups duly appointed by Local Authorities to provide preventive social programs.
6. To develop critical tools to assist communities and programs to meet local mandates and needs.

## DIRECTORS' NETWORK COMMITTEE ANNUAL REPORT - 2023



The purpose of the Directors' Network (DN) Committee is to ensure FCSS Directors from across Alberta, in communities large and small are well connected with one another, have access to relevant training for their unique leadership role, and convey information to the FCSSAA Board to help further its objectives.

**Objective 1:** Ensure annual learning opportunities are available for FCSS Directors

**Objective 2:** Create opportunities to ensure FCSS Directors feel connected to one another and the provincial FCSS "family"

**Objective 3:** Provide the FCSS Director perspective at the Board level.

**Objective 1:** Directors' Network Conference held May 3<sup>rd</sup>, 4<sup>th</sup>, and 5<sup>th</sup> in Jasper.

The theme of the conference was Embrace the Climb and the sessions related to empowering FCSS Directors to accept the challenges we are all facing in our positions and use it to build our programs, capacities, and personal development. 87 people registered with 30 new directors attending. The opening Keynote was Reconciliation in FCSS Practice and included a presentation demonstrating protocol with a local Indigenous Elder and a conversation about what Reconciliation can look like, for the Indigenous community and agencies working with them. The closing Keynote was a conversation on Leading Through Adversity with a presentation from a local Jasper adventurer. 97.5% of evaluation respondents stated that they found the conference to be helpful in increasing their knowledge of FCSS topics and 97.5% also said that the conference helped them build relationships and connections with other Directors. Instead of swag bags, the organizing committee had an option to pick from a beanie, a contigo water bottle, or a laptop bag which was a big hit!

It is important to note that the FCSSAA provided \$5,100 in subsidies to assist Directors to attend the conference.

Unfortunately, many Directors from the Northeast Region left the Conference early to assist with evacuation efforts in their communities due to wildfires. This would continue to be a theme through out the summer with FCSS Directors taking a lead role across the province in the efforts to relocate and support those displaced from their homes due to wildfires in Alberta and the Northwest Territories.





Directors' Network Conference 2023, Jasper Alberta

**Objective 2:** Directors' Network Regional Representatives met in as a Committee in March, May, and September this year and participated in three Provincial Priority Conversations with Government of Alberta colleagues. Directors also have been involved in provincial dialogues regarding the efficacy of the 211-information system in community and raised awareness of gaps and opportunities to work collaboratively with local Alberta Supports offices.

The provincial election required a pause in communications with our GoA colleagues, but Steering Committee and Provincial Advisory Team meetings are beginning again with the Directors' Network representatives at the table.

**Objective 3:** Four Directors from the Directors' Network Committee are appointed as members of the FCSSAA Board. Our representatives for 2023 were Wendy Robinson (Yellowhead), Tara Gilchrist (Calgary-Bow River), Lynn Smid (Northeast) and Bobby-Jo Stannard (West Central).

We look forward to working with the FCSSAA Board and staff to developing additional learning opportunities in 2024 and continue working to represent the interests of the many talented and dedicated FCSS Directors across the Province.

**Respectfully Submitted by**

**Bobby-Jo Stannard**

Committee Chair, Directors' Network  
Regional Representative – West Central Region



## FCSS ASSOCIATION BOARD 2024

After election of the FCSSAA President at the AGM, the full slate of board members will be announced. For your convenience, following is a list of the FCSSAA regions with space to record names of regional representatives. Along with Directors' Network representatives noted below, this will be your FCSS Association Board for 2024.

_____	President (elected at the AGM)
_____	Vice President (elected at the 1 <sup>st</sup> Meeting of the Board)
_____	Calgary-Bow River Region (Calgary)
_____	Calgary-Bow River Region (Bow River area)
_____	East Central Region
_____	Edmonton-Evergreen Region (Edmonton)
_____	Edmonton-Evergreen Region (Evergreen area)
_____	Northeast Region
_____	Northwest Region
_____	South Region
_____	West Central Region
_____	Yellowhead Region

Directors' Network representatives to the FCSS Association Board for 2024, elected at the September 2023 Directors' Network meeting, are:

Bobby-Jo Stannard	Red Deer and District FCSS (Chair, Directors' Network)
Crystal Tremblay	Smoky River FCSS
Lynn Smid	Town of St. Paul FCSS
Tara Gilchrist	Canmore FCSS

