

Request for Proposal –

FAMILY AND COMMUNITY SUPPORT SERVICES ASSOCIATION OF ALBERTA (FCSSAA)

FCSSAA is a non-profit, membership-based organization. The FCSSAA supports Family and Community Support Services (FCSS) programs throughout the province of Alberta. FCSS is a provincial and municipal partnership with the mandate to provide preventive social services to community members. There are eight provincial FCSS regions. The FCSSAA is governed by a volunteer board that is comprised of representatives from each FCSS region.

PROJECT OVERVIEW AND OBJECTIVES

In January 2023, the [FCSS Accountability Framework](#) was implemented. The Framework was a collaboration between the Government of Alberta, the FCSSAA, and Alberta Municipalities, and Rural Municipalities of Alberta. Key elements of the Framework include:

- a common definition of prevention to guide both local FCSS programs at the municipal level and the wider provincial FCSS grant program;
- direction on provincial prevention priorities and strategies to help guide the work of local FCSS programs;
- a clear governance structure with roles and responsibilities for the province and participating municipalities and Metis Settlements; and
- an outcomes model and key performance measures (KPMs) to demonstrate the impact and value of FCSS in supporting prevention.

The outcome model and KPMs replace the former outcome model and associated measures bank that have been in place since 2013. The new outcome model identifies five program objectives that align with the FCSS Accountability Framework logic model and 13 corresponding KPMs that are intended to help measure the impact of the FCSS Grant Program at the provincial level.

The FCSSAA invites proposals to develop and implement a shared measurement system to enable municipalities and Metis Settlements participating in the FCSS program to measure and report on programming and outcomes. The shared measurement system must include a comprehensive set of definitions, indicators, and measurement standards to establish consistent practices for municipalities and Metis Settlements to report on the Key Performance Measures. The system is intended to support consistent financial, program, and outcome reporting and to allow the Ministry of Seniors, Community and Social Services (SCSS) and the FCSSAA to measure and report on the collective impact of the FCSS program.

ACTIVITIES

The contractors will engage in the following activities:

RESEARCH

- Conduct a current state analysis including:
 - Assessing the current reporting that municipalities are providing to SCSS (full reporting system access and support will be provided by SCSS)

- Understanding municipal perspectives on the current state (what's working well, opportunities for improvement)
- Identifying reasons for inconsistencies in the current reporting to inform opportunities for improvement in the new model.
- Conducting research into effective shared measurement systems and best practices for implementing them, including cross-jurisdictional scanning. This includes:
 - Identifying best practices in aligning funding to programing and outcomes.

ANALYSIS

- Identifying existing outcome indicators in the measures bank that may be appropriate to maintain in the new model.
 - Assessing municipal capacity to implement a new model and identifying what short, medium, and long term supports may be required to support municipal staff to apply it to their FCSS programs and service.
- Defining the key terms in the KPMs (e.g., participants, referral service, community partnerships, etc.) to support consistent measurement.
- Establishing a small set of evidence-based common outcome indicators and measures to identify the percentage of participants who reported positive change on measures associated with prevention strategies after participating in local FCSS programming.
 - Where possible, consideration should be provided to alignment outcome indicators and measures with Healthy Aging Alberta's Healthy Aging Framework and the Alberta Well-Being and Resiliency Framework.
- Establishing a common indicator and measure to identify the percentage of FCSS participants who expressed satisfaction with FCSS programs/services and percentage of FCSS participants who reported that FCSS programs/services were easy to access.

DELIVERABLES

1. Detailed project plan including the plan to engage FCSS Directors' Network and the Metis Settlement Program Consultant to collect input for FCSSAA approval.
2. Current state analysis report
3. Recommendations report for reporting to link funding to prevention priorities and strategies, activities, and outcomes.
4. Recommendations report for standards for data collection and reporting.
5. Recommendations report for reporting requirements intended to support SCSS and the FCSSAA to gather accurate, streamlined, and timely reporting on:
 - a. Activities undertaken by the municipality.
 - b. Direct service delivery by the municipality
 - c. Indirect service delivery by civil society organizations
6. Recommendations report to inform the development of an annual reporting policy. Recommendations should include:
 - a. Considerations for different reporting requirements depending upon funding levels
 - b. Guidelines to support consistency in reporting.
7. Reporting templates (these will be used to modify the existing on-line reporting tools , IT services and systems are excluded from the scope of this project.)
8. Reporting guide including definitions and measurement standards.
9. Training materials and provision of two train-the-trainer sessions to enable SCSS and the FCSSAA to deliver training to participating municipalities and Metis Settlements.
10. Self-guided training materials to support the implementation and sustainment of the new model.
11. Final report with summarizing project and detailed description of new model.

12. Presentation of project at the FCSSAA annual conference

Recommendations will be iterative, time for review and feedback from the FCSS Directors' Network, the FCSSAA, and SCSS will be required. Regular check-in meetings are required to share progress updates with the managing committee.

TIMELINES

| Service/Deliverable | Completion Date |
|-------------------------------------------------------|--------------------------|
| 1. Project plan | January 15, 2024 |
| 2. Current state analysis report | March 15, 2024 |
| 3. First draft recommendations for Deliverables 3 – 6 | May 15, 2024 |
| 4. Revised recommendations for Deliverables 3 – 6 | May 30, 2024 |
| 5. Final recommendations for Deliverables 3 – 6 | June 15, 2024 |
| 6. First draft recommendations for Deliverables 7-9 | July 15, 2024 |
| 7. Revised recommendations for Deliverables 7-9 | July 30, 2024 |
| 8. Final recommendations for Deliverables 7-9 | August 15, 2024 |
| 9. Reporting Templates and Guide | September 1, 2024 |
| 10. Training Material | September 15, 2024 |
| 11. Train the trainer sessions | September 30, 2024 |
| 12. Self guided training material | October 15, 2024 |
| 13. Final Detailed report | October 30, 2024 |
| 14. Presentation at FCSSAA conference | November 2024 (date TBD) |

BUDGET

The FCSSAA has a \$215,000 budget for this project.

RFP REQUIREMENTS

- Proposal with demonstrated understanding of the task and capacity to meet required timelines for completion of the project.
- Description of proposed project team members' skills and experience
- Demonstrated experience with leading projects of similar nature, size and complexity to develop shared measurement systems to demonstrate collective impact
- Demonstrated experience in prevention program reporting and outcome measurement
- Demonstrated experience gathering feedback from diverse stakeholders
- Demonstrated experience analyzing large data sets.
- Demonstrated experience writing reports for various stakeholders, including senior management, elected officials, and members of the public on complex topics
- Demonstrated experience working with FCSS programs
- A brief explanation of the agency's approach to research, stakeholder consultation, project management processes and methodologies
- Contact for three references for work completed in the last three years
- Budget breakdown

PROPOSAL EVALUATION PROCESS

The table below shows the weighting and allocation of the points for each of the identified criteria:

| Rated Criteria | Weighting |
|--------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| Organization structure and experience of proposed resources | 20 percent of points available |
| Demonstrated understanding and capacity to meet project objectives and timelines | 25 percent of points available |
| Knowledge of/experience working with FCSS | 5 percent of points available |
| Experience with similar projects and knowledge of preventive programming and outcome measurement | 25 per cent |
| Approach to research methods, stakeholder consultation and project management | 15 percent of points available |
| Budget Breakdown | 10 percent of points available |
| References | No scoring points allocated – validation to scoring only |
| TOTAL | 100 percent of points available |

SUBMISSION PROCESS

Proposals submitted via email to:
Mellissa Kraft, Executive Director
FCSSAA
director@fcssaa.org

Submission Deadline: December 21, 2023 at noon.

Attached: New outcome model, FCSS Accountability Framework Logic Model, and the Key Performance Measures as appendix to the RFP

Key performance measures

Key performance measures (KPMs) are measurable indicators that demonstrate progress towards intended outcomes. For the provincial FCSS Grant Program, they are important tools to help the Government of Alberta and key stakeholders understand if the program is addressing priorities and meeting program objectives. They also help to show how the work of local FCSS programs in the community fits into the provincial FCSS Grant Program as a whole.

The Government of Alberta will collect data from local FCSS programs and other sources to generate KPMs related to the priority areas and outcomes in the FCSS Outcomes Model. The KPMs are quantitative in nature (represented in numbers) and provide important information on the extent to which program activities occur, outputs are produced, and outcomes are achieved. In addition to the KPMs, additional *qualitative* data (descriptive information) may be collected from local FCSS programs and other sources to contextualize the KPMs and provide a more comprehensive understanding of the provincial FCSS Grant Program's performance. Every year, the Government of Alberta will compile data on KPMs in an annual report that will be shared with FCSS stakeholders.

| Program objective | Key performance measures | Data source | Data compiled by: |
|----------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------|-----------------------------|
| FCSS programming enhances the protective factors of individuals, families and communities related to provincial prevention priorities | <ul style="list-style-type: none"> Number of times Albertans participated in local FCSS programming | Local FCSS programs Annual Reports (Annual Reports) | Government of Alberta (GoA) |
| | <ul style="list-style-type: none"> Percentage of participants who reported positive change on measures associated with prevention strategies after participating in local FCSS programming. Current prevention strategies for the provincial FCSS Grant Program include: <ol style="list-style-type: none"> promote and encourage active engagement in the community; foster a sense of belonging; promote social inclusion; develop and maintain healthy relationships; enhance access to social supports; and develop and strengthen skills that build resilience. <p><i>Note: This is not a single measure, but a set of measures in the Provincially Reported Outcome Measures List</i></p> | Annual Reports | |
| | <ul style="list-style-type: none"> Provincial-level indicators related to provincial prevention priorities. | Publicly available data sources/databases (e.g. Statistics Canada) | |
| FCSS programming strategically connects Albertans to address provincial prevention priorities | <ul style="list-style-type: none"> Number of referral services provided by local FCSS programs <p><i>Note: This measure is intended to help local FCSS programs capture and report on the scope of information and referral services provided by their local program. As many local FCSS programs do not provide these services, this measure will not be mandatory in associated FCSS reporting.</i></p> | Annual Reports | GoA |

| Program objective | Key performance measures | Data source | Data compiled by: |
|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------|-------------------|
| FCSS programming reflects community demographics and needs | <ul style="list-style-type: none"> Number and percentage of local FCSS programs that have completed a community needs assessment to inform their services <p><i>Note: The community needs assessment refers to any type of assessment, initiative, and data collection activity undertaken by local FCSS programs to better understand their community demographics and needs, and inform their programs and services.</i></p> | Annual Reports | GoA |
| | <ul style="list-style-type: none"> Number of programs funded through local FCSS programs [by delivery type (direct or indirect), population group, and priority and strategy] | | |
| | <ul style="list-style-type: none"> Amount and percentage of funding used by local FCSS programs [by delivery type (direct or indirect), population group, and priority and strategy] | | |
| FCSS programming is accessible, appropriate and designed to serve Albertans across their lifespan | <ul style="list-style-type: none"> Percentage of FCSS participants who expressed satisfaction with FCSS programs/services | Annual Reports | GoA |
| | <ul style="list-style-type: none"> Percentage of FCSS participants who report that FCSS programs/services were easy to access | | |
| FCSS programming fosters connectivity in participating communities | <ul style="list-style-type: none"> Number of community partnerships local FCSS programs have with other local FCSS programs, agencies, and/or organizations | Annual Reports | GoA |
| | <ul style="list-style-type: none"> Number of volunteers who supported local FCSS programs | | |
| | <ul style="list-style-type: none"> Number of volunteer hours reported by local FCSS programs | | |
| | <ul style="list-style-type: none"> Total economic contribution of volunteers (in dollars) | | |

FCSS Outcomes Model

| Program Objectives | Immediate Outcomes | Intermediate Outcomes | Long-term Outcomes |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------|
| <p>FCSS programming enhances the protective factors of individuals, families and communities related to provincial prevention priorities</p> | <p>Albertans are aware of FCSS programming in their communities</p> <p>↳ Albertans participate in FCSS programming in their communities</p> | <p>Albertans develop skills to build resilience</p> <p>↳ Albertans apply skills to build their resilience</p> | <p>Albertans have protective factors in place that enhance their resilience</p> |
| <p>FCSS programming strategically connects Albertans to address provincial prevention priorities</p> | <p>Local FCSS programs are aware of services and supports in their communities</p> | <p>Local FCSS programs strategically connect Albertans to services and supports that meet their needs</p> | <p>FCSS programming contributes to improvement in community-level social indicators</p> |
| <p>FCSS programming reflects community demographics and needs</p> | <p>Local FCSS programs are aware of their demographics and needs</p> | <p>Local FCSS programs design, deliver and/or fund programs that align with their demographics and needs</p> | <p>Local demographics and needs are addressed by the FCSS program</p> |
| <p>FCSS programming is accessible, appropriate and designed to serve Albertans across their lifespan</p> | <p>Local FCSS programs understand evidence-informed promising practices to support Albertans' access</p> | <p>Local FCSS programs design, deliver and/or fund programs that align with evidence-informed promising practices</p> | <p>FCSS programming is accessible to the populations being served</p> <p>FCSS programming is appropriate for the populations being served</p> |
| <p>FCSS programming fosters connectivity in participating communities</p> | <p>Local FCSS programs are aware of existing and potential connections to community groups, organizations, volunteers and other communities</p> | <p>Local FCSS programs leverage formal and informal relationships with and between community groups, organizations, volunteers and other communities</p> <p>Local FCSS programs create formal and informal relationships with and between community groups, organizations, volunteers and other communities</p> | <p>Albertans are supported by social networks within their communities</p> |

FCSS Accountability Framework Logic Model

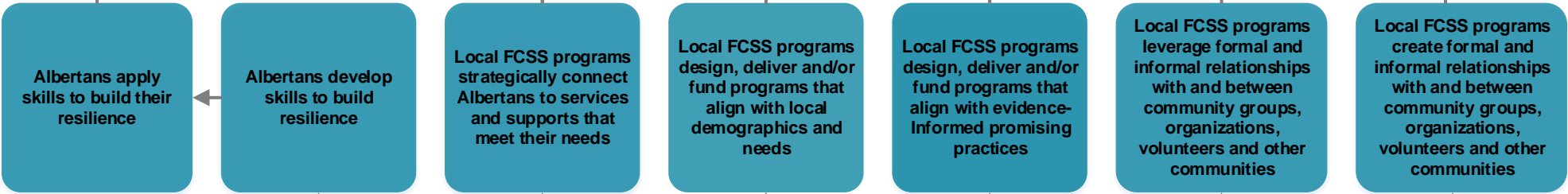
Ministry & Quality Outcomes



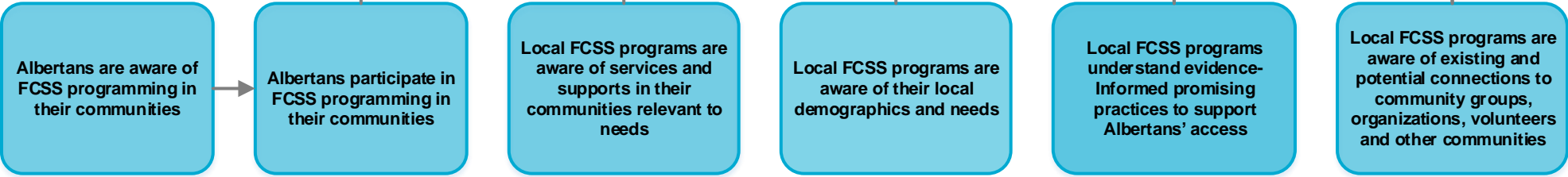
Long Term Outcomes



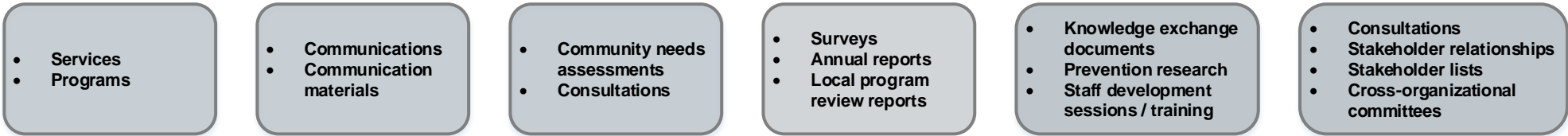
Intermediate Outcomes



Immediate Outcomes



Outputs



Local FCSS programs:

Activities



Inputs

