

FCSS Outcome Model & Key Performance Measure

Introducing the new Shared Measurement Approach

FCSSAA Conference

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Agenda

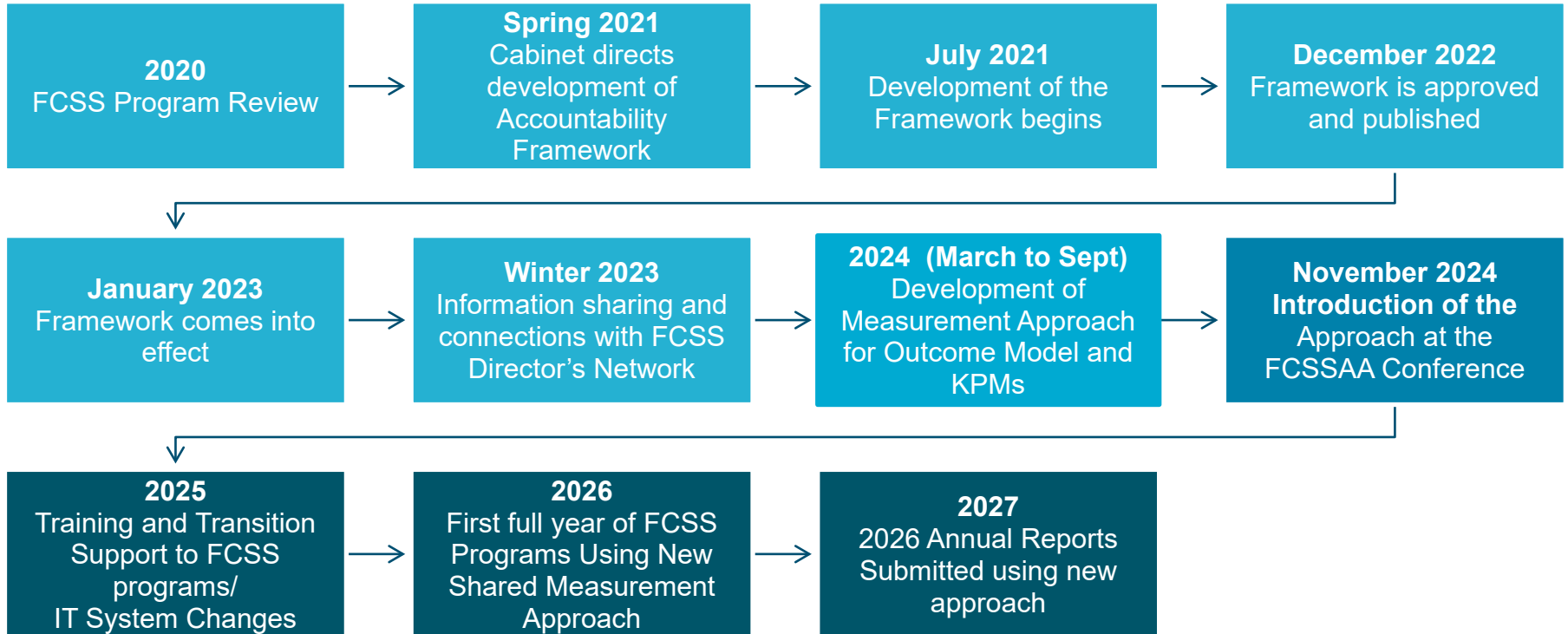
- Background
 - FCSS Accountability Framework Roadmap
 - Provincial Prevention Priorities & Strategies
 - Outcome Model & Key Performance Measures
- Introduction to the New Approach
- Next Steps

FCSS Accountability Framework Roadmap

FCSS Accountability Framework

- Key Elements:
 - A common definition of prevention, with a focus on strengthening protective factors,
 - Direction on provincial prevention priorities and prevention strategies that are used to address the priorities.
 - A clear governance structure with roles and responsibilities for the province and participating municipalities and Metis Settlements; and
 - A streamlined outcomes model and key performance measures to demonstrate the impact and value of FCSS in supporting prevention

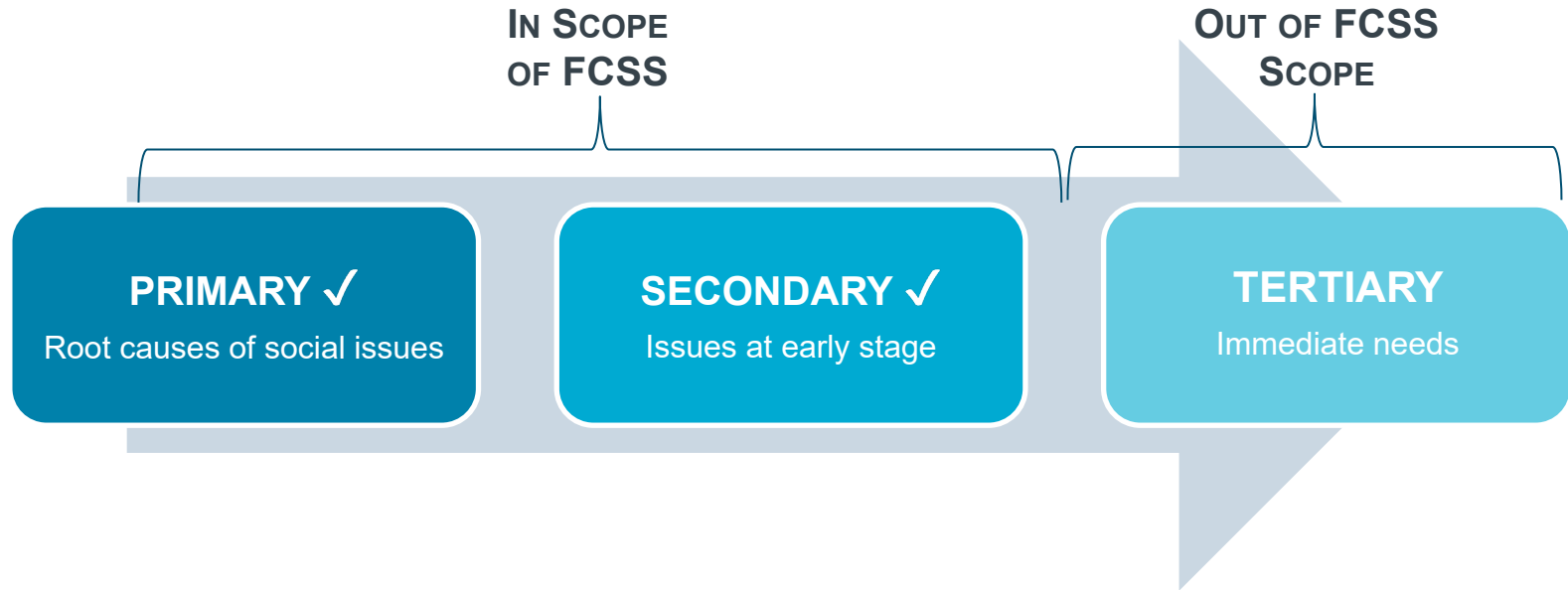
FCSS Accountability Framework Implementation



Defining Prevention

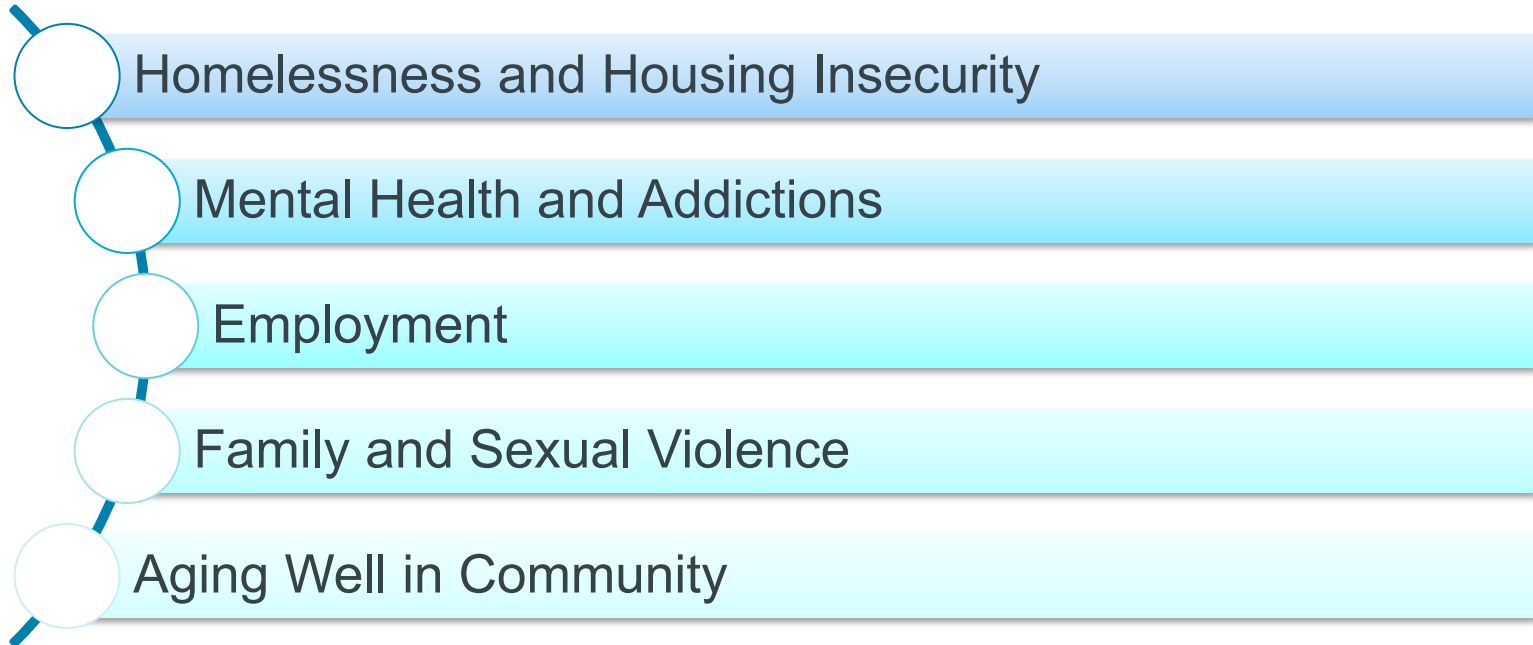
Prevention is a proactive process that strengthens the protective factors of individuals, families and communities to promote well-being, reduce vulnerabilities, enhance quality of life and empowers them to meet the challenges of life.

Prevention



Prevention Priorities and Strategies

Provincial Prevention Priorities



Provincial Prevention Strategies

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

Develop and strengthen skills that build resilience

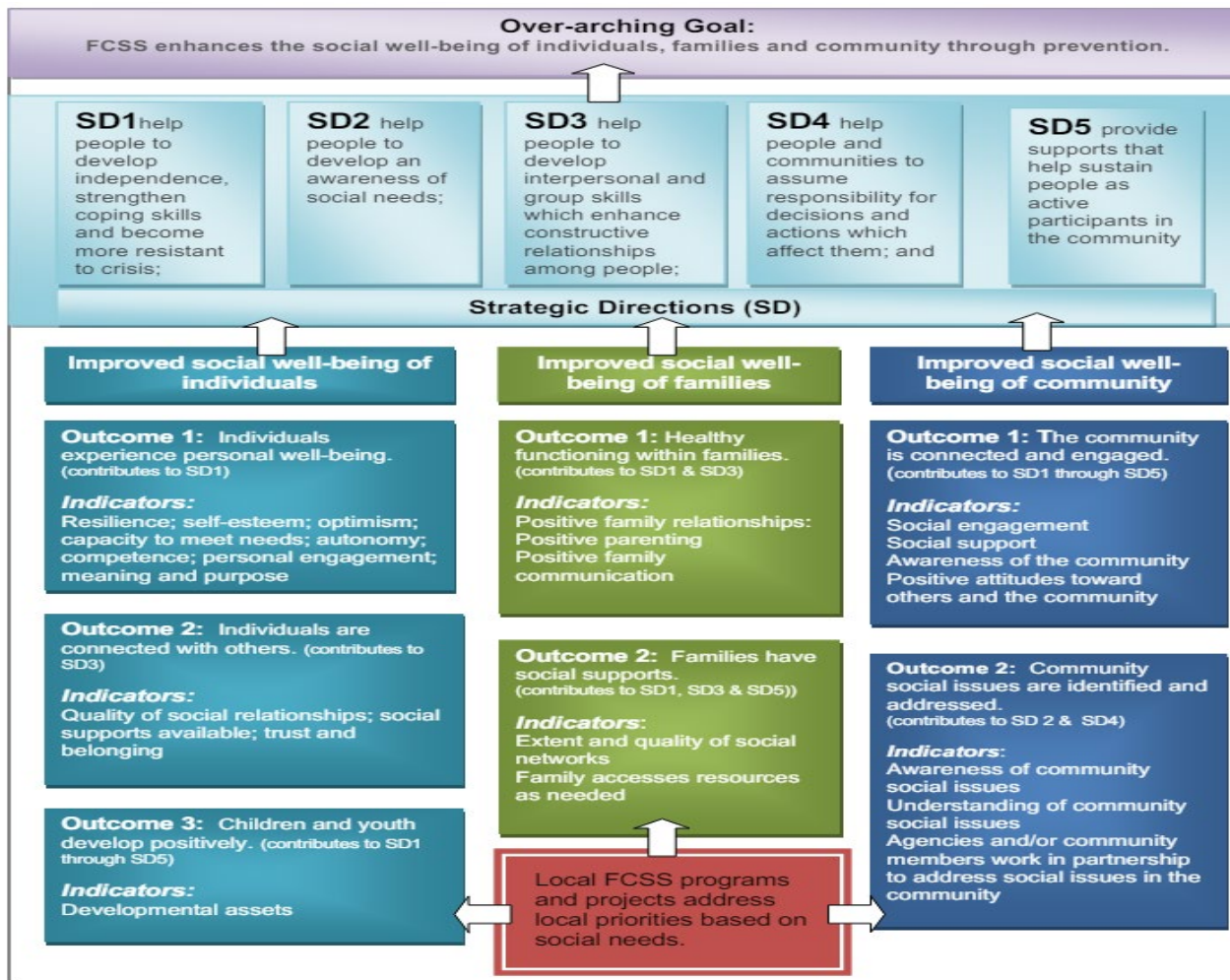
Prevention Strategies

- Develop and strengthen skills that build resilience
- Enhance access to social supports
- Promote and encourage active engagement in the community
- Foster a sense of belonging
- Promote social inclusion
- Develop and maintain healthy relationships

FCSS Regulation

- Help people develop independence, strengthen coping skills and become resistant to crisis
- Help people to develop an awareness of social needs
- Provide supports that help sustain people as active participants in the community
- Help people to develop interpersonal and group skills which enhance constructive relationships
- Help people and communities to assume responsibility for decisions

Outcome Model and Key Performance Measures



Old Outcome Model

Outcomes

Individuals experience personal well being

Individuals are connected with others

Children and youth develop positively

Healthy functioning within families

Families have social supports

The community is connected and engaged

Community social issues are identified and addressed

New Outcome Model

Objectives

Enhances the protective factors of individuals, families and communities related to provincial prevention priorities

Strategically connects Albertans to address provincial prevention priorities

Reflects community demographics and needs

Is accessible, appropriate and designed to serve Albertans across their lifespan

Fosters connectivity in participating communities

Outcomes

Albertans have protective factors in place that enhance their resilience

FCSS programming contributes to improvement in community level indicators

Local demographics and needs are addressed by the FCSS program

FCSS programming is accessible and appropriate to the populations being served

Albertans are supported by networks within their communities

Measures Bank

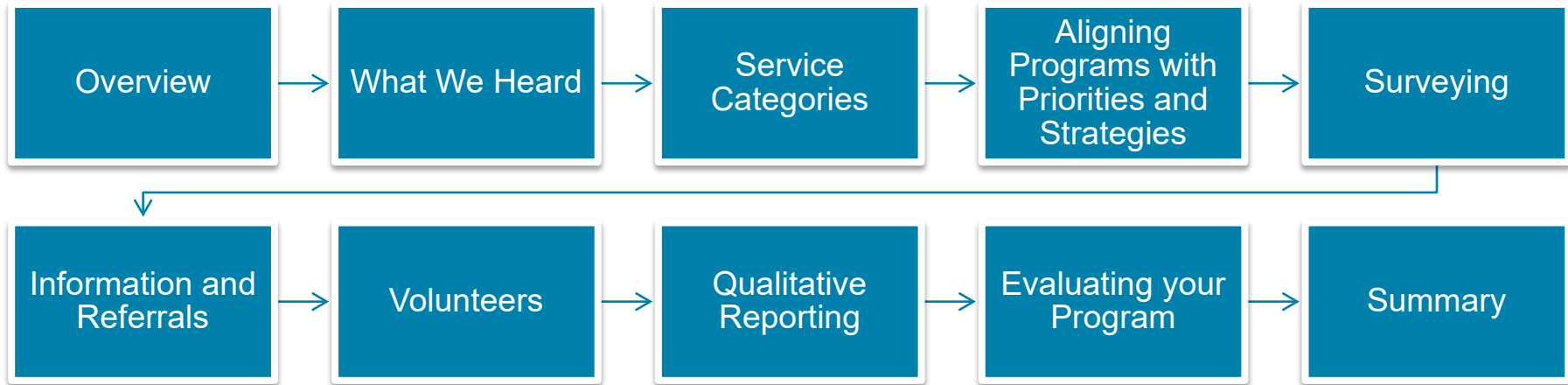
- Based on former outcome model
- Hundreds of possible survey-based questions
 - Outcomes are measured using survey-based indicators of success (positive change)

KPMs

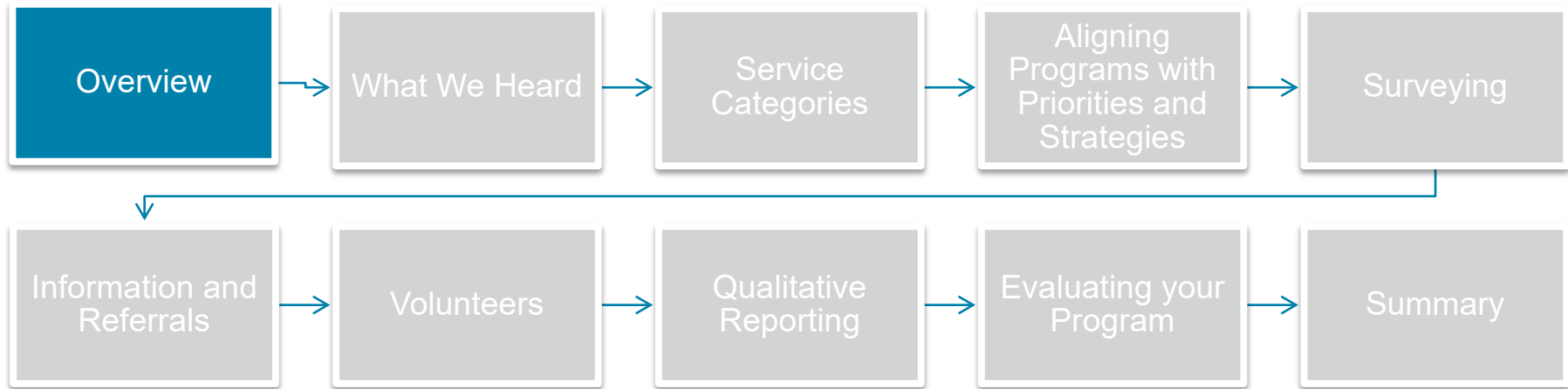
- 13 Measures of performance on program objectives
 - Outputs
 - Survey Based indicators
 - Publicly available data

Introducing the New Approach

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Overview

“Develop and implement a shared measurement system to enable municipalities and Metis settlements in the FCSS program to measure and report on programming and outcomes.”

Biweekly meetings with an Advisory Group:

- 4 FCSS Directors
- Métis settlement program liaison
- The Association
- SCSS Ministry representatives



Understand

- Current State Analysis
- Jurisdictional Scan
- Review the Measures Bank
- Review last 2 years of annual reporting data

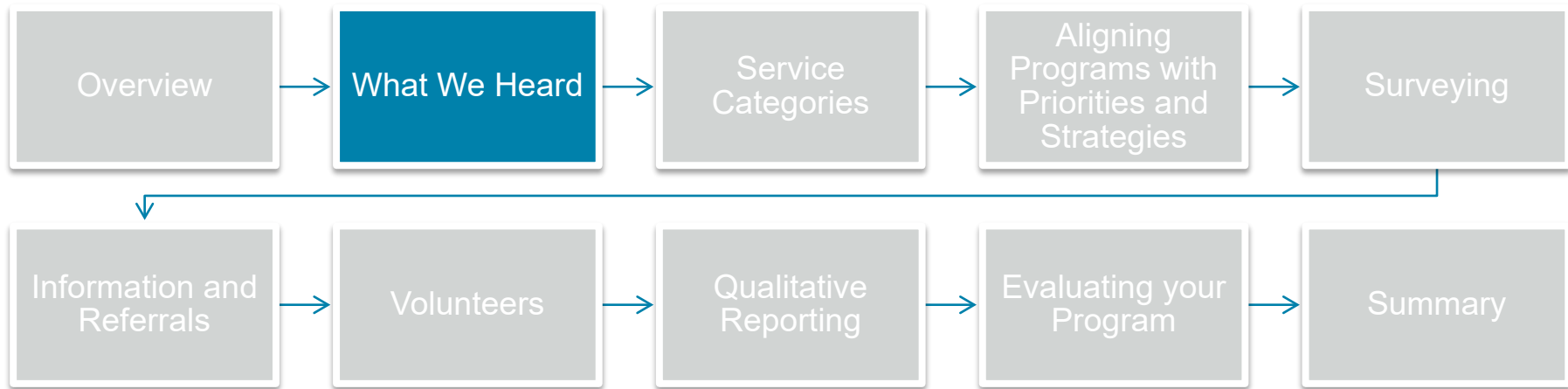
Develop

- Define key terms
- Develop an outline for a Reporting Guide
- Develop training

How We Learned

Method	Number of Participants
Directors survey	72
FCSS Program Staff survey	27
Directors in interviews and focus groups	21
Staff in interviews and focus groups	4

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What we Heard



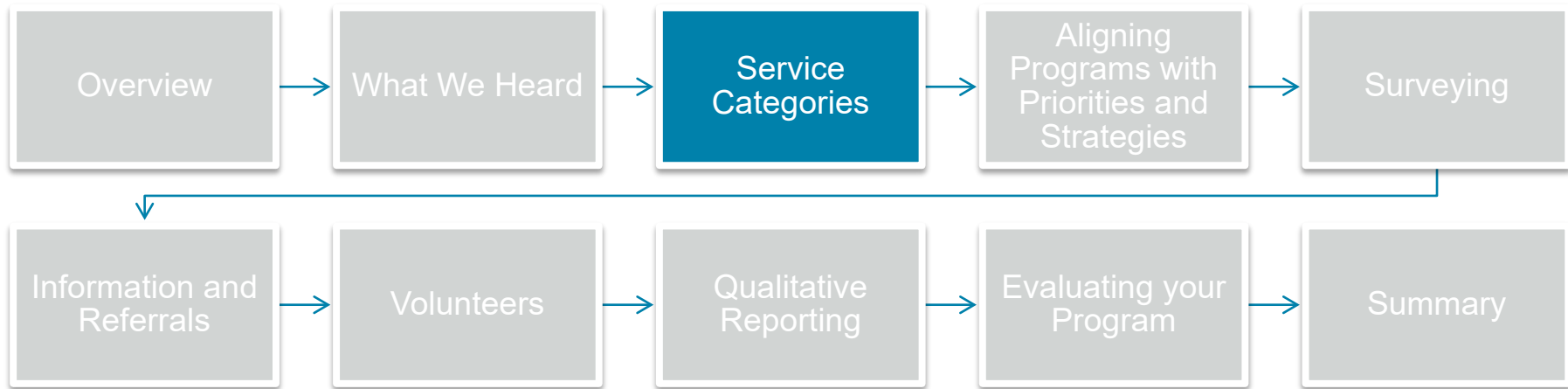
- Working well
 - Reporting IT system is user friendly
 - Requirements are manageable
 - Data are relevant to local program evaluation
 - Supports are resources are helpful

What we Heard



- Opportunity for Change
 - Terms need defining
 - Measures bank is hard to use
 - Not giving a representation of the impact, full picture
 - Partnerships not captured
 - Not sure how ministry uses data
 - Need more supports

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Program and Service Categories

- Categories will replace the Program Description free text field
- Categories:
 - allow a streamlined way to describe FCSS at the provincial level to show the impact
 - standardize data to tell the story at regional and municipal levels

Programs

Information and
Referrals

Community
Events

Community
Development &
Capacity
Building

Program and Service Categories

Programs

- usually registered (but includes drop-ins and system navigation)
- has “participants”

Information and Referrals

- usually one-time interactions
- has “service recipients”

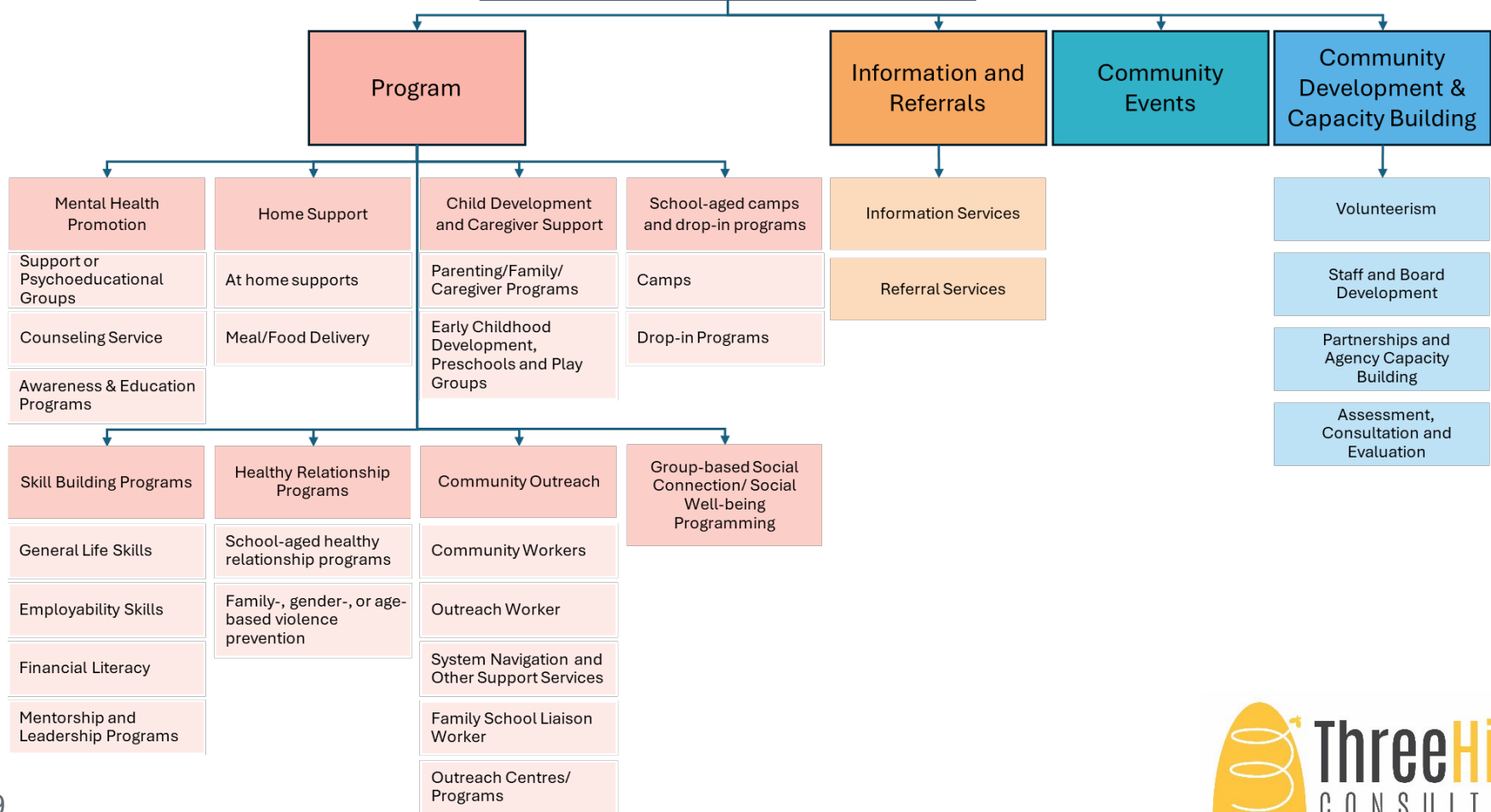
Community Events

- usually one-time event
- may not require advance registration
- has “attendees”

Community Development & Capacity Building

- wide range of activities funded by FCSS that are not directly aimed at individual supports
- usually involves volunteers or staff

Direct or Indirect Service Delivery



Participants

Defined differently for:

- Programs
- Community Events
- Information and Referrals
- Community Development and Capacity Building

- Report participants for Programs and Community Events
- **NOT** reporting unique participants

Demographics and Community Specific Groups

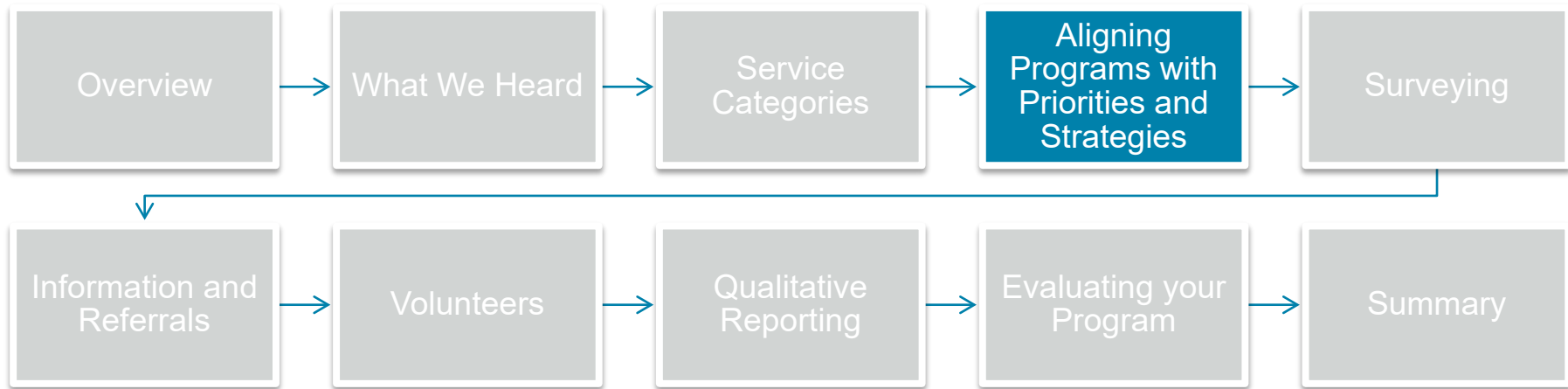
An age category:

- *for your intended primary audience*

A community group

- *if applicable*

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Prevention Strategies

Prevention Strategies are **ways that local FCSS programs can enhance protective factors for individuals, families and communities**. They can be tailored to the needs of each community. When used, the Prevention Strategies can help to address social issues before they occur or at an early stage before they require more intensive intervention. That is how FCSS programs address the Provincial Prevention Priorities.

1. Promote and encourage active engagement in the community
2. Foster a sense of belonging
3. Promote social inclusion
4. Develop and maintain healthy relationships
5. Enhance access to social supports
6. Develop and strengthen skills that build resilience

Prevention Strategies

Outcomes related to Prevention Strategies are reported in:

Key Performance Measure

- *“Percentage of participants who reported positive change on measures associated with prevention strategies after participating in local FCSS programming.”*

Prevention Strategies

- Each Prevention Strategy has survey questions to support the measurement and reporting of positive change
- Programs may align to multiple strategies

Prevention Strategies: An Example

*If your FCSS program ran a **short-term counselling service**, you may consider that the strategy employed is to build resiliency, thus the prevention strategy used is “**Develop and strengthen skills that build resilience.**”*

Provincial Prevention Priorities

Provincial Prevention Priorities outline **five key social issues affecting Albertans**. They offer important considerations to local FCSS programs when planning community programming from a preventative lens.

1. Homelessness and housing security
2. Mental health and addictions
3. Employment
4. Family and sexual violence across the lifespan
5. Aging well in the community

Provincial Prevention Priorities

Prevention Priorities are reported in:

Key Performance Measures

- *“Number of programs funded through local FCSS programs [by delivery type (direct or indirect), population group, and **priority** and strategy]*
- *“Amount and percentage of funding used by local FCSS programs [by delivery type (direct or indirect), population group, and **priority** and strategy].*

Provincial Prevention Priorities

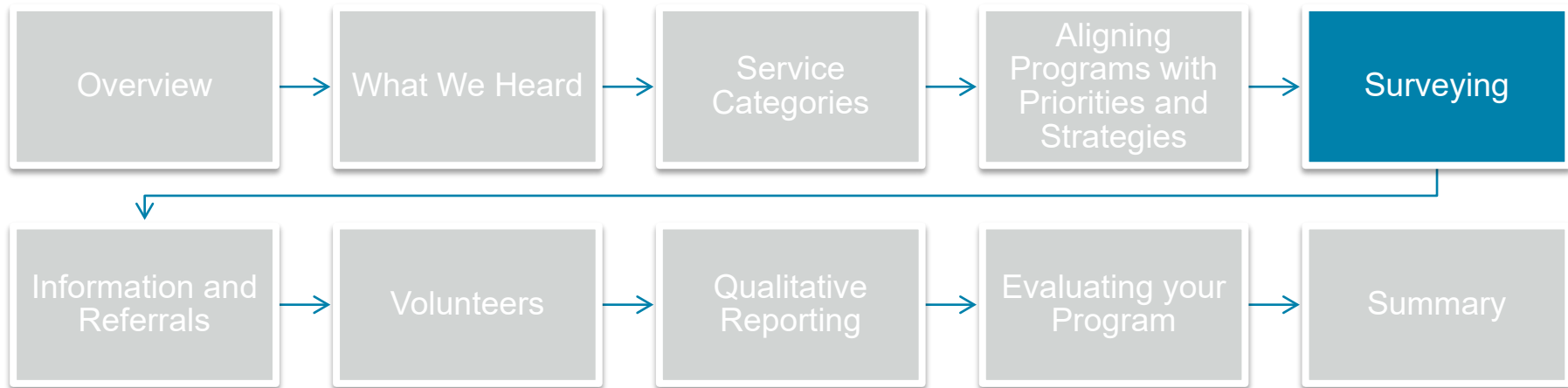
The priority area may not directly match your program's specific goals or activities, but it should be relevant and aligned with your program's overall purpose and vision.

- Think about the pathway of how your program addresses prevention
- Look to our logic model or long-term outcomes.

Prevention Priorities: An Example

*If your FCSS program ran a **family conflict mediation** program, you may consider that the goals of that program are to build skills in family members to engage in non-violent conflict, thus preventing family violence. The Provincial Prevention Priority that best aligns is “**Family and sexual violence across the life span.**”*

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Three survey-based KPMs required new survey questions

- Started with the Measures Bank
- Looked to some FCSS programs with websites and evaluation approaches online
- Used AI
- Did some research/lit review for concepts

Fun Facts!

- Measures bank had 617 survey questions
- Only 330 were reported in the last two years by any programs
- 50% of survey questions reported to the Ministry were the same 30

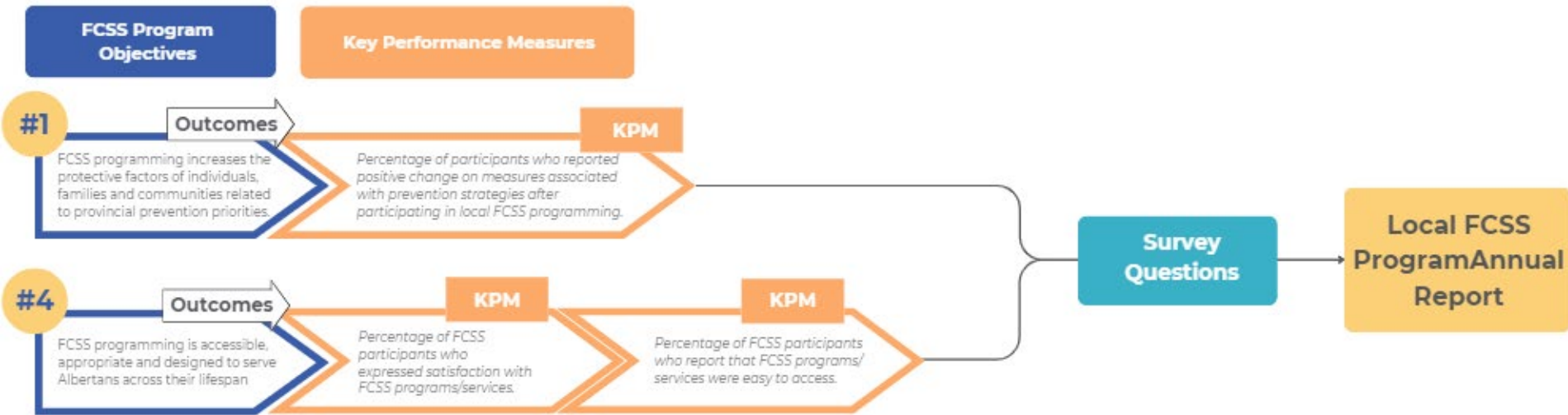
Fun Facts!

50

Survey Questions

Measures Bank	Not from Measures Bank
Top 30 Measures Bank, 13	
Measures Bank (not top 30), 13	AI, FCSS Programs, Research, 24

Surveying to Report on KPMs



Surveying

YOU WILL GET THIS AS A HANDOUT

The handouts are organized into two rows of six pages each. The top row includes:

- Page 1:** FCSS Program Guide for Measurement, Periodically Reported Measures, 2024. Includes logos for ThreeHive Consulting and FCSS.
- Page 2:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 3:** Survey Question Bank. Includes a table with columns for 'Question ID', 'Question Text', and 'Response Options'.
- Page 4:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 5:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 6:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.

The bottom row includes:

- Page 7:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 8:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 9:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 10:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 11:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.
- Page 12:** Overview of the surveying process, showing a flow from 'Surveying' to 'Data Collection' and 'Data Analysis'.

Programs

Prevention Strategy 1: Promote and encourage active engagement in the community

Program Intent	FCSS programs build awareness of community engagement opportunities.	
Survey Questions	Post Only	Pre/Post
	1.1 As a result of this program, I have opportunities to engage with my community.	I have opportunities to engage with my community.

- ← Prevention Strategy
- ← Program Intent
- ← Two versions of each question.
- ← Survey question

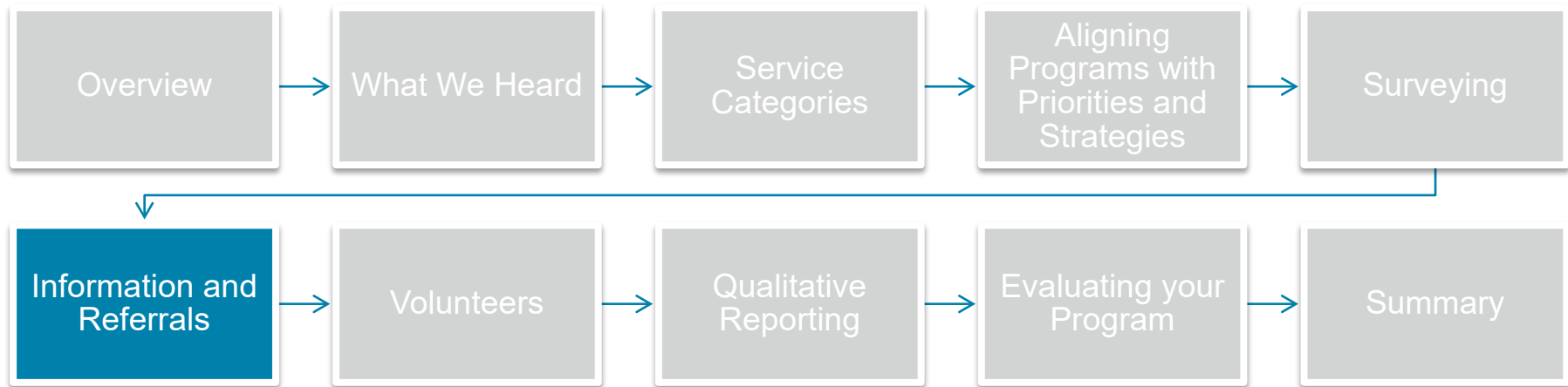


Uniquely numbered questions

The Other 10 KPMs

Number of times Albertans participated in local FCSS programming	Count of Participants
Provincial-level indicators related to provincial prevention priorities.	Publicly Available Data
Number of referral services provided by local FCSS programs	Count of Referral Interactions
Number and percentage of local FCSS programs that have completed a community needs assessment to inform their services	Count of Needs Assessment
Number of programs funded through local FCSS programs [by delivery type (direct or indirect), population group, and priority and strategy]	Reported Program Details
Amount and percentage of funding used by local FCSS programs [by delivery type (direct or indirect), population group, and priority and strategy]	Reported Program Details
Number of community partnerships local FCSS programs have with other local FCSS programs, agencies, and/or organizations	Count of Community Partnerships
Number of volunteers who supported local FCSS programs	Count of Volunteers
Number of volunteer hours reported by local FCSS programs	Count of Volunteer Hours
Total economic contribution of volunteers (in dollars)	Based on Minimum Wage

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Information and Referrals

Record every transaction:

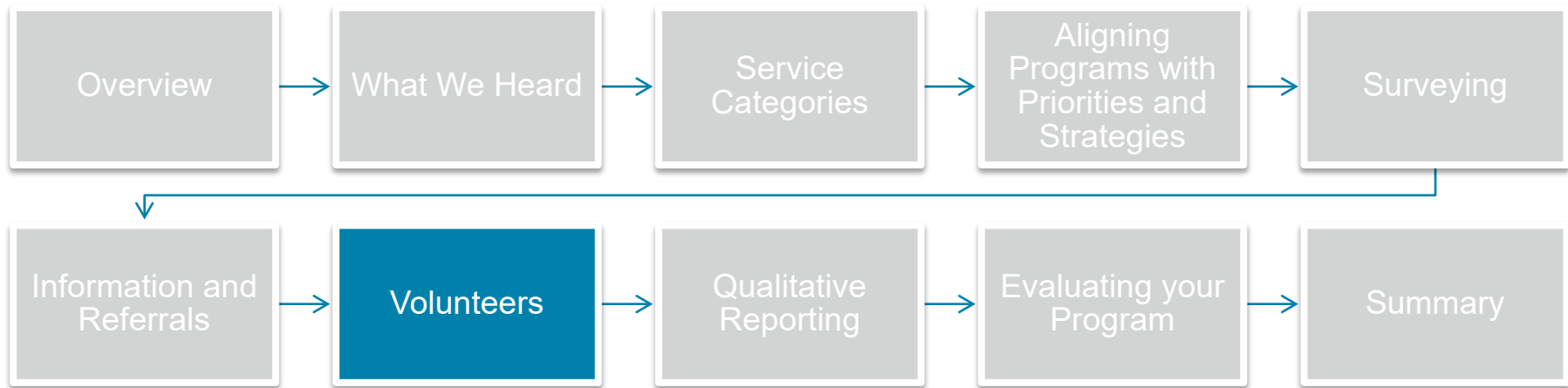
- On a spreadsheet
- On a tally sheet
- Using your own software

Sample

- Track transactions according to a sampling strategy



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Volunteers

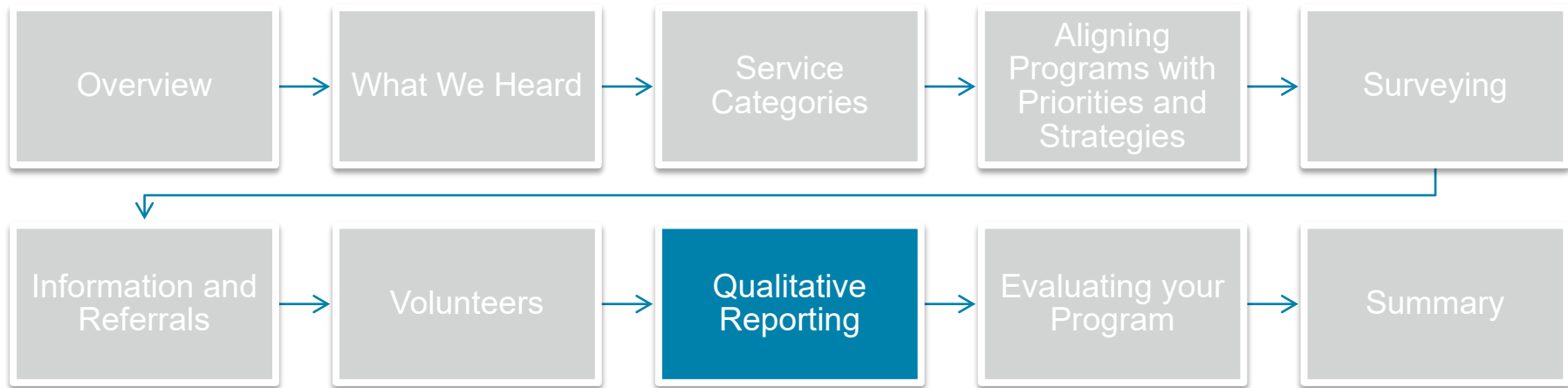
Anyone who is not paid for their time and cannot be considered a participant of that program/service/event.

Total number of
volunteers, 57%

Per Program, 43%

- Volunteers will be reported as a single, total number

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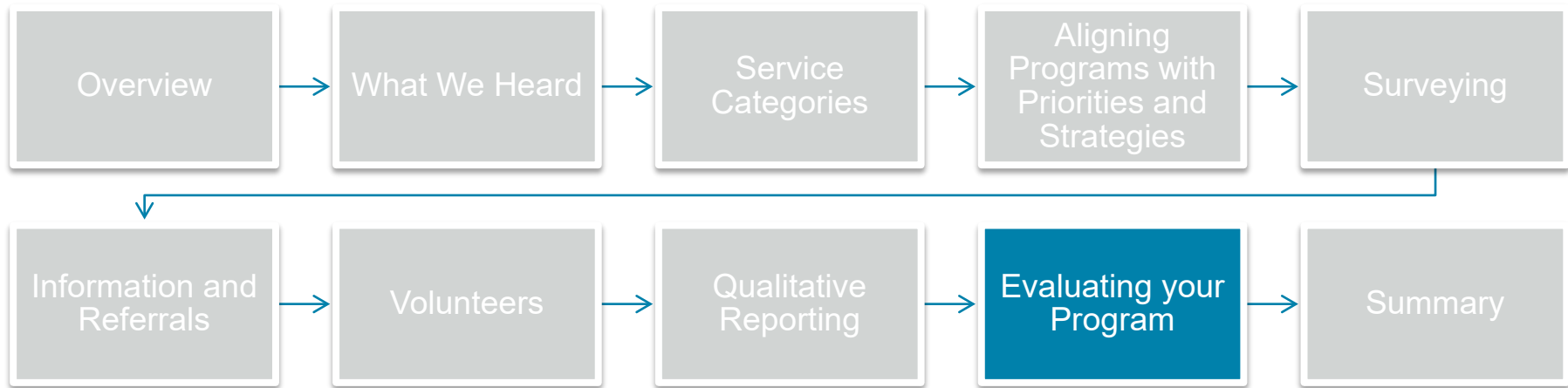


Narratives

Impact narratives are the **documented outcomes and effects of a program or initiative, showcasing its achievements and contributions at various levels.**

- Optional
- Opportunity for each of the service categories
- Tips and examples available

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Evaluating Your Own Programs

You can still evaluate
your own program with a
local lens!

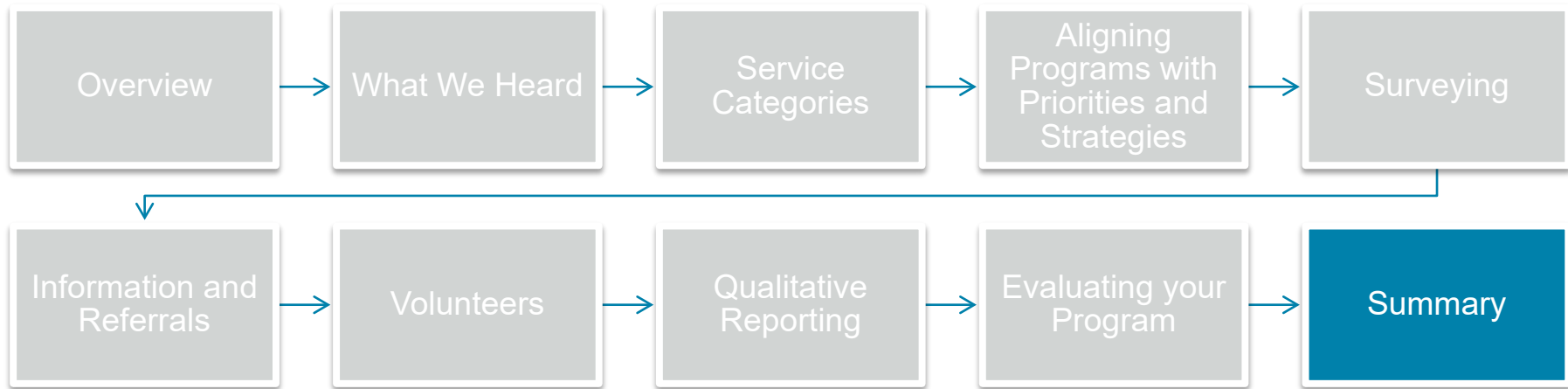


Evaluating Your Own Programs

- use other survey questions
- use other data collection methods



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What is new?

- ✓ Program Categories
- ✓ Easy to navigate Survey Questions
- ✓ Program alignment to Prevention Priorities and Prevention Strategies
- ✓ Referrals counted separately from participants
- ✓ Referrals can be sampled/estimated
- ✓ Overall Impact Narrative

How am I to remember all this?

- This presentation will be recorded
- Ministry will provide training for Directors and Staff throughout 2025
- Lots of job aids
 - examples
 - step by step instructions

Next Steps

Information and Training Sessions



Winter 2024 to Spring 2025

Sessions include:

- Linking Programs to Strategies & Survey Questions
- Definitions & Data Collection



Spring 2025 to Summer 2025

Sessions include:

- Categorizing Programs
- Linking Programs to Prevention Priorities



Summer 2025 to Fall 2025

Sessions include:

- Data Collection Tools
- Sampling (information & referrals)
- Survey Administration



Late Fall 2025

Sessions include:

- Overview: Getting Ready for 2026

Discussion

