

# **Family & Community Support Services Appendix B**



# Counting at-a Glance

The following chart outlines details related to monitoring count-based key performance measures.

|                                                                                    | Key Performance Measure(s)                                                                                                                           | Key Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|    | <b>Volunteers</b><br>Number of <b>volunteers</b> who supported FCSS programs<br><br>Number of <b>volunteer hours</b> reported by local FCSS programs | <p>Volunteer contributions should be recorded by tracking the total sum of volunteers who have supported FCSS activities, as well as the total sum of volunteer hours contributed.</p> <p>The following types of volunteer contributions should be tracked:</p> <ul style="list-style-type: none"><li>• Someone who contributes to the program without receiving ongoing monetary compensation for their time.</li><li>• Students who are receiving a school credit or community service hours for their time.</li><li>• Community organization employees who dedicate time above and beyond their paid roles, including 'corporate volunteers' (e.g., municipality staff who volunteer to support a program).</li></ul> |
|   | <b>Participants</b><br>Number of times <b>Albertans participated</b> in local FCSS programming                                                       | <ul style="list-style-type: none"><li>• A program participant is anyone who engages in a <b>FCSS program</b>. This includes registered individuals, and those using drop-in services, or single-session programs.</li><li>• Participants are accounted for in every engagement. For example, if two participants register for a program consisting of five sessions, each participant will be counted for each session attended, resulting in a total of ten participations (2 participants x 5 sessions = 10 total participations).</li><li>• If there is no formal registration, an estimated participant number may be submitted.</li></ul>                                                                           |
|  | <b>Attendees</b><br>Number of times <b>Albertans participated</b> in local FCSS programming                                                          | <ul style="list-style-type: none"><li>• An attendee in a community event is anyone who attends or takes part in any way in a <b>community event</b>.</li><li>• If there is no formal registration, an estimated participant number may be submitted.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|  | <b>Referrals</b><br>Number of <b>referral services</b> provided by local FCSS programs                                                               | <ul style="list-style-type: none"><li>• Referral services are to be reported as number of interactions (e.g., in-person referrals, phone referrals, indirect referral service through 211 funding).</li><li>• The reporting for referrals will indicate the total number of referral interactions, rather than the total number of individuals served.</li></ul>                                                                                                                                                                                                                                                                                                                                                         |
|  | <b>Community Partnerships</b><br>Number of <b>community partnerships</b> programs have with other FCSS programs, agencies, and/or organizations.     | <ul style="list-style-type: none"><li>• The definition of "Community Partnerships" can be found in the Glossary of Definitions".</li><li>• Local FCSS programs will be required to report on the total count of community partnerships.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |



# Key Performance Measures Overview

## Count Based KPMs

| Key Performance Measure                                                            |                                                                                                                           | How it is Measured                 |
|------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|------------------------------------|
|   | Number of times <b>Albertans participated</b> in local FCSS programming                                                   | Count of participants or attendees |
|   | Number of <b>referral services</b> provided by local FCSS programs                                                        | Count of referral interactions     |
|   | Number of <b>community partnerships</b> local FCSS programs have with other local FCSS programs, agencies and/or programs | Count of partnerships              |
|   | Number of <b>volunteers</b> who supported FCSS programs                                                                   | Count of volunteers                |
|  | Number of <b>volunteer hours</b> reported by local FCSS programs                                                          | Count of volunteer hours           |

## Survey Based KPMs

| Key Performance Measure                                                             |                                                                                                                                                                | How it is Measured                   |
|-------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------|
|  | Percentage of participants who reported <b>positive change</b> on measures associated with prevention strategies after participating in local FCSS programming | Positive change, from survey data    |
|  | Percentage of FCSS participants who expressed <b>satisfaction</b> with FCSS programs/services                                                                  | Survey question about satisfaction   |
|  | Percentage of FCSS participants who report that FCSS programs/services were <b>easy to access</b>                                                              | Survey question about ease of access |

# Survey Questions

This is a preview of the Survey Questions bank that will be available for reporting in 2026. This document is for training purposes only.

## Likert Scales

Each survey question can be answered using a five (5) point Likert agreement scale.

| Standard Likert                                                                     |                                                                                     |                                                                                     |                                                                                      |                                                                                       |
|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|
| Strongly Disagree                                                                   | Somewhat Disagree                                                                   | Neither Agree nor Disagree                                                          | Somewhat Agree                                                                       | Strongly Agree                                                                        |
| Using Emojis or Images                                                              |                                                                                     |                                                                                     |                                                                                      |                                                                                       |
|    |    |    |     |    |
| Strongly Disagree                                                                   | Somewhat Disagree                                                                   | Neither Agree nor Disagree                                                          | Somewhat Agree                                                                       | Strongly Agree                                                                        |
|  |  |  |  |  |
| Strongly Disagree                                                                   | Somewhat Disagree                                                                   | Neither Agree nor Disagree                                                          | Somewhat Agree                                                                       | Strongly Agree                                                                        |
| Simplify the Language                                                               |                                                                                     |                                                                                     |                                                                                      |                                                                                       |
| I don't agree at all                                                                | I don't agree                                                                       | I'm not sure                                                                        | I agree a little bit                                                                 | I agree completely                                                                    |
| Not at all                                                                          | Not really                                                                          | Kind of                                                                             | A little bit                                                                         | Definitely                                                                            |

# Section 1

**Key Performance Measure:** Percentage of FCSS participants who expressed **satisfaction** with FCSS programs/services.

- **Objective 4:** FCSS Programming is accessible, appropriate, and designed to serve Albertans across the lifespan.

Programs that use Pre-Post surveys would only include this survey questions on Post surveys.

| Survey Questions | Question # | Post-Only                                          |
|------------------|------------|----------------------------------------------------|
|                  | 1          | Overall, I am satisfied with this program/service. |

# Section 2

**Key Performance Measure:** Percentage of FCSS participants who report that FCSS programs/services were **easy to access**.

- **Objective 4:** FCSS Programming is accessible, appropriate, and designed to serve Albertans across the lifespan.

Programs that use Pre-Post surveys would only include this survey questions on Post surveys.

| Survey Questions | Question # | Post-Only                                             |
|------------------|------------|-------------------------------------------------------|
|                  | 2          | Overall, I found this program/service easy to access. |

# Section 3

**Key Performance Measure:** *Percentage of participants who reported **positive change** on measures associated with **prevention strategies** after participating in local FCSS programming*

- **Objective 1:** *“FCSS programming enhances the protective factors of individuals, families and communities related to provincial prevention priorities.”*

The image below illustrates the various components of the survey questions designed to assess prevention strategies.

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

← Prevention Strategy

|                  |                                                                      |                                                                                |                                                   |
|------------------|----------------------------------------------------------------------|--------------------------------------------------------------------------------|---------------------------------------------------|
| Program Intent   | FCSS programs build awareness of community engagement opportunities. |                                                                                |                                                   |
| Survey Questions | Question #                                                           | Post-Only                                                                      | Pre and Post                                      |
|                  | 3.1                                                                  | As a result of this program, I have opportunities to engage with my community. | I have opportunities to engage with my community. |

← Program Intent

← Two versions of each question (post only OR pre and post.

← Survey question



Uniquely numbered questions

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

|                  |                                                                                                                                |                                                                                |                                                              |
|------------------|--------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------|--------------------------------------------------------------|
| Program Intent   | FCSS programs build awareness of community engagement opportunities.                                                           |                                                                                |                                                              |
| Survey Questions | Question #                                                                                                                     | Post-Only                                                                      | Pre and Post                                                 |
|                  | 3.1                                                                                                                            | As a result of this program, I have opportunities to engage with my community. | I have opportunities to engage with my community.            |
| Program Intent   | Community members know the value of engaging with their community.                                                             |                                                                                |                                                              |
| Survey Questions | Question #                                                                                                                     | Post-Only                                                                      | Pre and Post                                                 |
|                  | 3.2                                                                                                                            | This program showed me the importance of being active in my community.         | I understand the importance of being active in my community. |
|                  | 3.3                                                                                                                            | This program showed me that it is important to be a part of this community.    | It is very important to me to be part of this community.     |
| Program Intent   | Community members participate in the community for their own enjoyment, their own benefit or for the benefit of the community. |                                                                                |                                                              |
| Survey Questions | Question #                                                                                                                     | Post-Only                                                                      | Pre and Post                                                 |
|                  | 3.4                                                                                                                            | As a result of this program, I contribute more to my community.                | I contribute to my community.                                |
|                  | 3.5                                                                                                                            | As a result of this program, I have become more active in my community.        | I actively participate in my community.                      |

## Prevention Strategy: Foster a sense of belonging

|                  |                                                           |                                                                                    |                                              |
|------------------|-----------------------------------------------------------|------------------------------------------------------------------------------------|----------------------------------------------|
| Program Intent   | Individuals feel a sense of belonging in their community. |                                                                                    |                                              |
| Survey Questions | Question #                                                | Post-Only                                                                          | Pre and Post                                 |
|                  | 4.1                                                       | As a result of this program, I feel a stronger sense of belonging to my community. | I feel a sense of belonging to my community. |
|                  | 4.2                                                       | This program helped me feel more connected to my community.                        | I feel connected to my community.            |
|                  | 4.3                                                       | As a result of this program, I feel important to my community.                     | I feel important to my community.            |

## Prevention Strategy: Promote social inclusion

|                  |                                               |                                                                                        |                                                |
|------------------|-----------------------------------------------|----------------------------------------------------------------------------------------|------------------------------------------------|
| Program Intent   | Programs know and respond to community needs. |                                                                                        |                                                |
| Survey Questions | Question #                                    | Post-Only                                                                              | Pre and Post                                   |
|                  | 5.1                                           | This program met my needs.                                                             | My [program topic] needs are met.              |
|                  | 5.2                                           | As a result of this program, I have better access to culturally appropriate resources. | I can access culturally appropriate resources. |
| Program Intent   | Community members feel valued and included.   |                                                                                        |                                                |
| Survey Questions | Question #                                    | Post-Only                                                                              | Pre and Post                                   |
|                  | 5.3                                           | This program was welcoming.                                                            | This program is welcoming.                     |
|                  | 5.4                                           | I felt valued in this program.                                                         | I feel valued in this program.                 |

## Prevention Strategy: Develop and maintain healthy relationships

|                  |                                                                                       |                                                                                                                                 |                                                                                                    |
|------------------|---------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------|
| Program Intent   | Individuals have positive, trusting relationships with family and/or friends.         |                                                                                                                                 |                                                                                                    |
| Survey Questions | Question #                                                                            | Post-Only                                                                                                                       | Pre and Post                                                                                       |
|                  | 6.1                                                                                   | As a result of this program, I can identify people in my life who really care about me.                                         | I can identify people in my life who really care about me.                                         |
|                  | 6.2                                                                                   | As a result of this program, I recognize close relationships that provide me with a sense of emotional security and well-being. | I recognize close relationships that provide me with a sense of emotional security and well-being. |
|                  | 6.3                                                                                   | As a result of this program, I can name family and/or friends who help me feel safe, secure and happy.                          | I can name family and/or friends who help me feel safe, secure and happy.                          |
| Program Intent   | Parents gain skills and knowledge in parenting.                                       |                                                                                                                                 |                                                                                                    |
| Survey Questions | Question #                                                                            | Post-Only                                                                                                                       | Pre and Post                                                                                       |
|                  | 6.4                                                                                   | As a result of this program, I have increased confidence in my parenting skills.                                                | I have confidence in my parenting skills.                                                          |
|                  | 6.5                                                                                   | I have gained new parenting skills.                                                                                             | I have the parenting skills I need.                                                                |
| Program Intent   | Individuals have healthy and effective communication strategies within relationships. |                                                                                                                                 |                                                                                                    |
| Survey Questions | Question #                                                                            | Post-Only                                                                                                                       | Pre and Post                                                                                       |
|                  | 6.6                                                                                   | As a result of this program, I can communicate effectively with my [child/children/spouse/partner/people in my life].           | I can communicate effectively with my [child/children/spouse/partner/people in my life].           |
|                  | 6.7                                                                                   | As a result of this program, I have a better understanding of how to resolve conflict peacefully.                               | I can resolve conflict peacefully.                                                                 |
| Program Intent   | Individuals have opportunities to develop new healthy relationships.                  |                                                                                                                                 |                                                                                                    |
| Survey Questions | Question #                                                                            | Post-Only                                                                                                                       | Pre and Post                                                                                       |
|                  | 6.8                                                                                   | As a result of this program, I am ready to build new relationships with people from my community.                               | I can build new relationships with people from my community.                                       |

## Prevention Strategy: Enhance access to social supports

|                  |                                                 |                                                                                                   |                                                                |
|------------------|-------------------------------------------------|---------------------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Program Intent   | Community members are aware of social supports. |                                                                                                   |                                                                |
| Survey Questions | Question #                                      | Post-Only                                                                                         | Pre and Post                                                   |
|                  | 7.1                                             | As a result of this program, I know more about what resources are available to [me/to my family]. | I know what resources are available to [me/to my family].      |
|                  | 7.2                                             | As a result of this program, I know more places in the community I can turn to when I need help.  | I know places in the community I can turn to when I need help. |
| Program Intent   | Social supports are accessible.                 |                                                                                                   |                                                                |
| Survey Questions | Question #                                      | Post-Only                                                                                         | Pre and Post                                                   |
|                  | 7.3                                             | As a result of this program, I have better access to community resources that I need.             | I can access the community resources I need.                   |
| Program Intent   | Community members have a support network.       |                                                                                                   |                                                                |
| Survey Questions | Question #                                      | Post-Only                                                                                         | Pre and Post                                                   |
|                  | 7.4                                             | As a result of this program, I can identify more people I can rely on for support.                | I can identify people I can rely on for support.               |

## Prevention Strategy: Develop and strengthen skills that build resilience

|                  |                                                                           |                                                                                           |                                                                        |
|------------------|---------------------------------------------------------------------------|-------------------------------------------------------------------------------------------|------------------------------------------------------------------------|
| Program Intent   | Community members have good self-esteem.                                  |                                                                                           |                                                                        |
| Survey Questions | Question #                                                                | Post-Only                                                                                 | Pre and Post                                                           |
|                  | 8.1                                                                       | As a result of this program, I feel better about myself.                                  | I feel good about myself.                                              |
| Program Intent   | Community members feel hopeful.                                           |                                                                                           |                                                                        |
| Survey Questions | Question #                                                                | Post-Only                                                                                 | Pre and Post                                                           |
|                  | 8.2                                                                       | As a result of this program, I have the ability to improve my life.                       | I have the ability to improve my life.                                 |
|                  | 8.3                                                                       | As a result of this program, I feel better about my future.                               | I feel good about my future.                                           |
|                  | 8.4                                                                       | This program helped me make plans for my future.                                          | I have plans for my future.                                            |
| Program Intent   | Community members have opportunities to learn and grow.                   |                                                                                           |                                                                        |
| Survey Questions | Question #                                                                | Post-Only                                                                                 | Pre and Post                                                           |
|                  | 8.5                                                                       | As a result of this program, I know more about [fill in with knowledge from the program]. | I know about [fill in with knowledge from the program].                |
|                  | 8.6                                                                       | I feel better about my ability to [fill in with skill from the program].                  | I feel good about my ability to [fill in with skill from the program]. |
|                  | 8.7                                                                       | As a result of this program, I have learned new things.                                   | I have opportunities to learn new things.                              |
| Program Intent   | Community members are able to overcome challenges or life's difficulties. |                                                                                           |                                                                        |
| Survey Questions | Question #                                                                | Post-Only                                                                                 | Pre and Post                                                           |
|                  | 8.8                                                                       | As a result of this program, I am better at handling whatever comes my way.               | I am good at handling whatever comes my way.                           |
|                  | 8.9                                                                       | This program taught me healthy strategies to manage stress.                               | I know some healthy strategies to manage stress.                       |
|                  | 8.10                                                                      | This program taught me problem solving skills.                                            | I am good at solving problems.                                         |

# Section 4: Optional Survey Questions

## Collective Impact Survey Question

There was endorsement for a single survey statement that could apply broadly to many types of FCSS programs and services. This question could be asked on any POST survey to allow the Ministry to aggregate responses that cross geography, catchment area, target populations, activity types and goals.

| Survey Questions | Question # | Post-Only                                       |
|------------------|------------|-------------------------------------------------|
|                  | 9          | I feel like I have stronger social connections. |

## Community Event Survey Questions

Many FCSS programs offer Community Events. These events may be difficult to survey. Surveys are not required, however, FCSS programs may choose to survey attendees and report to the Ministry. The following survey questions offer some guidance.

| Survey Questions | Question # | Post-Only                                                                                        |
|------------------|------------|--------------------------------------------------------------------------------------------------|
|                  | 10.1       | This event encouraged social interaction.                                                        |
|                  | 10.2       | This event made me feel part of the community.                                                   |
|                  | 10.3       | I felt welcomed at this event.                                                                   |
|                  | 10.4       | This event was welcoming to everyone.                                                            |
|                  | 10.5       | This event provided me with information or resources about services or programs in my community. |
|                  | 10.6       | This event showed me the importance of being active in my community.                             |

## Community Development and Capacity Building Survey Questions

Community development and capacity building are activities that promote, encourage, and facilitate the development of stronger communities. This is achieved through various means such as volunteer development, staff training, strategic planning, interagency work, and completing community needs assessments.

These activities also include collaborations, such as participating in boards or committees or actively developing partnerships. Additionally, they may involve partner, stakeholder, or public engagement, like public consultations related to FCSS.

Many FCSS programs fund Community Development and Capacity Building activities. These activities may offer opportunities to conduct optional surveys for evaluation. Potential survey respondents include:

- staff members of local FCSS programs
- volunteers for local FCSS programs
- community agencies or partners
- board or committee members

Surveys are not required. FCSS programs may choose to use a survey to assess the perceived quality, value or effectiveness of Community Development and Capacity Building activities. Results of these surveys may be included in annual reporting to the Ministry.

The questions below offer guidance. Based on your survey respondents, some survey questions may be more applicable than others; you can decide which survey questions are the best fit.

| Survey Questions | Question # | Post-Only                                                                     |
|------------------|------------|-------------------------------------------------------------------------------|
|                  | 11.1       | I have opportunities to make my community better.                             |
|                  | 11.2       | I have opportunities to use my skills and abilities to support my community.  |
|                  | 11.3       | I understand my community's needs and challenges.                             |
|                  | 11.4       | I feel a sense of belonging to my community.                                  |
|                  | 11.5       | I have benefited from being a part of this partnership.                       |
|                  | 11.6       | This partnership has contributed to stronger community supports and services. |
|                  | 11.7       | This partnership is more effective than each partner could be on their own.   |