

Social Programs

Led by: Director of Recreation & Social Programs

Description

Social Programs provides accessible and equitable programs and services that improve quality of life, contribute to inclusive communities, and promote social, mental, and physical wellbeing of Calgarians. We give Calgarians skills to build social resiliency and the supports they need to thrive. We leverage funds from other orders of government and private foundations through contractual agreements and collaborative partnerships. We offer social recreational programming for families, children and youth; career planning and employment support for youth; coordination of the delivery of senior's home maintenance services; and the administration of the Fair Entry Program.

Value and benefits

Social Programs increases inclusion for Calgarians experiencing vulnerabilities by providing opportunities to build their capacity to fully participate in civic life. Age and culturally appropriate programs are necessary to overcome financial, social, geographic, and physical barriers, and contribute to social and economic resilience. Social Programs helps build resiliency through programs and services such as employment training, social recreational opportunities, and access to support services.

Customers

Our customers are Calgarians at all stages of life. We focus on populations experiencing vulnerabilities and requiring accessible programs and services to build resiliency and improve wellbeing.

What we deliver

With our partners, we deliver and leverage programs and services that focus on social wellbeing, social equity and resilience. We do this by providing easy access to City services at a low or no cost, accessible child and youth programs, youth career and employment services and home services for vulnerable seniors.

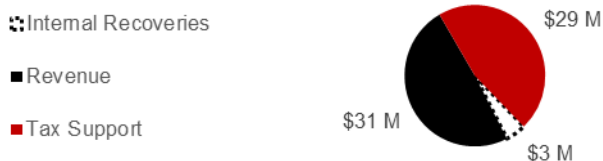
Partners

Social programs are offered in partnership with governments, non-profit social service providers, local school boards, businesses, and City services (e.g., Recreation Opportunities, Public Transit, Specialized Transit Service, Waste & Recycling, etc.).

1 in 10	Calgarians live with low income
80,000	people approved for Fair Entry
20,000	Program visits
12.4%	Youth unemployment

Social Programs

2022 Budgeted Gross Operating Expenditures Funding Breakdown (\$ Millions)*



* Gross operating budget may include internal recoveries that are also included in other services' gross operating cost.

Note: Internal recoveries is how The City accounts for the costs of goods or services between services

Key assets

Youth Employment Centre, two Fair Entry locations

What we have heard & what we are watching

What we have heard

The 2021 Citizen Satisfaction Survey indicates social services are important to Calgarians, with 97 per cent of respondents believing it is important for The City to provide social programs and 85 per cent of respondents expressing satisfaction with those social programs. We coordinate access to the Fair Entry program. In the 2021 Fair Entry Survey, 96 per cent of clients reported that access to the programs helped make their lives better, and 98 per cent of respondents reported they felt respected when they applied for Fair Entry. High demand continues for child and youth programs, with parents and guardians reporting high levels of satisfaction. In March 2022, the Work to Live: Alberta Youth Mobility Report showed 69 per cent of youth ages between 15-24 have considered relocating outside of Calgary, with career opportunities listed as a top contributor in the decision.

What Council has directed

We contribute to Council's foundation of social resilience by promoting individual and community wellbeing. Social Programs, in alignment with Council's guiding principles, provides equitable access to services with positive social outcomes for all Calgarians, especially those experiencing vulnerabilities. We support strong communities by empowering Calgarians to access services that build capacity and promote participation in civic life. Our service contributes directly to Council's Social Equity focus area by reducing barriers to achieving a better quality of life for all Calgarians. We are connected to the goals of the Enough For All Strategy, Seniors Age Friendly Strategy, Social Wellbeing Principles and White Goose Flying report.

What we are watching

Poverty: Calgary continues to report that one in ten Calgarians are living on low income, a number that has remained unchanged for almost two decades.

Inflation/Fair Entry: We continue to watch the impacts of inflation on Calgarians' economic resilience and the increased number of Fair Entry applications. In 2021, 55 per cent of Calgarians living on low income applied for Fair Entry.

Immigrant and Indigenous Needs: We are monitoring the rapid growth of immigrant, senior and Indigenous demographics. Calgary's population is becoming increasingly diverse, with unique needs that require culturally sensitive programs and services.

COVID-19 Pandemic: The impacts of the pandemic on personal financial health and mental health are likely to have lasting effects. Eight in ten Calgarians say the COVID-19 pandemic is a threat to their mental health, and seven in ten Calgarians consider the COVID-19 pandemic to be a threat to their personal financial situation.

Comparing our service

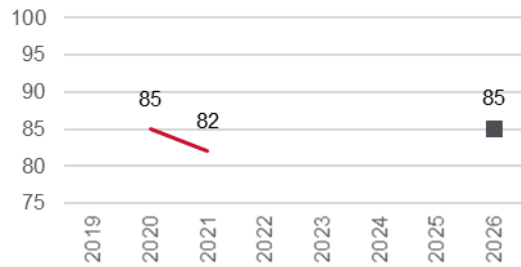
Social Programs reflects the specific demographics and social needs of Calgarians, making it difficult to benchmark across municipalities. Social programs are evidence-based, informed by best practices and designed, delivered and evaluated in local contexts. Where possible, we will explore approaches to benchmarking through municipal networks such as MBN Canada. We will continue to develop and/or implement evaluations to ensure we meet our intended outcomes.

Measuring performance & where we want to go

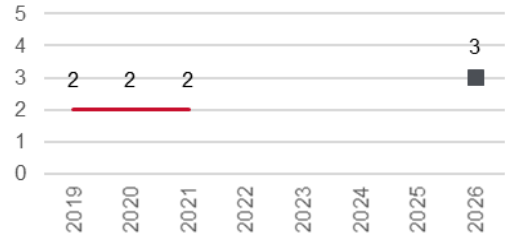
For Council Approval

— Actuals ■ Expected Future Performance

PM1: Youth who agree YEC has increased their ability to find employment (per cent)



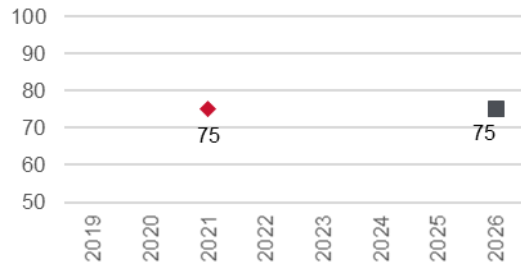
PM2: Average number of Fair Entry services applied for



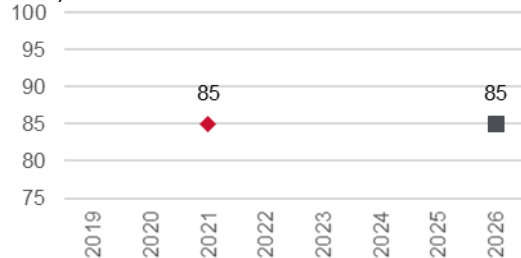
PM3: CAS participants who learned new ways to solve problems (per cent)



PM4: CAS participants who met new friends (per cent)



PM5: Parent and guardians of Park n' Play / Stay n' Play participants who say the programming met their expectations (per cent)



Story behind the curve

Nation-wide youth unemployment is double that of adult unemployment rates. Youth are an untapped labour market that could assist in addressing the staffing shortage many industries across Calgary face. The Youth Employment Centre (YEC) equips youth for employment readiness with skills development, enabling youth to confidently secure jobs that provide investment in the local economy and create economic resilience. YEC provides a customized approach for youth to secure meaningful employment in Calgary. This measure was not reported during COVID-19 in 2020 and 2021.

The Fair Entry program supports Calgary's low-income population by providing equitable access to services that improve quality of life and enable Calgarians to participate in civic life. As a result of the pandemic, many Calgarians have been impacted by broader economic forces that have worsened their financial circumstance. This has resulted in a need for more reduced-rate services that are essential to their wellbeing. The program is adding more reduced-rate services that will broaden the reach of assistance and further reduce barriers.

Calgary AfterSchool (CAS) offers no-cost programs to children and youth, with a focus on developing social emotional learning. Through participation in CAS, children and youth say they have developed new skills and gained tools needed to solve problems in their lives. By continuing to fund CAS programs, more children and youth will continue to build resilience, preparing them for life. This is a new measure for 2023-2026.

By continuing to fund CAS programs focused on social emotional learning, children and youth will have more opportunities to develop friendships and social skills that build resiliency. The continued funding of this service supports children and youth experiencing vulnerabilities. It provides equitable access to programming and resources that equip them with skills and tools for life-long learning and development. This is a new measure for 2023-2026.

Based on the Equity Index, the programs are strategically located to serve communities where there are known gaps in programming. Parents and caregivers can access these programs in their neighbourhoods or neighbouring communities. Funding these programs gives parents and caregivers confidence their children can participate in safe programs that help them develop new skills and tools for resiliency. This is a new measure for 2023-2026.

What we plan to do

Result for 2023-2026

Social Programs' focus for 2023-2026 is on supporting Calgarians experiencing vulnerabilities by providing access to programs and services that build social resiliency, wellbeing and equity.

How we are going to get there

Support social wellbeing by providing no- and low-cost, local and equitable programs for Calgarians facing negative social conditions.

Provide Indigenous cultural opportunities for children and youth to further Truth and Reconciliation actions by delivering targeted programming.

Support youth with employment readiness, skills development and employment through the Youth Employment Centre to help them successfully transition into meaningful employment.

Provide career development opportunities for at-risk youth by partnering with and supporting potential employers.

Improve service delivery to clients of Seniors Services Home Maintenance Program through file digitization.

Support community connections for students and their families by streamlining the process for providing access to free and low-cost school space.

Deliver culturally appropriate and trauma-informed programming for refugee children and youth facing complex social situations.

Meet the needs of low-income Calgarians by maintaining Fair Entry service levels, providing access to City services at reduced rates.

Operating budget needed to achieve results

For Council Approval

Breakdown of net operating budget (\$000s)

	2023		2024		2025		2026	
	Base	One-time	Base	One-time	Base	One-time	Base	One-time
Previous Year's Net Budget	26,744	-	10,030	-	10,074	-	10,074	-
Previously approved One-time budget		-		-		-		-
2022 One-time carry forward		-		-		-		-
Revenue Changes	-	-	-	-	-	-	-	-
Internal Recoveries Changes	-	-	-	-	-	-	-	-
Inflation	-	-	-	-	-	-	-	-
Operating Impact of Previously Approved Capital	-	-	-	-	-	-	-	-
Operating Impact of New Capital (Incremental)	-	-	-	-	-	-	-	-
Service Reductions	-	-	-	-	-	-	-	-
Service Increases	131	-	44	-	-	-	-	-
Transfers (to)/from services**	(16,844)	-	-	-	-	-	-	-
Total net budget*	10,030	-	10,074	-	10,074	-	10,074	-

* The previous year's One-Time Budget is not carried forward to the following year.

** Base budget transfer to Community Strategies.

Total Operating Budget (\$000s) for Approval

	2022 Budget	2023			2024			2025			2026		
	At April 30	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total	Base	One-Time	Total
Expenditures	63,168	11,968	-	11,968	12,012	-	12,012	12,012	-	12,012	12,012	-	12,012
Recoveries	(2,971)	(611)	-	(611)	(611)	-	(611)	(611)	-	(611)	(611)	-	(611)
Revenue	(31,029)	(1,326)	-	(1,326)	(1,326)	-	(1,326)	(1,326)	-	(1,326)	(1,326)	-	(1,326)
Net	29,168	10,030	-	10,030	10,074	-	10,074	10,074	-	10,074	10,074	-	10,074
Base	26,744												
One-time	2,424												

Note: Figures may not add up due to rounding.