



# REPORT CARD

- Children, youth and families are safe
- Children, youth and families are healthy
- Children, youth and families live in supportive communities
- Aboriginal children, youth and families receive culturally relevant services
- Children, youth and families receive effective services
- Children, youth and families with special needs are involved in planning, designing and evaluating services



# REPORT CARD

## 1. Children, youth and families are safe in their communities

	1996	1997		1998		1999
	#	#	growth	#	growth	Target
Incidence of child abuse	1692	2046	21%	2406	17.6%	9.5%
Incidence of violence at school*	493	460	-6.7%	322	-30%	-2%
Incidence of violent crime by youth	865	956	10.5%	844	-11.7%	0%
Incidence of domestic violence	N/A	1952	N/A	1865	-4.5%	↑

\*school info is by academic year, not calendar year

# REPORT CARD

## 2. Children, youth and families are healthy

	1996		1997		1998		1999
	#	#	growth	#	growth	Target	
Consumer reporting services were culturally sensitive	Information From Client Feedback Survey					---	
Pre-school readiness	Measurement tool being developed					---	
Number of juvenile runaways	2126	2167	1.9%	2144	-1%	0%	
Parent/youth conflict	605	630	4.1%	673	6.8%	6%	

# REPORT CARD

## 2. Children, youth and families are healthy

	1996	1997		1998		1999
	#	#	growth	#	growth	Target
Provision of accessible, affordable, quality child care						
<b>Accessible</b>						
• Daycare	42.5%	38.3%	-4.2%	41.8%	3.5%	40.9%
• Dayhome	17.6%	25.8%	8.2%	21.3%	-4.5%	21.5%
<b>Affordable</b>						
• Consumer Price Index			2.1%		1.5%	2.1%
• Child Care Subsidy	\$250	\$250	0%	324	29%	9%
• Operating Allowance	\$93.6	\$93.6	0%	\$30.4	-67%	\$0
• Daycare Rates	\$421	\$440	4.5%	\$511	16.2%	6.5%
• Dayhome Rates	\$387	\$388	0%	\$393	1.3%	11%
<b>Quality</b>	92%	89.1%	-2.9	90.2%	1.1%	94%



# REPORT CARD

<b>3. Children, youth and Families live in supportive communities</b>				
	<b>1996</b>	<b>1997</b>	<b>1998</b>	<b>1999 Target</b>
Community volunteers & volunteer hours at CRC/CCC	New Initiative, No Baseline Data			---
Client feedback surveys completed	Client Survey Developed			---
Persons using CRC / MST services voluntarily	Information From Client Feedback Survey			---
Families receiving services in their own communities	Information From Client Feedback Survey			---



# REPORT CARD

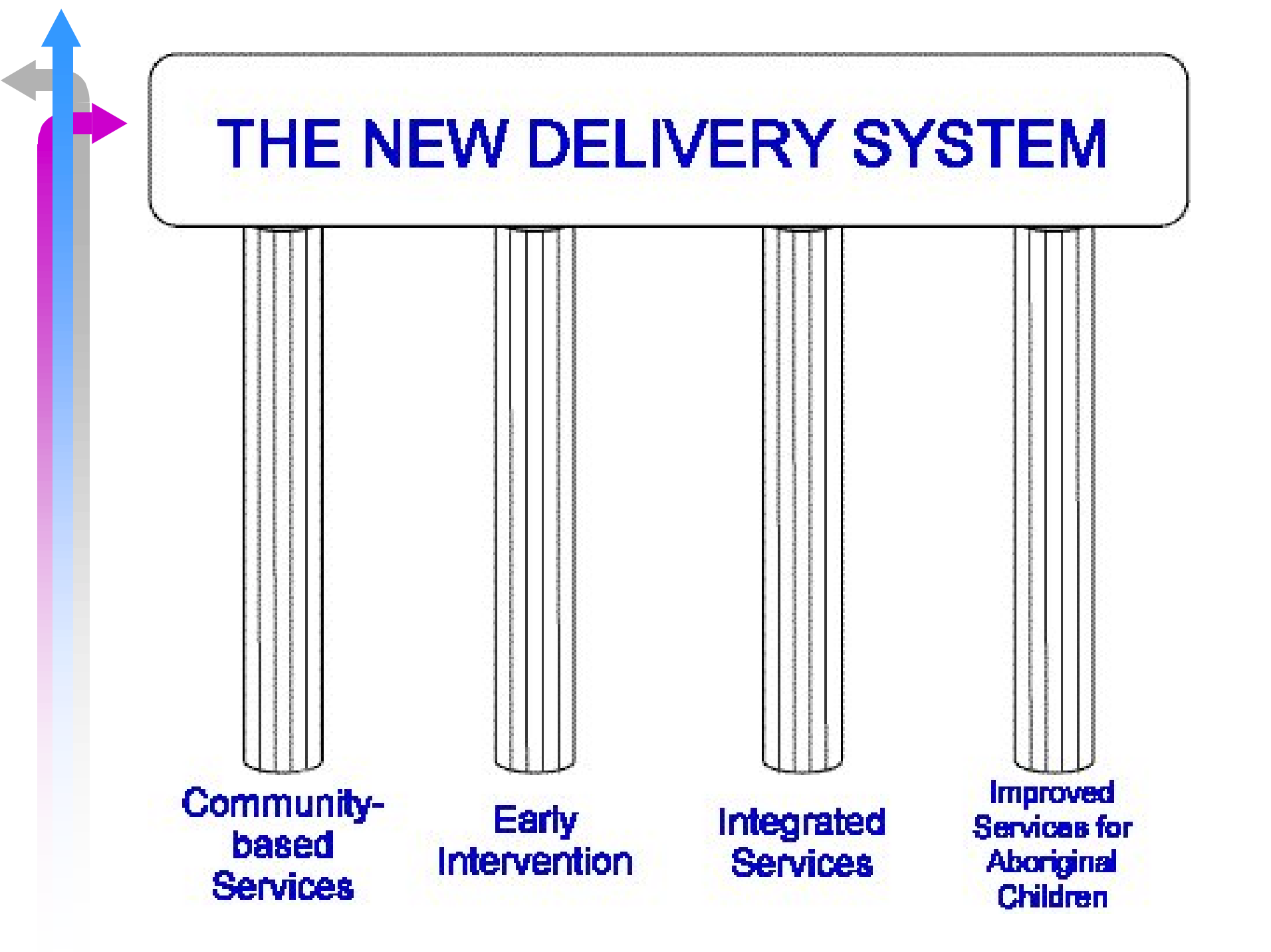
## Aboriginal people involved in the delivery of services.

	<b>As of April 19, 1999</b>	<b>1999 Target</b>
% Calgary Rocky View Staff which are Aboriginal	8.17	8.67%
% Contracted Agencies Staff which are Aboriginal	8.5	9%
% Child care Agencies Staff which are Aboriginal	3.75	4%
% of Calgary Rocky View which are Aboriginal (1996 Census)	1.86	---



# THANK YOU TO...

- Special thanks to the partners who helped in the data collection:
- Calgary Catholic School Board
  - Calgary Police Department
  - Calgary Public School Board
  - Calgary Regional Health Opportunity
  - City of Calgary
  - Mount Royal College
  - RCMP
  - Statistics Canada



# THE NEW DELIVERY SYSTEM

**Community-  
based  
Services**

**Early  
Intervention**

**Integrated  
Services**

**Improved  
Services for  
Aboriginal  
Children**



# COMMUNITY BASED SERVICE DELIVERY

- ⇒ The Service Model has 3 major components:
  - Community Coordinating Councils
  - Community Resource Centres
  - Multi-Service Teams
- ⇒ Development of Community of Service (COS) and explanation of Model
  - 8 geographical areas within the City of Calgary
  - Services to Natives; Native Services District Office and Aboriginal Resource Centre
  - Services to the Municipal District of Rocky View



# COMMUNITY BASED SERVICE DELIVERY (cont'd)

- ➡ Allocation of staff to service areas
- ➡ Development of a management structure to support community based service delivery



# MST DEVELOPMENT

## → Current Development:

- 1 site in COS 1
- 1 site in COS 2
- 1 site in COS 3
- 1 site in either Airdrie and area or COS 8

## → 1999-2000 Developments of 5 more sites:

- 2 sites in COS 8
- 1 site in COS 3
- 1 site in COS 4
- 1 site in COS 5



# CCC DEVELOPMENT

- Terms of Reference
- Application Guidelines
- Activities to develop CCC

## CURRENT DEVELOPMENT:

- Aboriginal
- Airdrie and area
- Cochrane
- COS 4
- COS 8
- Inner City
- North Central Calgary (COS 2)
- North of McKnight (COS 3)
- Special Needs

# LAYING THE GROUNDWORK



→ South Properties

→ Bow-West

→ COS 6

→ COS 7



# COMMUNITY RESOURCE CENTRE DEVELOPMENT

## → CRC's that are operational:

- Aboriginal
- Cochrane
- North of McKnight

## → Current Year Development/Transition

- Huntington Hills Centre for Family Resources (North Central CRC)
- Airdrie and area
- Marlborough Info. Link
- Closer to Home



# CRC Development (cont'd)

## → Laying the Groundwork for CRC Development

- Bow-West (COS 1)
- Inner City (COS 5)
- South Properties (COS 3)



# ABORIGINAL PILLAR

- Develop/Implement an Aboriginal Peace Making Circle/Dispute Resolution Process
- Maintain/Re-unify children with their families/extended families/culture
- Support the Development of the Aboriginal Resource Centre



# ABORIGINAL PILLAR (cont'd)

- ➡ Attract/Retain qualified Aboriginal staff
- ➡ Ensure Child Care needs of Aboriginal children are met
- ➡ Improve Services for Aboriginal children with Special Needs



# ABORIGINAL RESOURCE CENTRE (ARC)

## → MISSION STATEMENT

The Aboriginal Resource Centre Association provides advocacy for Aboriginal people to connect them with community resources in a respectful supportive environment.



# GUIDING PRINCIPLES

- Commitment, understanding, tolerance and openness to the development of children's and family's lives.
- Our community has the dedication and capability to care for our children.
- Commitment to make positive changes for future generations by providing guidance and effort.



# GUIDING PRINCIPLES (cont'd)

- ➔ Respect of cultural similarities, differences and uniqueness.
- ➔ Respect, tolerance, and understanding of all nations with the child in mind.
- ➔ Aboriginal (First Nations, Metis, Inuit, Non-Status) children, youth and families can take control of the unique quality of their lives.



# NATIVE SERVICES (MST)

→ Native Services Multi-Service Team

“Joining one another on a path that will enhance the healing of our children and families”



## Native Services (cont'd)

### ⇒ Vision Statement

- Will be developed by the collaborative
- Expand ownership of children and families in difficulty

### ⇒ Potential Multi-Service Team Goals

- Expand the use of traditional practice
- Invest savings in expanded traditional practice and preventative services



# Native Services (cont'd)

## → Today's Situation

- Native Services Office is currently involved with 550 children
- 60 staff at Native Services Office
- Work with 8 agencies whose primary service recipients are Aboriginal children and families



## Native Services (cont'd)

### ⇒ How Did We Get Here?

- History of working with the Aboriginal community e.g. PARC and CACSAC
- More recently, meetings with agencies commenced October 1998
- Joint Native Services Office/Agency Retreat in May 1999
- Ongoing consultation with AWASIS Child and Family Services of Manitoba



# STRATEGIC DIRECTION

- ➡ Enhance coordination and collaboration with Agencies
- ➡ Maintain strong linkages between the MST, ARC and CCC
- ➡ Remain inclusive - start with core group and expand partnerships



# INTEGRATION EFFORTS

## 1999/2000

- ➡ Continue to collaborate with our partners
- ➡ With our partners, increase the reliability and availability of data concerning all children in Calgary Rocky View
- ➡ Establish teams in Communities of Service that provide integrated children's services at a unit level
- ➡ Enhance our contracted services ability to participate with us at the unit level



# ALBERTA CHILDREN'S INITIATIVE

Implement the initiative to:

- ➡ prevent and address Fetal Alcohol Syndrome/Fetal Alcohol Effects
- ➡ address mental health needs of children
- ➡ provide integrated service delivery for children with special health needs in the school setting
- ➡ address and prevent child prostitution



# EARLY INTERVENTION

- ➡ Three and a half years ago, Calgary Rocky View began to fund Early Intervention Programs
- ➡ Calgary Rocky View funds 35 Early Intervention Programs
- ➡ Expenditure of three million dollars



# PURPOSE OF EARLY INTERVENTION

→ Keep children with Families/Caregivers

- in school
- out of Child Welfare
- out of Juvenile Justice
- Out of mental health system



## Early Intervention (cont'd)

- ➡ One of the most successful programs that we currently fund is the Immigrant Intergenerational Skill Building and Support Program which is delivered through the Calgary Immigrant Aid Society
- ➡ This program has been nationally recognized and is providing a template for “how to do things” by service providers across Canada.



# EARLY INTERVENTION/ PREVENTION 1999-2000

- ➡ Definition front-end services
  - ➡ Crisis is an impairment of the family/caregivers ability to problem solve/function resulting in a breakdown of the family system. Services prior to this point will be defined as Early Intervention/Prevention.
- ➡ The Authority is responding to the community's challenge to invest in services that support children and families pre-crisis stage.
- ➡ The Authority's pre-crisis strategies will not reduce our ability to respond to children in need.



# STRATEGIES

- ➡ The Authority will support an additional 3 Community Resource Centres at a cost of \$300,000.00
- ➡ The Authority will encourage a strategic shift in existing agencies services to encourage more resources are allocated to Early Intervention/Prevention Services specifically through the Community Resource Centres and Multi-Service Teams
- ➡ With the introduction of Performance Based Contracting our current Early Intervention agencies will maintain current funding commitments from the Authority until performances can be accurately assessed.