



2015 Leduc FCSS Needs Assessment: Interagency Survey

Final Report

April 30th, 2015



TABLE OF CONTENTS

SUMMARY OF FINDINGS	2
1.0 STUDY BACKGROUND	5
2.0 METHODOLOGY	8
2.1 Project Initiations and Questionnaire Design	8
2.2 Survey Populations and Data Collection	8
2.3 Data Analysis and Project Documentation	8
3.0 DETAILED FINDINGS	9
3.1 Type of Organization	9
3.2 Client Group	12
3.3 Volunteerism	24
3.4 Family and Community Support Services (FCSS)	45
3.5 List of Agencies, Organizations, and Programs	57

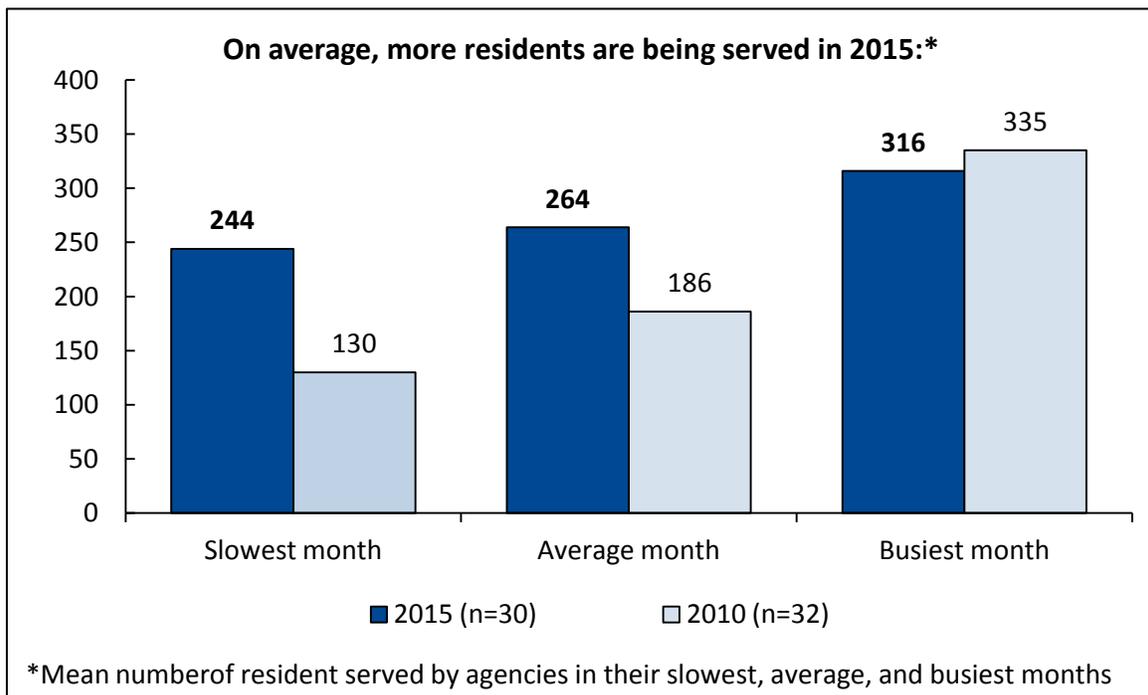
SUMMARY OF FINDINGS

The City of Leduc’s Strategic Plan recognizes Social Wellness as a goal. A strong focus is placed on encouraging well being and promoting active, healthy lifestyles while providing the appropriate level of support to address social needs in the community. With this in mind, the City has committed to conducting a social needs assessment every five years in order to measure citizen perceptions and satisfaction with Leduc Family and Community Support Services as well as other human services offered in the City of Leduc.

In April 2014, City of Leduc Family and Community Support Services (FCSS) contracted Banister Research & Consulting Inc. (Banister Research) to conduct their 2015 FCSS Needs Assessment Survey with Leduc agencies, organizations and programs; a total of 42 web-based surveys were completed. All respondents were screened to ensure they had worked or volunteered for their agency, organization, or group for at least 6 months. Key findings from the 2015 Interagency Survey included the following.

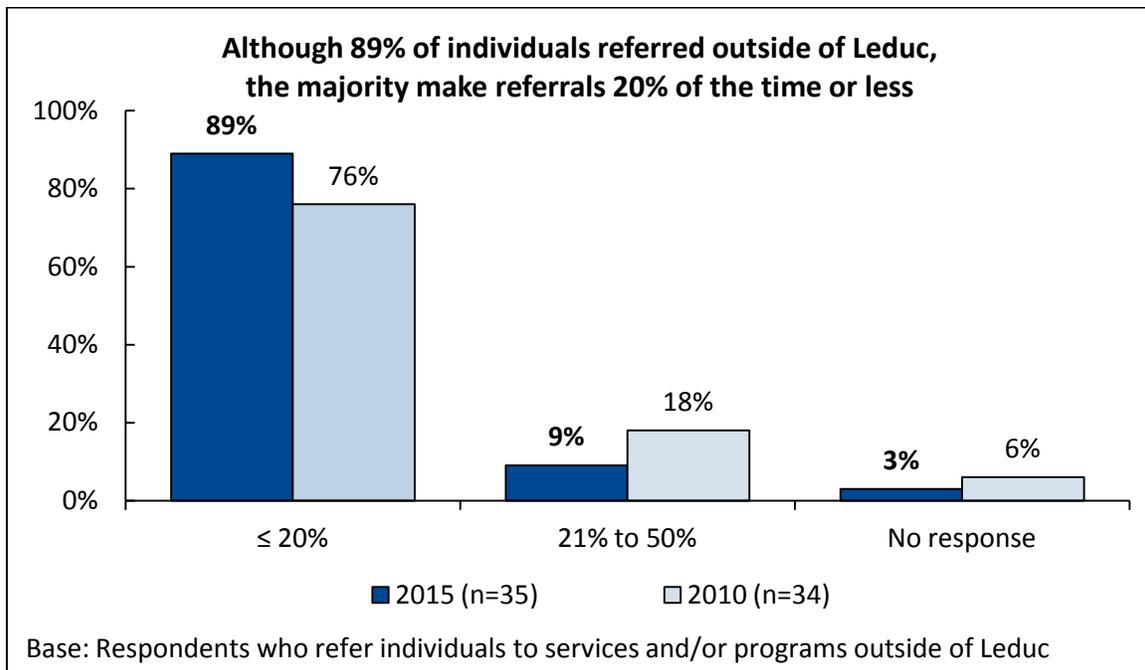
User Group

Agencies continue to serve a broader age range of residents, including children, adults *and* seniors. Approximately three-quarters (74%) tend to track the number of respondents they serve, and of those who track users (n=30), **90% reported that the number they serve has increased**, while 7% stated that the number remained about the same (no respondents indicated that residents served had decreased, while one respondent, or 3%, was unsure).

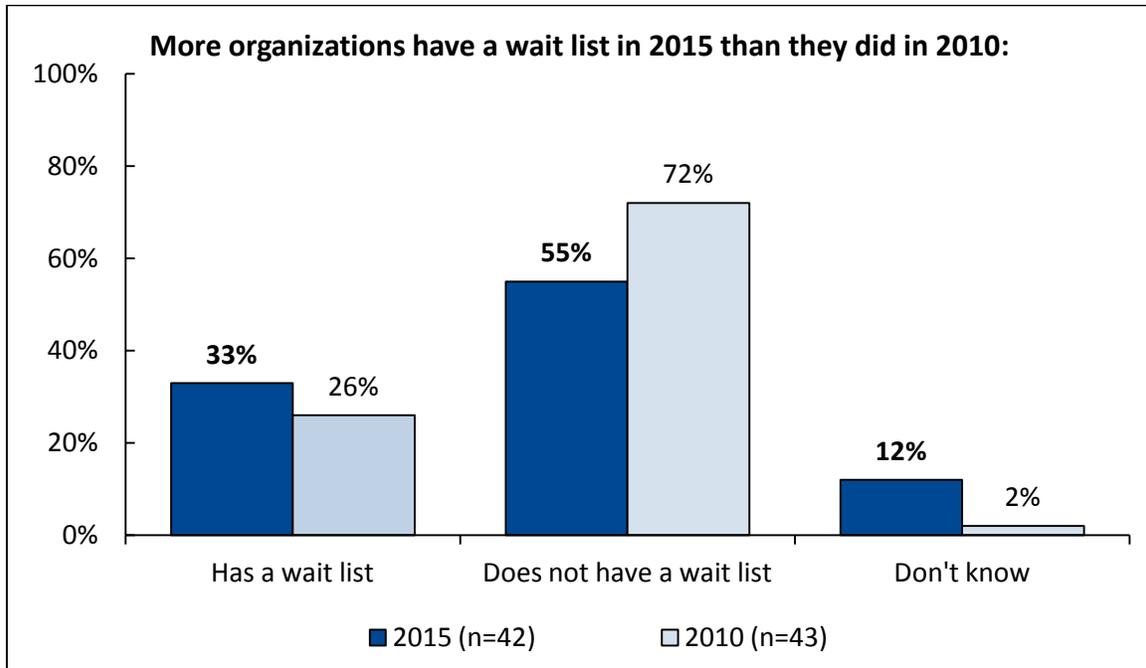


Service Capacity

Over eight-in-ten (83%) respondents indicated that they refer individuals to services and/or programs outside the City of Leduc; however, the majority of these respondents (n=35) make referrals 20% of the time or less, **suggesting that the needs of users are largely met by the services and programs offered by the City of Leduc.**



More organizations have a waiting list in 2015 than they did in 2010 (33% of surveyed agencies in 2015, versus 26% in 2010), with nearly two-thirds of these agencies (n=10 out of 14) waiting to serve 6 people or more (n=5 have a waiting list of 6 to 10, while n=5 have a waiting list of more than 15). Overall, **71% of those with waiting lists (n=14) reported that the number of individuals on their waiting lists have increased since 2014.**



Volunteerism

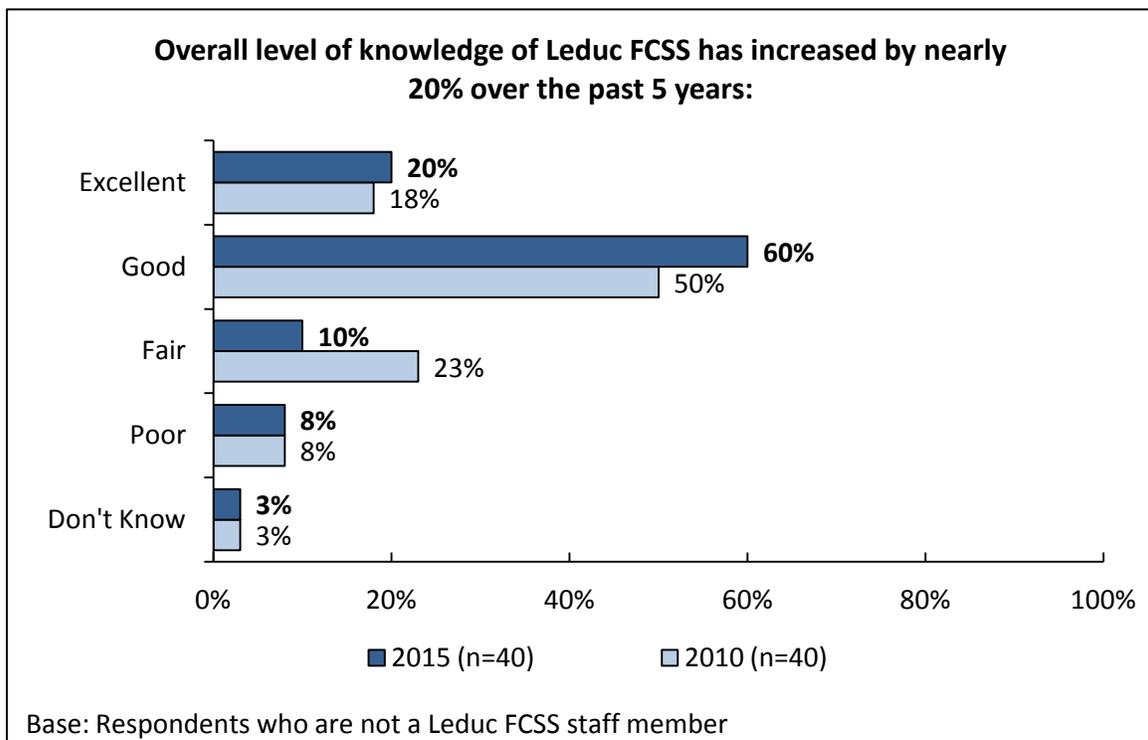
Sixty-nine percent (69%) of respondents indicated that their organization uses volunteers to support the programs and services provided by their agency. Those who were somewhat or fully capable of speaking to the volunteer status of their organization (n=28) (i.e., number of volunteers, volunteer needs, etc.) most often reported having 10 or fewer active volunteers (43%), however.

Although more than half of these respondents (n=28) *do not* have difficulty with the recruitment and retention of volunteers (57%), 36% do experience issues in this regard. Those who struggle with volunteer recruitment and retention (n=10) anticipate that this will continue to be a problem with 4 out of 10 respondents indicating that they will need **more** volunteers, particularly for Board positions (n=5) and events (n=3).

Currently, **agencies tend to recruit volunteers via word-of-mouth** (86%, or n=24 out of 28), **from within their organization** (71%), or **through printed materials** (43%).

Familiarity with FCSS

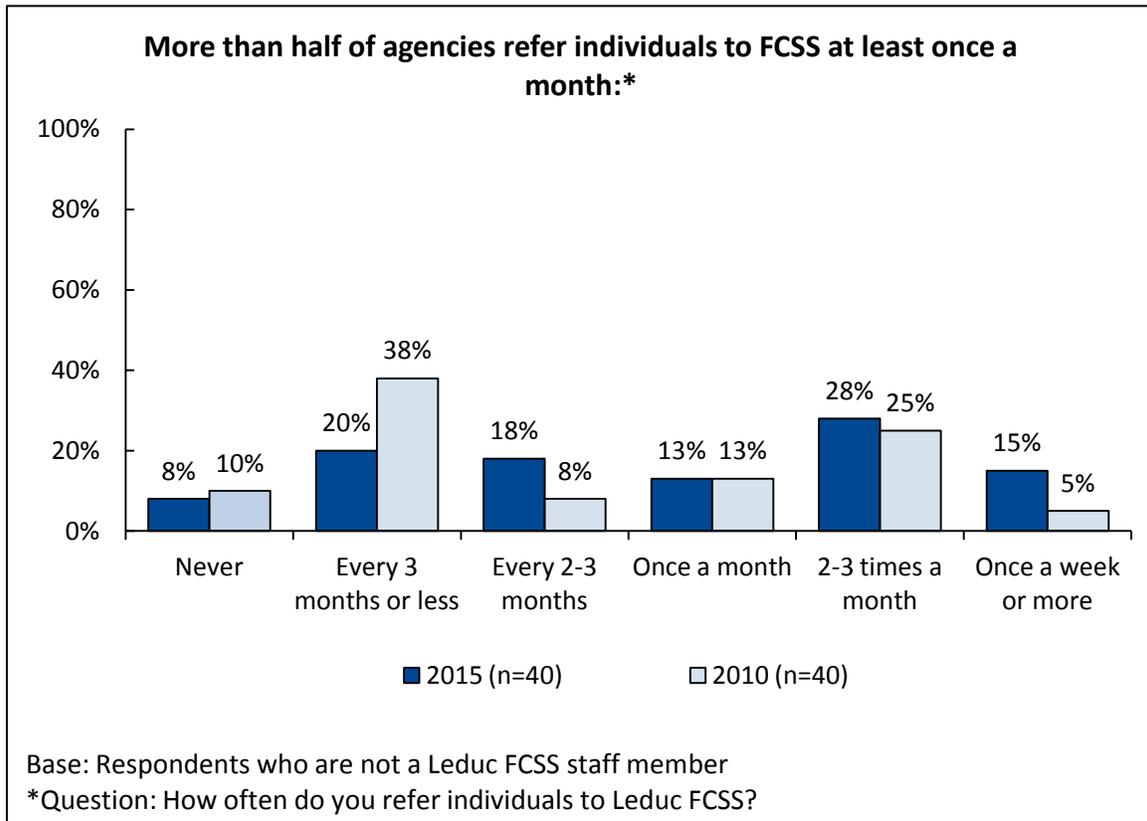
Nearly half (48%) of those *not* employed by Leduc FCSS (n=40) reported being “very familiar” with the services and programs provided by Family and Community Support Services, while 50% were “somewhat familiar.” In terms of how they would rate their *level of knowledge*, 8 in 10 respondents (80%) described it as “good” or “excellent” – an 18% increase from 68% in 2010.



Despite having a generally good sense of the programs and services offered by Leduc FCSS, **half of the respondents (50%) still felt that they need more information about their services**, while 10% were unsure. In terms of how respondents would personally access more information about Leduc FCSS, **the vast majority would contact the FCSS office directly (93%)**, while more than half would refer to the City of Leduc website (58%) for more information.

Agency/FCSS Partnerships

More than half of the agencies surveyed reported referring individuals to FCSS *at least* once a month (55%):



In the last 6 months, **45% of the respondents had worked jointly with Leduc FCSS, most often in a general support or funding capacity** (n=4 out of 18 respondents who have worked with Leduc FCSS), **or in partnership with Leduc Community Services** (n=4 out of 18 respondents).

- ◆ Respondents who did not partner with Leduc FCSS in the last 6 months (n=35; 43% of all respondents) most often explained that they **lacked information on FCSS** (6%) or that they **had already contracted a counseling service** (6%).

The vast majority of respondents (83%) were either “satisfied” (58%) or “very satisfied” (25%) with the quality of communication that Leduc FCSS provides – an **increase** from 75% in 2010. Eighteen percent (18%) were “neither satisfied nor dissatisfied,” while no respondents reported being “dissatisfied” (a decrease from 5% in 2010).

Service Gaps

With regards to gaps in programming, respondents most often felt that there is a need for more free or low-cost services (8%), more family support programs (5%), more anger management programs (5%), and more outreach services (5%). It is worth noting that another 5% of the respondents were unsure of what types of support FCSS currently offers.

Organization Profile

The majority of agencies (79%) have been providing services to residents of the City of Leduc for 14 years or more, while 19% have served residents for 13 years or less (2% were unsure). Organizations were most often described as **not-for-profit (29%)** or **statutory services provided by the provincial government (26%)**. Key services and programs most frequently provided included:

- ◆ **Educational or support services (48%)**
- ◆ Counseling services (38%);
- ◆ Services for children with emotional, behavioral, or mental health issues (33%); and
- ◆ Social support programs (e.g., income support, self-help) (31%).

1.0 STUDY BACKGROUND

Banister Research & Consulting Inc. (Banister Research) was contracted by City of Leduc Family and Community Support Services (FCSS) to conduct a Social Needs Assessment Survey with Leduc agencies, organizations, and programs to assess the perceptions and use of FCSS services, as well as other human services, in Leduc. The findings from the 42 web surveys provide City of Leduc FCSS with insight into the perceptions and opinions of agencies across a number of issues including:

- ◆ The types of organizations that exist;
- ◆ The users of the organizations' services;
- ◆ Volunteerism;
- ◆ Priority issues facing the City of Leduc; and,
- ◆ Perception of access to FCSS services.

2.0 METHODOLOGY

All components of the project were designed and executed in close consultation with Leduc FCSS (the client). A detailed description of each task of the project is outlined in the remainder of this section.

2.1 Project Initiations and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Banister Research. The consulting team familiarized itself with the objectives of the client, ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan and project initiation. The survey instrument was designed by the client in consultation with Banister Research. A copy of the final questionnaire is provided in Appendix A.

2.2 Survey Populations and Data Collection

A total of 67 agencies and organizations were invited to participate in the interagency survey. Banister Research was responsible for contacting the selected agencies and sent invitations via email between March 17th and April 2nd, 2015. A total of 42 surveys were completed on-line from March 17th to April 7th, 2015. Respondents were screened to ensure they had worked volunteered for their agency, organization, or group for at least 6 months.

2.3 Data Analysis and Project Documentation

After the surveys were completed and verified, the lead consultant reviewed the list of different responses to each open-ended or verbatim question and then a code list was established. To ensure consistency of interpretation, the same team of coders was assigned to the project from start to finish. The coding supervisor verified at least 20% of each coder's work. Once the responses were fully coded and entered onto the data file, computer programs were written to check the data for quality and consistency.

3.0 DETAILED FINDINGS

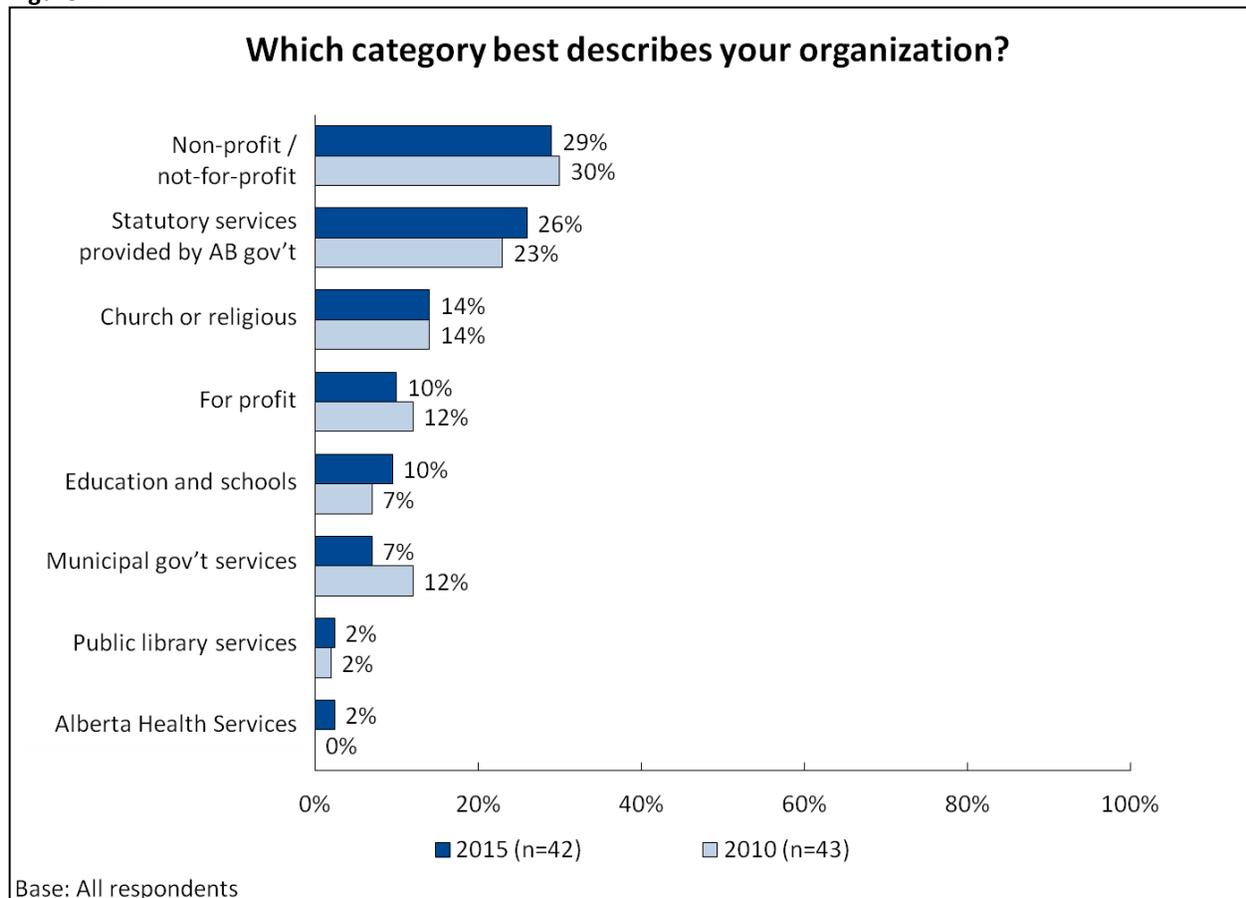
Results of the survey are presented as they relate to the specific topic areas addressed by the survey. It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers. Also note: due to the small number of responses, single mentions for some questions have not been reported to maintain confidentiality.

3.1 Type of Organization

To begin the survey, respondents were asked which category best described their organization. Respondents most frequently said non-profit / not-for-profit (29%) or statutory services provided by provincial government (26%). Fourteen percent of respondents (14%) stated church or religious based organizations while 10% said either for profit or education and schools. Seven percent (7%) of respondents cited municipal government services.

See Figure 1, below.

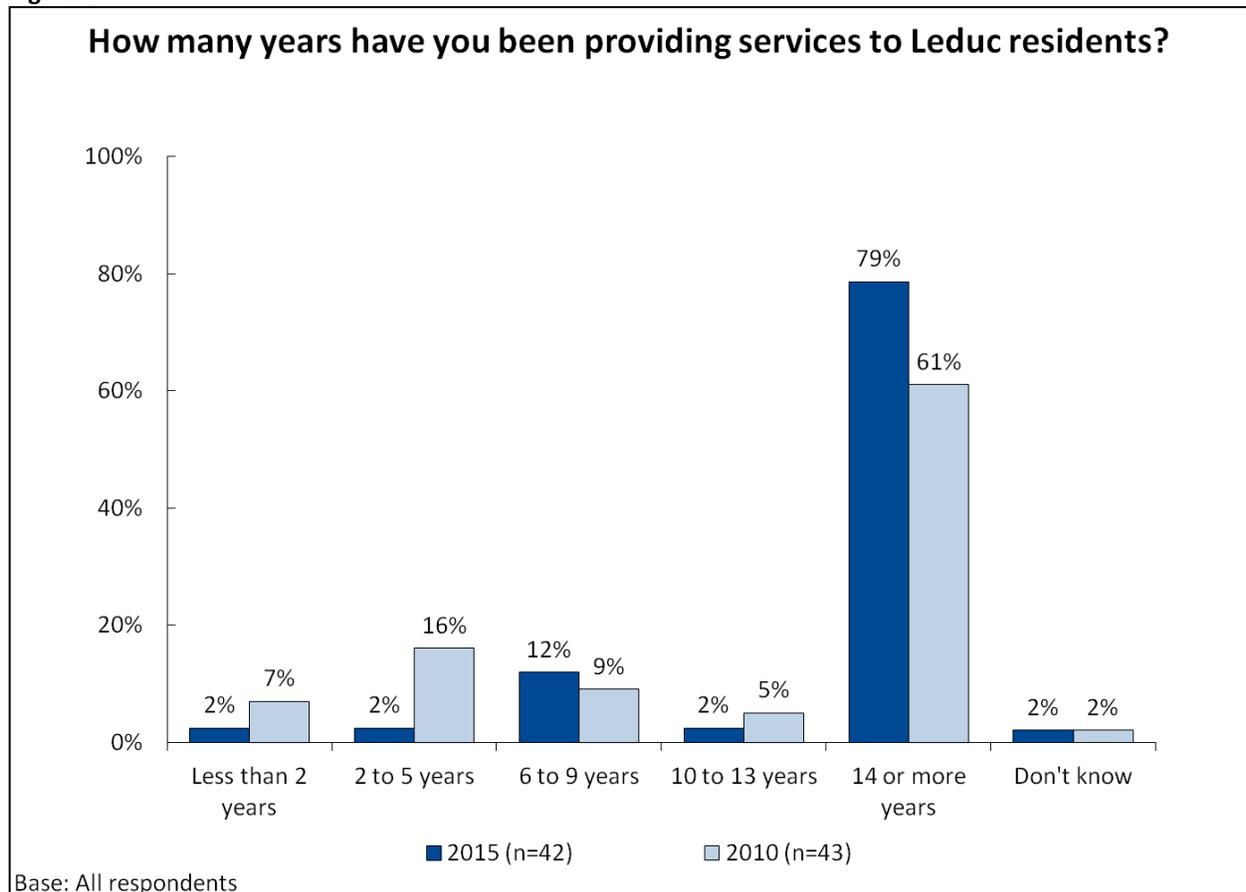
Figure 1



Next, respondents were asked how many years their organization had been providing services to Leduc residents. The majority of respondents (79%) reported that their organization had been providing services to Leduc residents for 14 years or more. Twelve percent (12%) indicated 6 to 9 years, while 2% stated either 10 to 13 years, 2 to 5 years, or less than 2 years.

See Figure 2, below.

Figure 2



Respondents were then asked to specify the key services and programs their organization provides. Educational services or support (48%), counseling services (38%), services for children with emotional, behavioral, or mental health issues (33%) and social support programs (31%) were mentioned most frequently by respondents. Other frequent mentions included recreational programs or services (29%), spiritual guidance (24%) and provision of basic needs (24%).

See Table 1, below.

Table 1

What are the key services or programs your organization provides?		
	Percentage of Respondents*	
	2015 (n=42)	2010 (n=43)
Base: All respondents		
Educational services or support	48	37
Counseling services	38	40
Services for children with emotional, behavioural, or mental health issues	33	26
Social support programs (e.g. income support, self-help, support groups, parenting support, emergency relief)	31	33
Recreational programs or services (e.g. sports, recreation services and social clubs)	29	21
Spiritual guidance	24	23
Provision of basic needs (i.e. food, clothing)	24	19
Programs or services for people with disabilities	19	30
Programs dealing with addiction or substance abuse (e.g. AB Health Services, Al-Anon, Leduc Drug Action, etc.)	19	9
Programs or services for adults with mental health issues	17	28
Programs dealing with family violence	17	21
Home help programs for the sick or elderly (e.g. meals on wheels, home care, family aide, respite)	14	7
Daycare or out of school care	12	9
Victims' support services	5	12
Referral services to other agencies	5	2
Other (includes 2015 single mentions)	17	37

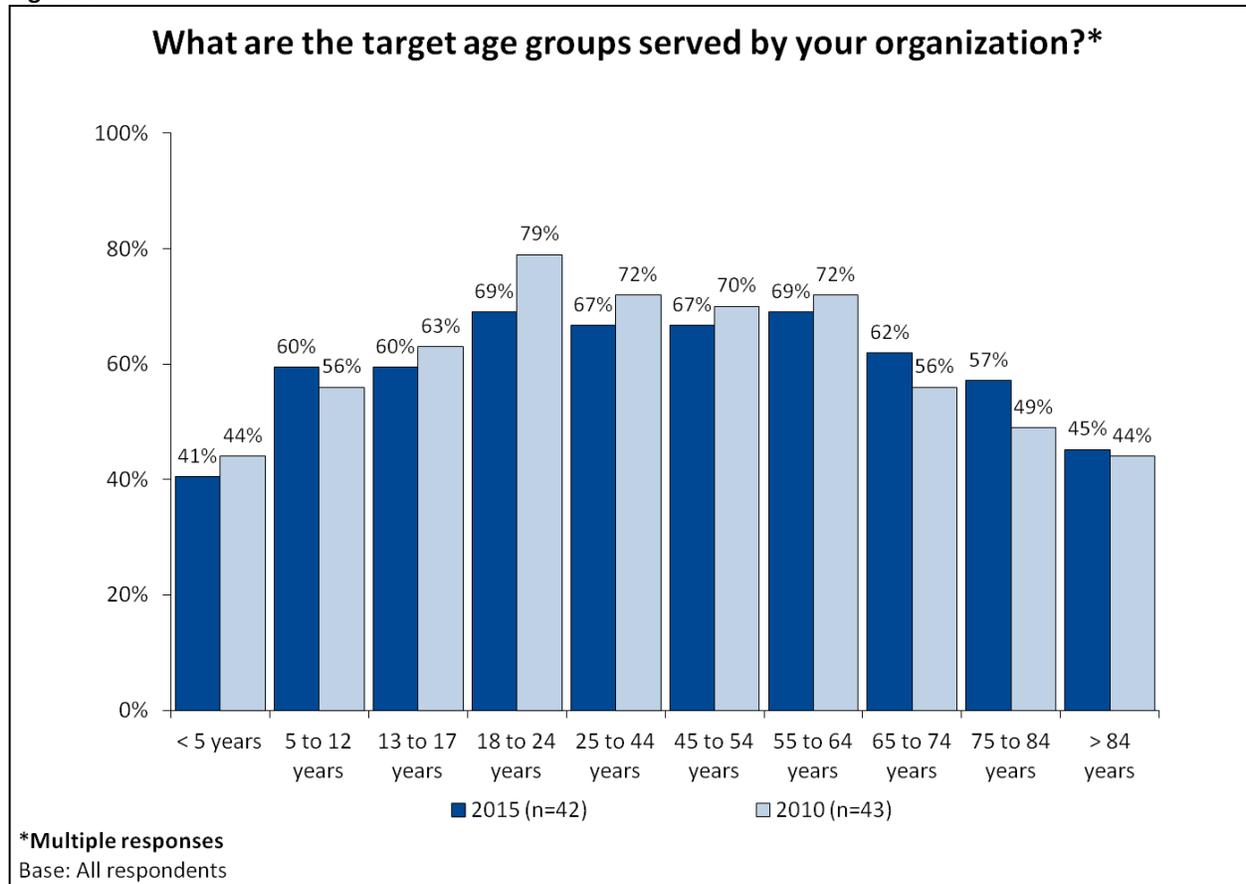
*Multiple Mentions

3.2 Client Group

Respondents were most likely to indicate the target age groups served by their agency, organization or group included individuals 18 to 24 years of age (69%), 55 to 64 years of age (69%), 25 to 44 years of age (67%), and 45 to 54 years of age (67%). Respondents were least likely to target individuals under 5 years of age (41%) and 85 years of age or older (45%).

See Figure 3, below.

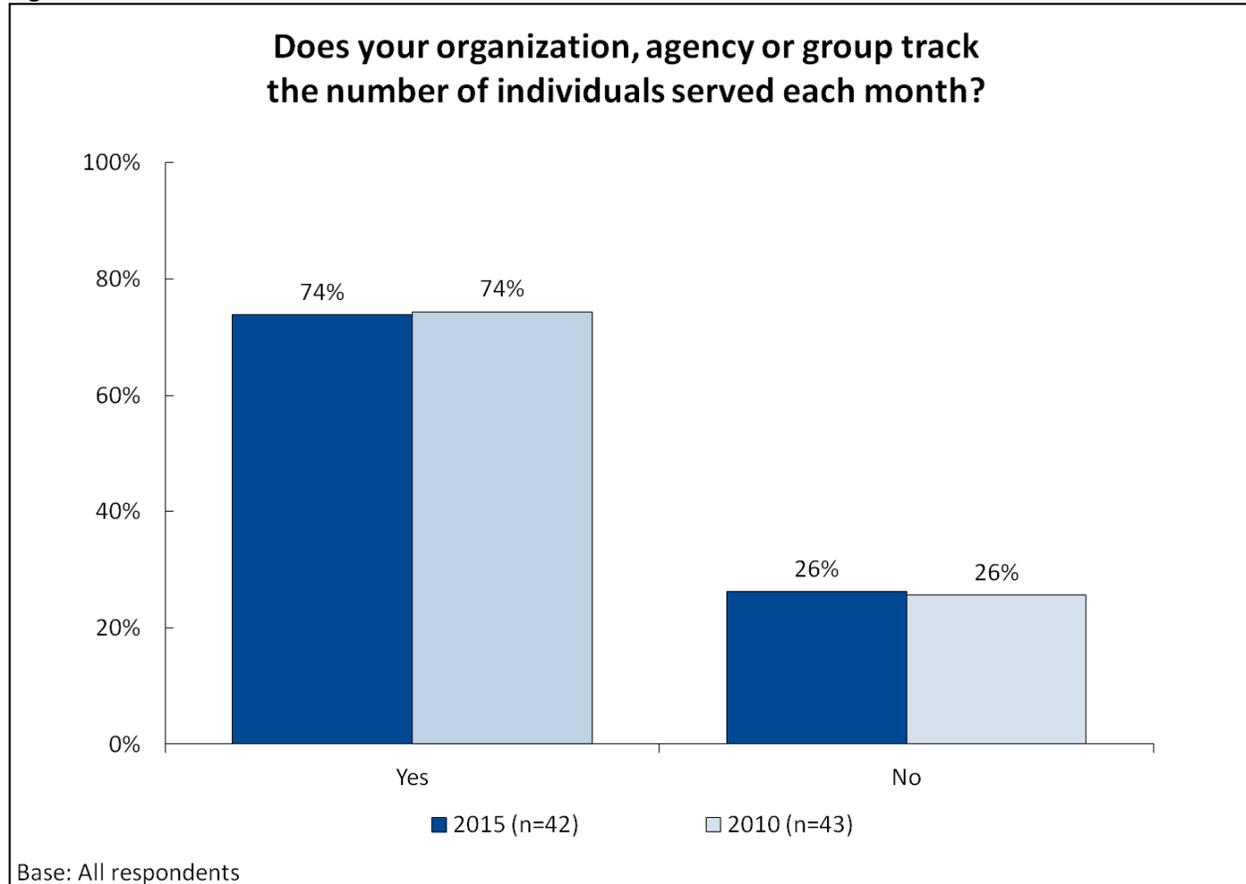
Figure 3



Close to three-quarters of respondents (74%) indicated that their organization, agency or group tracked the number of individuals served each month, while 26% reported that they did not.

See Figure 4, below.

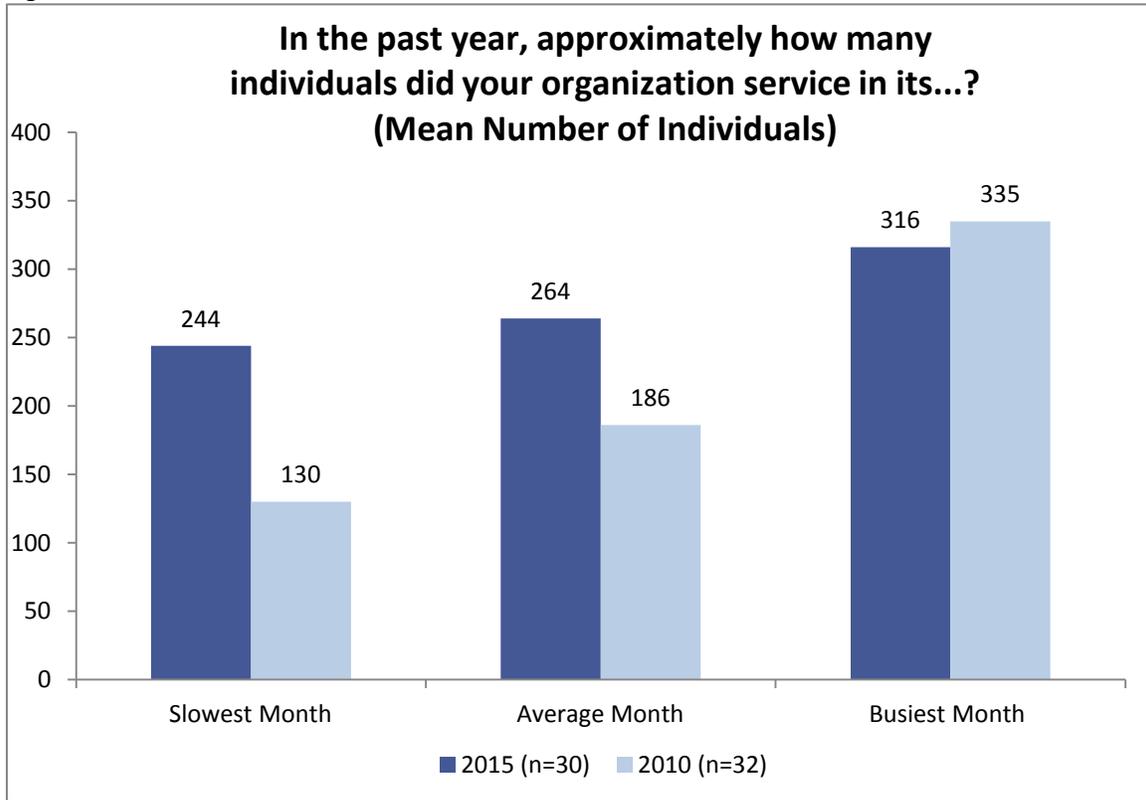
Figure 4



Considering the past year, respondents who tracked the number of individuals served (n=30) were asked to identify how many individuals their organization serves in their busiest month, their slowest month, and in an average month. Respondents reported serving an average of 316 clients in their busiest month, 244 clients in their slowest month and 264 clients in an average month.¹

See Figure 5, below.

Figure 5

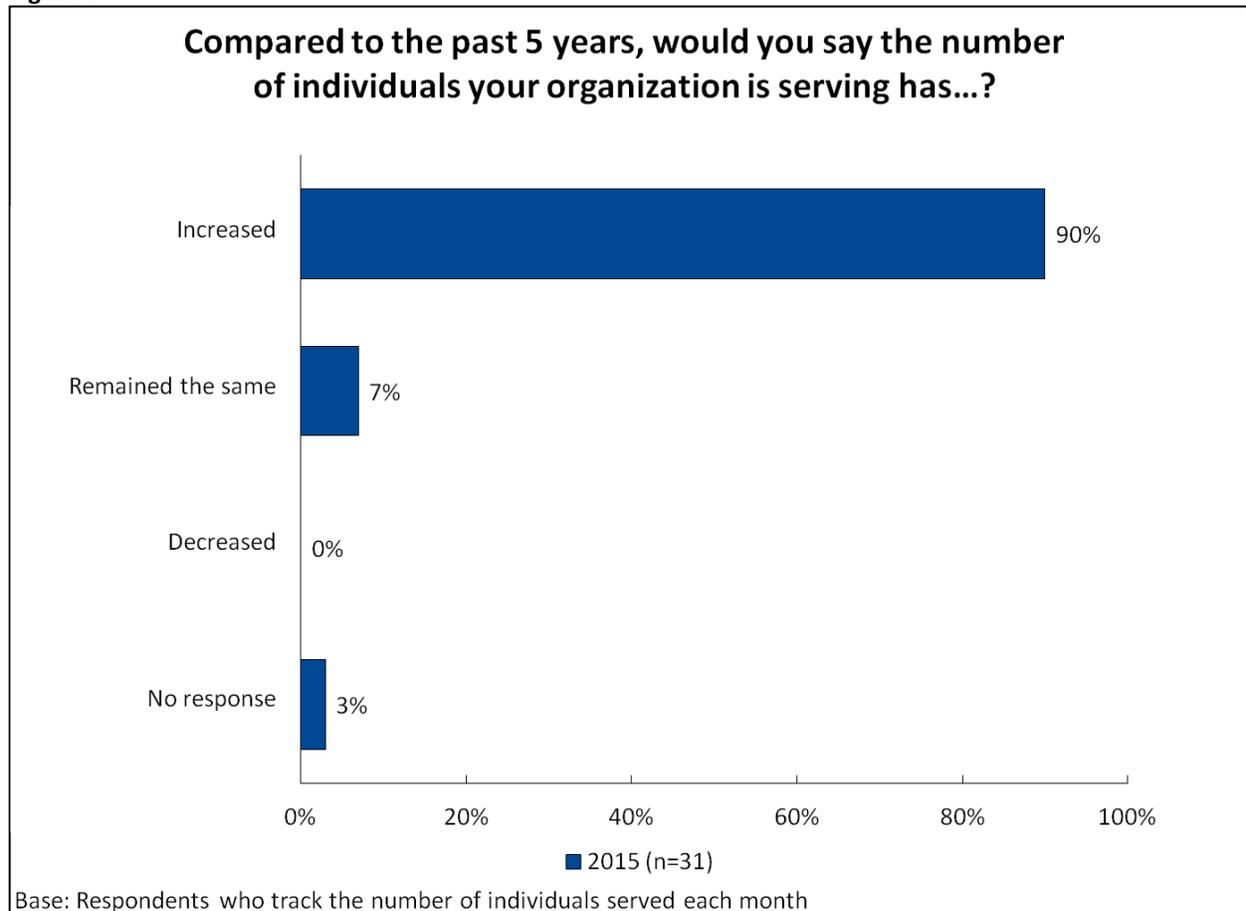


¹ Please note: In 2015, this question was changed from asking about the previous year to asking about the past 5 years. Results for this question cannot be compared between survey years.

Respondents who tracked the number of individuals they served (n=31) were then asked if this number has increased, decreased or remained about the same compared to the past 5 years. The vast majority of respondents (90%) reported the number they serve has increased, while 7% stated the number remained about the same. No respondents (0%) indicated that the number of individuals served by their organization has decreased.²

See Figure 6, below.

Figure 6

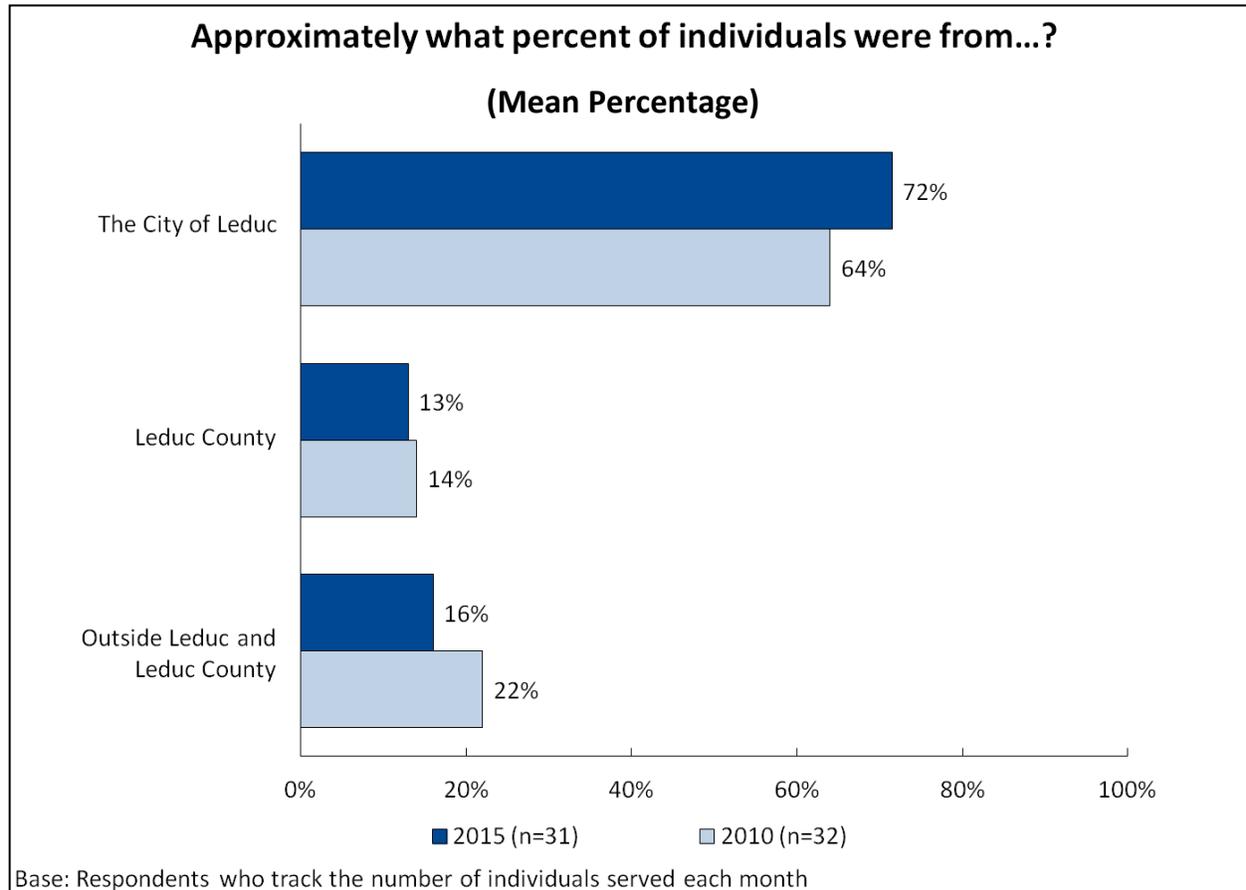


² Please note: In 2015, this question was changed from asking about the previous year to asking about the past 5 years. Results for this question cannot be compared between survey years.

Thinking of where these individuals reside, respondents were asked to indicate approximately what percentage of individuals they served were from the City of Leduc, Leduc County (rural areas) and other municipalities. On average, 72% of those served were from the City of Leduc, 13% were from Leduc County, and 16% were from other municipalities.

See Figure 7, below.

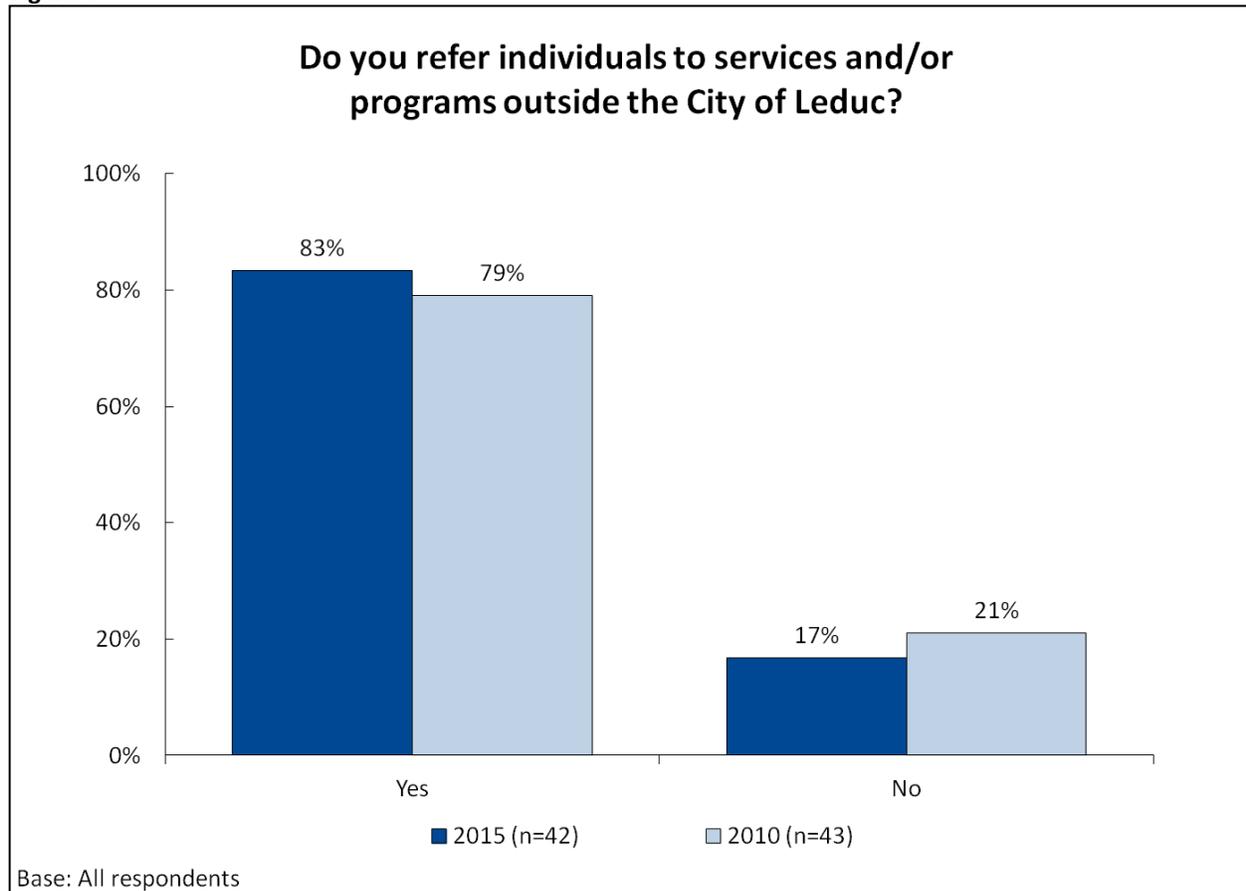
Figure 7



Over eight-in-ten (83%) of respondents indicated they refer individuals to services and/or programs outside the City of Leduc, while 17% stated they do not.

See Figure 8, below.

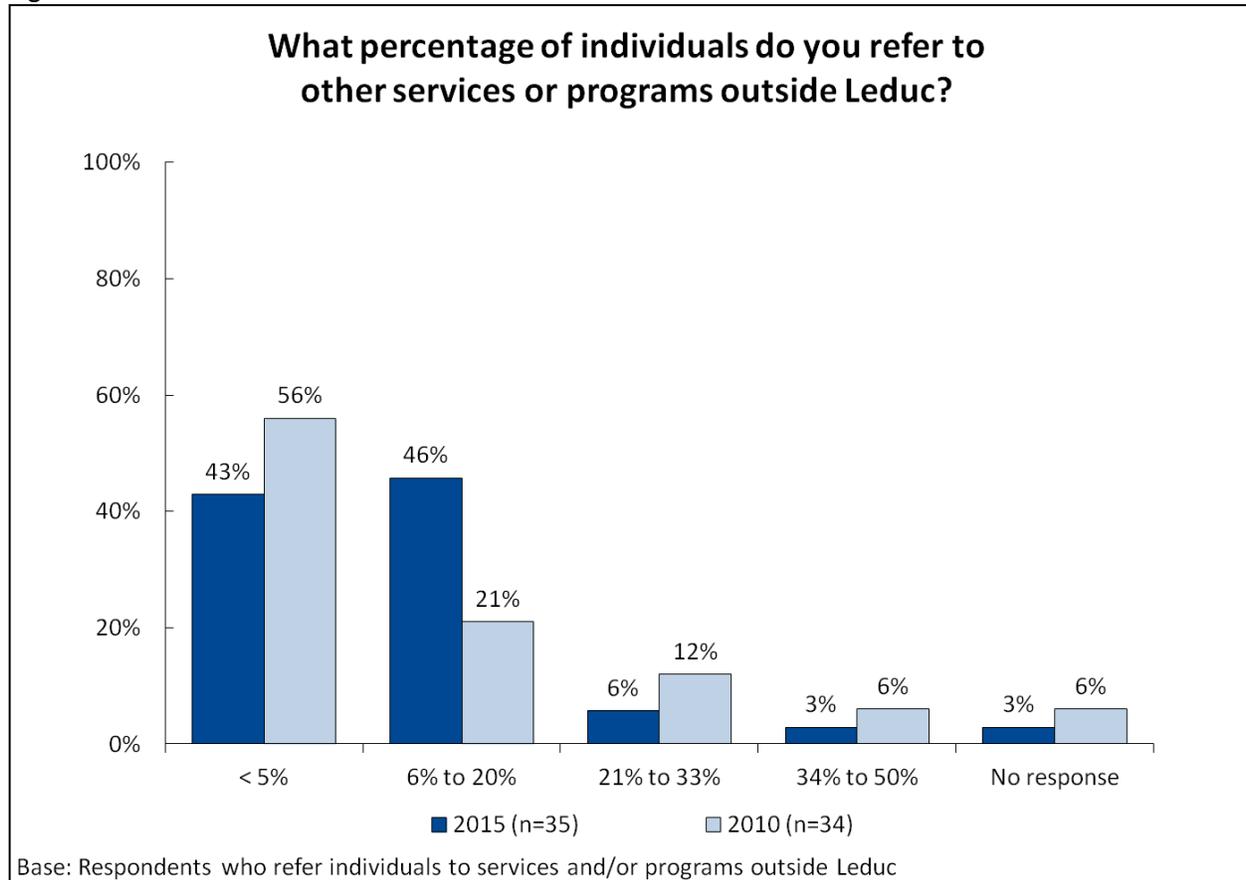
Figure 8



Among the agencies that refer outside the City of Leduc (n=35), 43% indicated they refer less than 5% of individuals they serve to other services or programs outside the City. Nearly half (46%, a significant increase over 21% in 2010) reported that they referred between 6% and 20%, while 6% referred between 21% and 33%.

See Figure 9, below.

Figure 9



Respondents who referred individuals to services or programs outside the City of Leduc (n=35) were asked to identify the services for which they are most likely to make referrals. Over one-fifth of respondents indicated specialized psychological therapy / counseling services (23%) and mental health support groups / services (23%). Fourteen percent (14%) mentioned assessment services, while 11% said addiction treatment programs / detoxification.

See Table 2, below.

Table 2

For which services are you <u>most likely</u> to refer to individuals to outside of Leduc?		
Base: Respondents who refer individuals to programs/services outside the City of Leduc	Percentage of Respondents*	
	2015 (n=35)	2010 (n=34)
Specialized psychological therapy / counseling services	23	35
Mental health support groups / services	23	12
Assessment services	14	6
Addiction treatment programs / detoxification	11	12
Speech therapy	9	3
Stroke rehabilitation programs	9	3
Homeless shelter	9	3
Emergency housing	9	-
Shelters (unspecified)	9	-
Anger management support groups / counseling	6	9
County of Leduc FCSS services (unspecified)	6	6
Family Law Courts / Family Justice Services	6	6
Couple therapy / marriage preparation	6	6
Medical referrals	6	6
Women's shelters	6	3
Money/financial mentors/programs	6	-
Services for those with complex needs	6	-
Other (includes all 2015 single mentions)	54	64
Don't know	6	3

*Multiple Mentions

These respondents (n=35) were then asked which services should be made available in Leduc. Respondents most frequently stated none of the services needed to be provided in Leduc (14%), while 11% mentioned either mental health resources or more services needed in Leduc. These responses differed from those most frequently mentioned in 2010, which included anger management groups (12%), safe house / women’s shelter (12%) and Youth Emergency Shelter (9%).

See Table 3, below.

Table 3

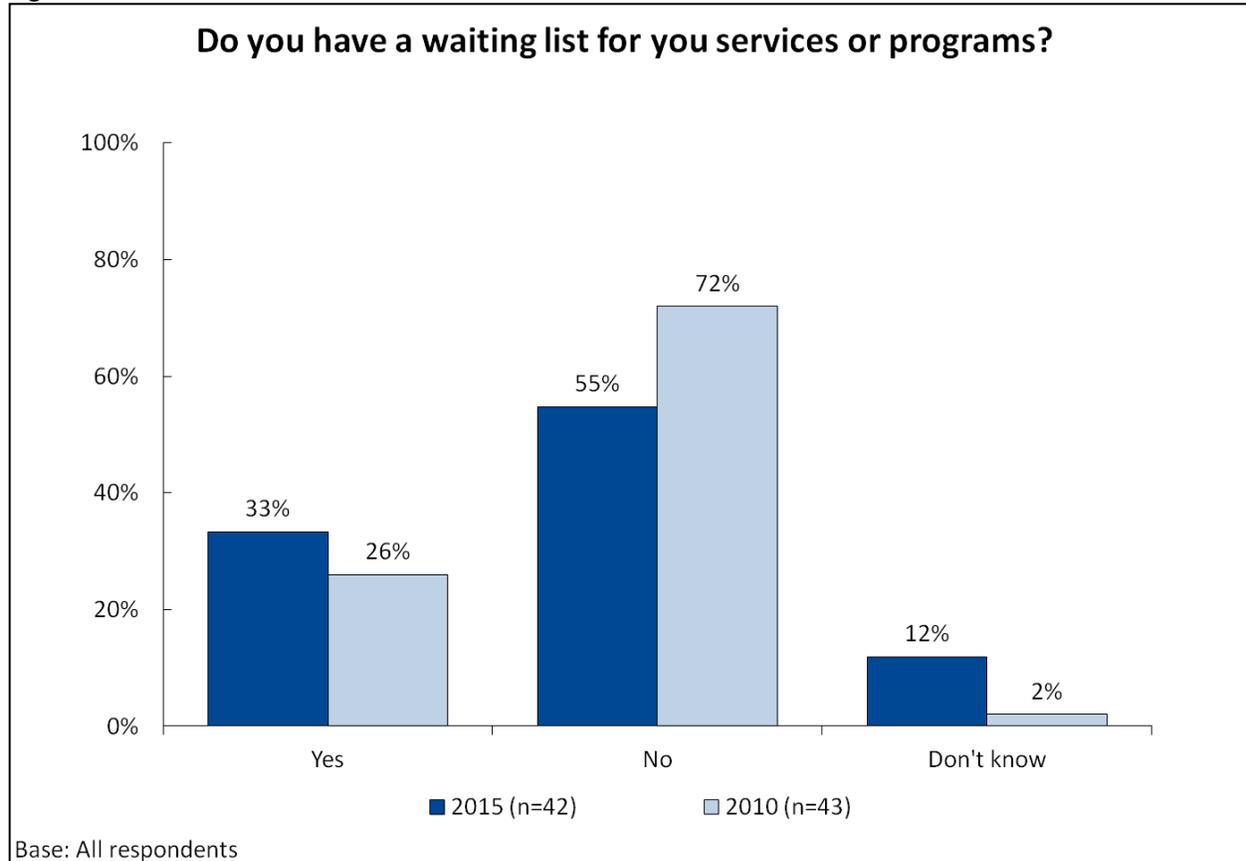
Of these services, which <u>should</u> be made available in Leduc?		
Base: Respondents who refer individuals to programs/services outside the City of Leduc	Percentage of Respondents*	
	2015 (n=35)	2010 (n=34)
None / don’t need to be provided in Leduc	14	18
More services are needed in Leduc	11	3
Mental health resources	11	3
Homeless shelter / transitional housing	9	3
Domestic violence intervention	6	3
Legal services	6	-
Other (single mentions in 2015)	37	38
Don’t know	26	29

***Multiple Mentions**

One third (33%) of respondents indicated there was a waiting list for their service or program, while 55% indicated there was not. Twelve percent (12%) said they were unsure.

See Figure 10, below.

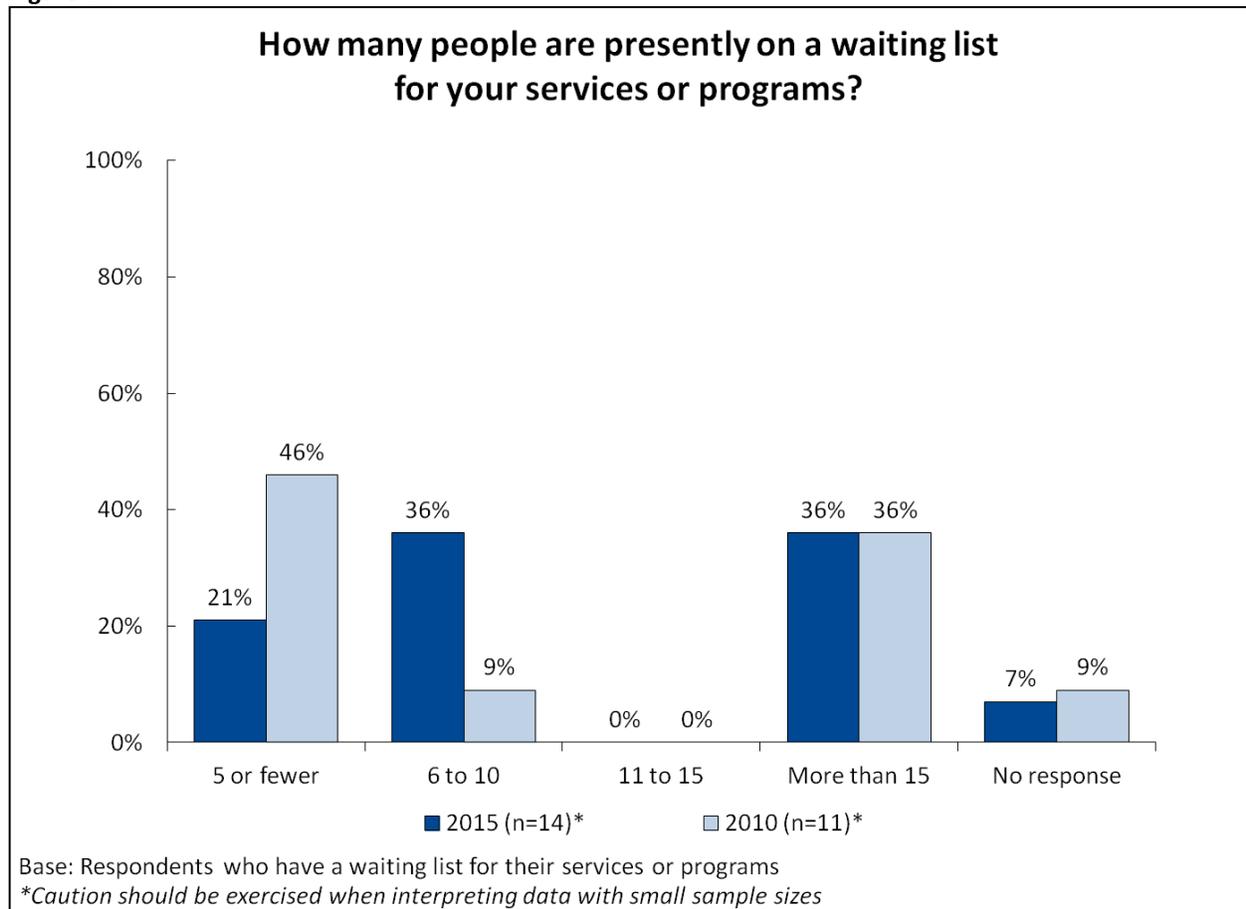
Figure 10



Respondents who indicated there was a waiting list (n=14) were asked how many people were presently on the waiting list. Twenty-one percent (21%) of respondents indicated 5 individuals or fewer, while 36% of respondents reported that between 6 and 10 individuals were on the waiting list. Over one third (36%) stated that there were more than 15 individuals on their waiting list.

See Figure 11, below.

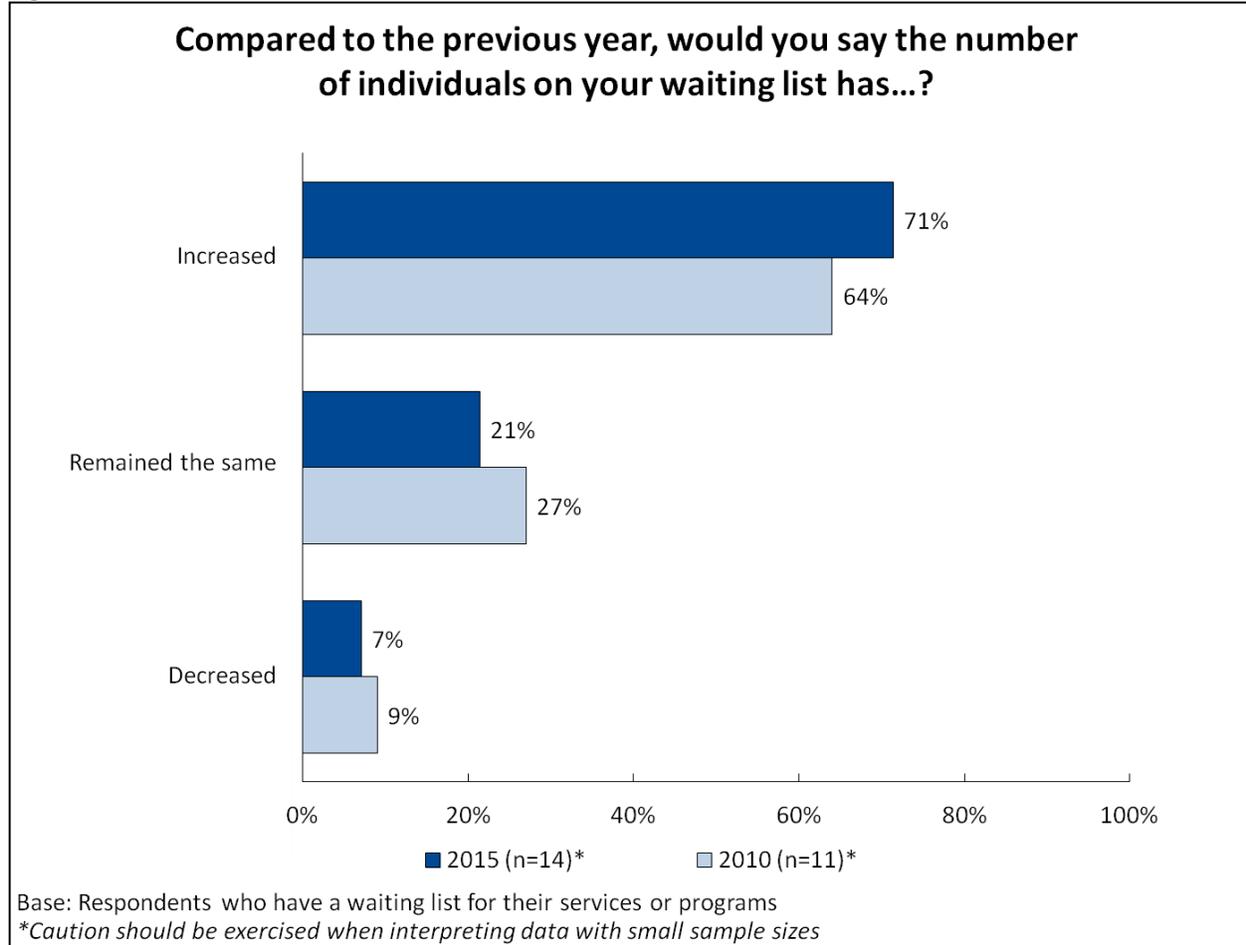
Figure 11



Compared to the previous year, 71% of the fourteen respondents (n=14) that have a waiting list indicated that the number of individuals on their list had increased over the past year, while 21% reported it had remained the same. Seven percent (7%) stated that their waiting list size had decreased.

See Figure 12, below.

Figure 12

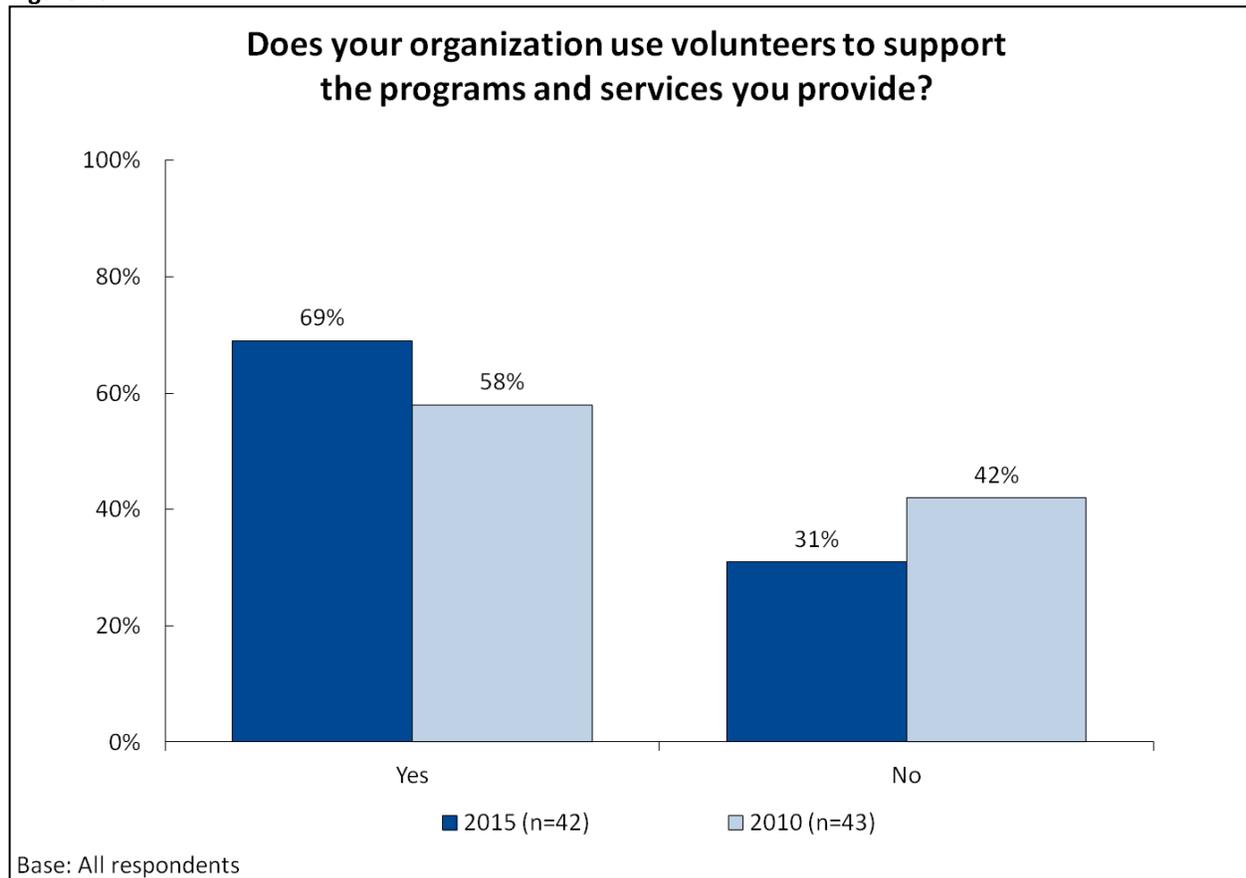


3.3 Volunteerism

More than two-in-three respondents (69%) indicated that their agency, organization, or program uses volunteers to support the programs and services they provide, while 31% stated that they do not.

See Figure 13, below.

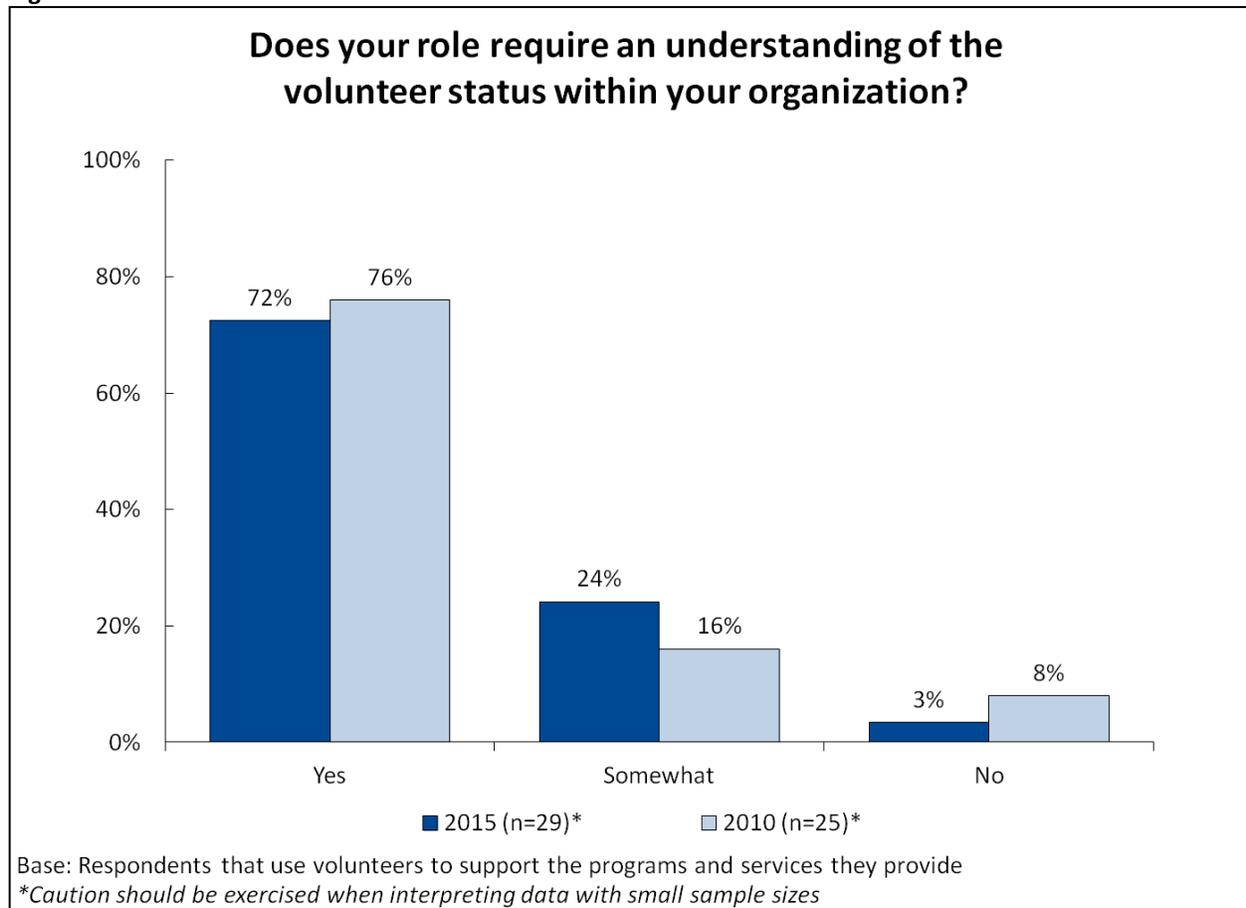
Figure 13



Respondents who use volunteers (n=29) were then asked if their role requires an understanding of the volunteer status within their agency, organization or group. Over seven-in-ten (72%) stated that it did, while 3% indicated that it did not. Nearly one quarter of respondents (24%) reported that their role required somewhat of an understanding.

See Figure 14, below.

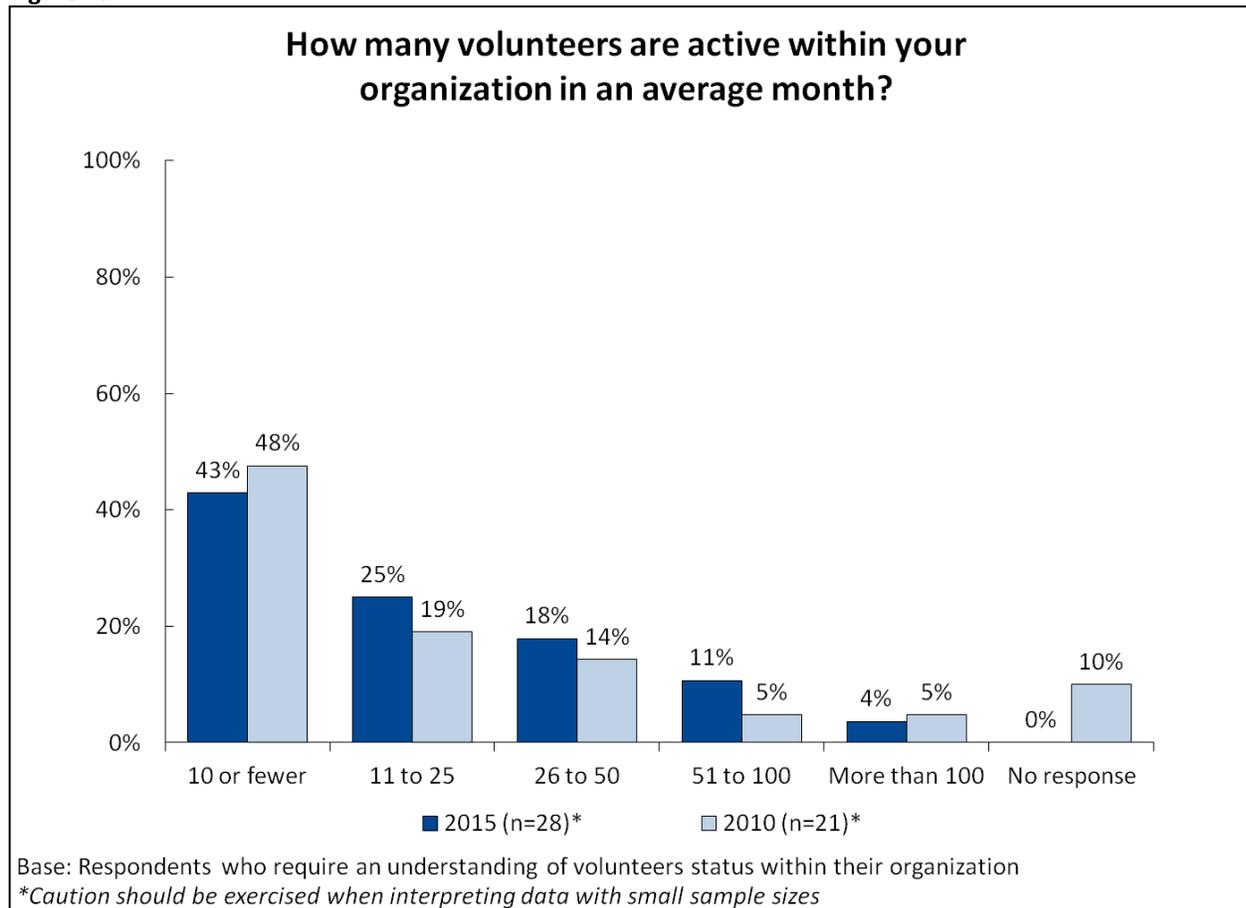
Figure 14



Respondents with a level of understanding of volunteer status within their organization (n=28) were then asked to provide the number of active volunteers in an average month. Respondents most frequently indicated 10 or fewer (43%), followed by 11 to 25 (25%) and 26 to 50 (18%) volunteers.

See Figure 15, below.

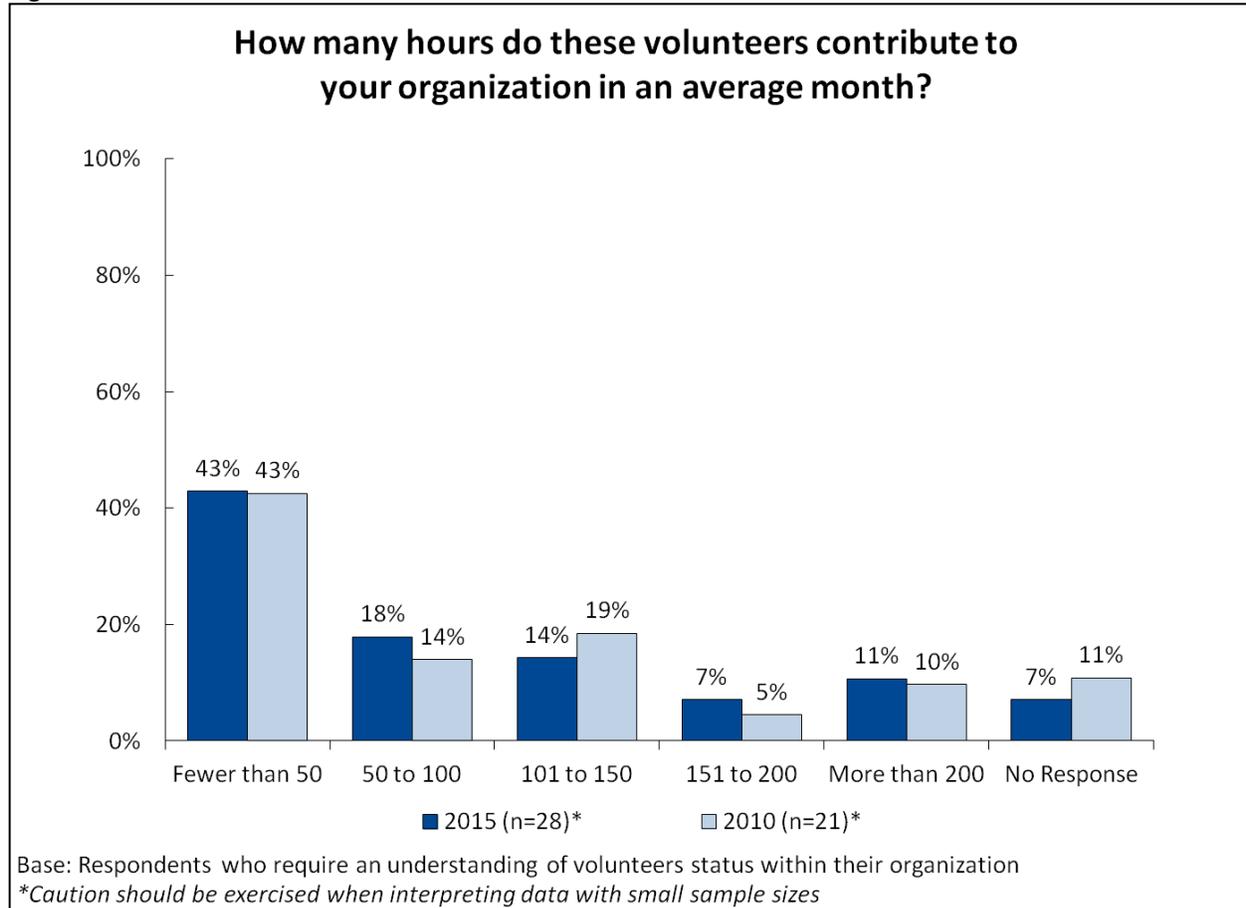
Figure 15



Respondents most frequently stated volunteers contribute an average of less than 50 hours to their organization in an average month (43%), followed by 50 to 100 hours (18%) and 101 to 150 hours (14%).

See Figure 16, below.

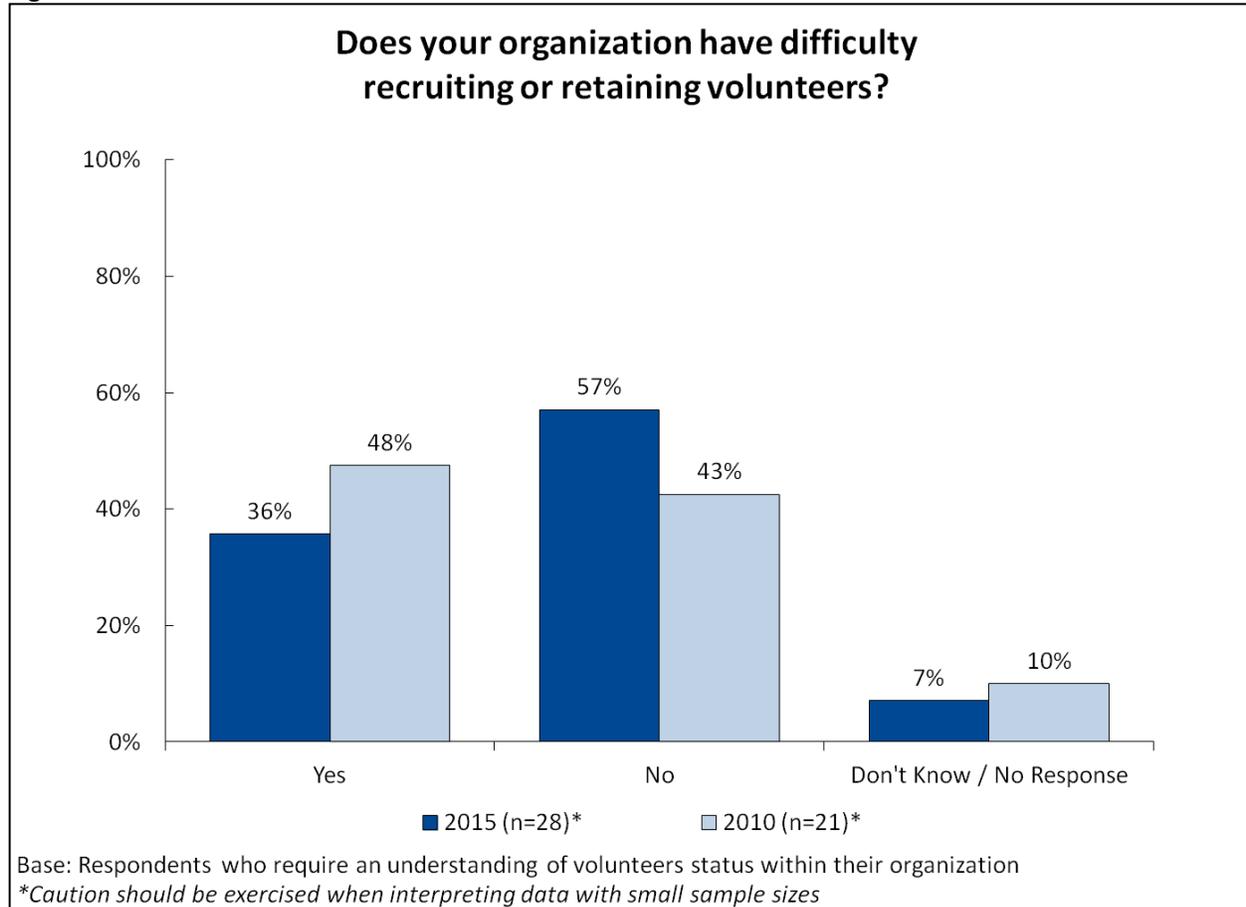
Figure 16



When asked if they have any difficulty recruiting or retaining volunteers, 36% of respondents reported they do, while 57% stated they do not.

See Figure 17, below.

Figure 17



Respondents who have difficulty recruiting or retaining volunteers (n=10) were asked to identify which volunteer positions are most difficult to recruit or retain volunteers. Five respondents (n=5) stated board members were the most difficult, while three (n=3) mentioned event volunteers.

See Table 4, below.

Table 4

Which volunteer positions are most difficult to recruit for or retain?		
Base: Respondents who refer individuals to programs/services outside the City of Leduc	Number of Respondents*	
	2015 (n=10)**	2010 (n=10)**
Board members	5	4
Event volunteers	3	1
Secretary / office staff	1	1
Volunteers (in general)	1	1
School council members	1	1
Other	-	3
Don't know	3	3

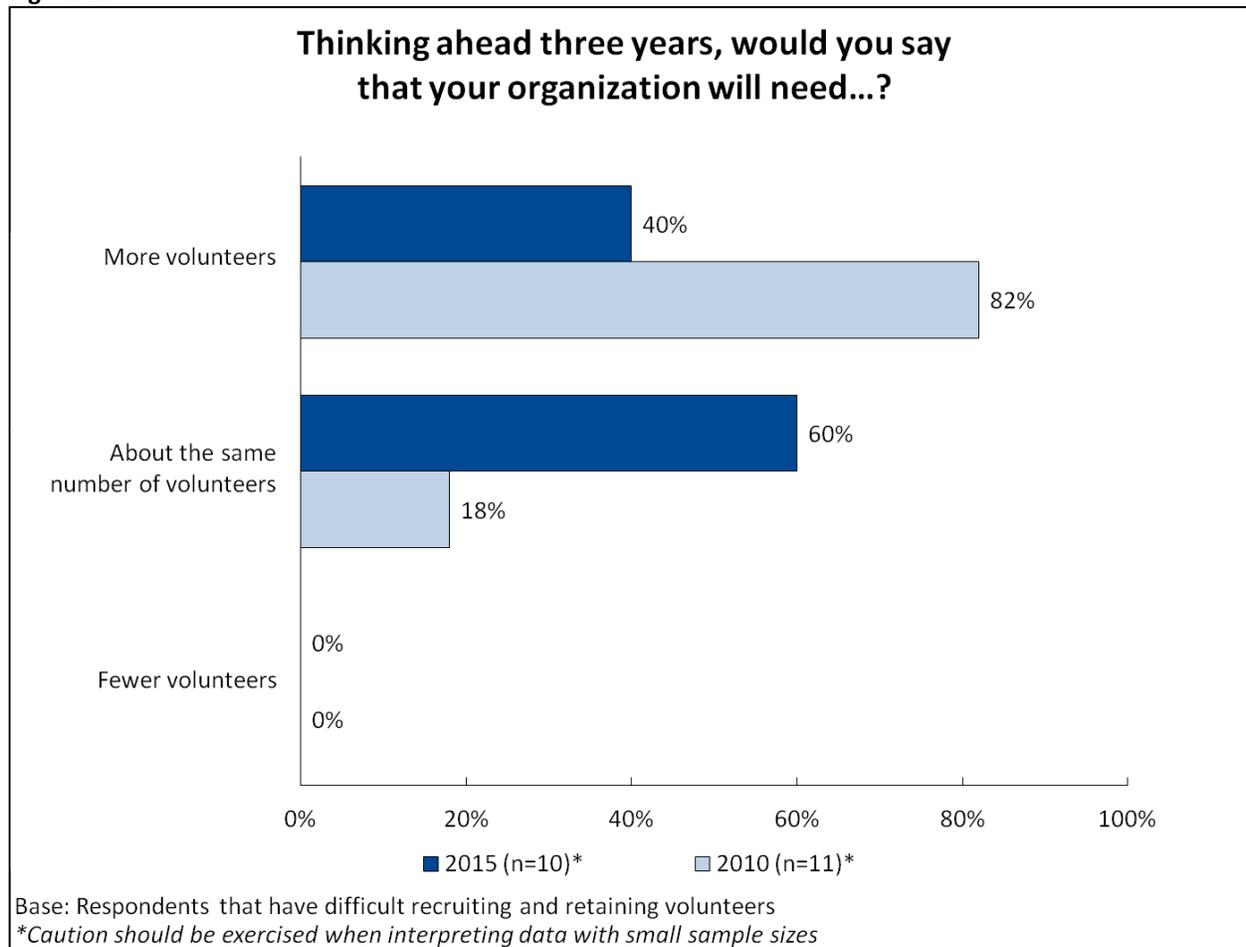
**Caution should be exercised when interpreting data with small base sizes

*Multiple Mentions

Thinking ahead three years, 40% of the ten respondents (n=10) that indicated they have difficulty recruiting or retaining volunteers anticipated their organization will need more. Six-in-ten (60%) estimated that they will require about the same number of volunteers and no respondents expected they would require fewer volunteers.

See Figure 18, below.

Figure 18



Respondents who use volunteers to support the programs and services they provide (n=28) were asked how their agency, organization or group currently recruits volunteers. Respondents most frequently mentioned word of mouth (86%), within their organization (71%), and printed materials (43%).

See Table 5, below.

Table 5

How does your agency, organization or group currently recruit volunteers?		
Base: Respondents who use volunteers to support the programs and services they provide	Percent of Respondents*	
	2015 (n=28)**	2010 (n=21)**
Word of mouth	86	91
Within our organization	71	81
Printed materials	43	48
Internet	32	24
Email notices or lists of services	32	19
Volunteer Leduc (City of Leduc Volunteer Program)	25	29
Other (includes single responses)	7	14
Don't know / Not stated	11	-

**Caution should be exercised when interpreting data with small base sizes

*Multiple Mentions

Next, the same group of respondents (n=28) was asked which recruitment strategy was most effective for their organization. More than six-in-ten (61%) indicated word of mouth, while nearly one third (32%) mentioned within their organization. Twenty-one percent (21%) cited printed materials, while 14% mentioned email notices or lists of services.

See Table 6, below.

Table 6

Which of these recruitment methods is the most effective for your organization?		
Base: Respondents who use volunteers to support the programs and services they provide	Percent of Respondents*	
	2015 (n=28)**	2010 (n=21)**
Word of mouth	61	52
Within our organization	32	10
Printed materials	21	10
Email notices or lists of services	14	10
Volunteer Leduc (City of Leduc Volunteer Program)	7	5
Other (includes single responses in 2015)	11	24
Don't know / Not stated	18	14

**Caution should be exercised when interpreting data with small base sizes

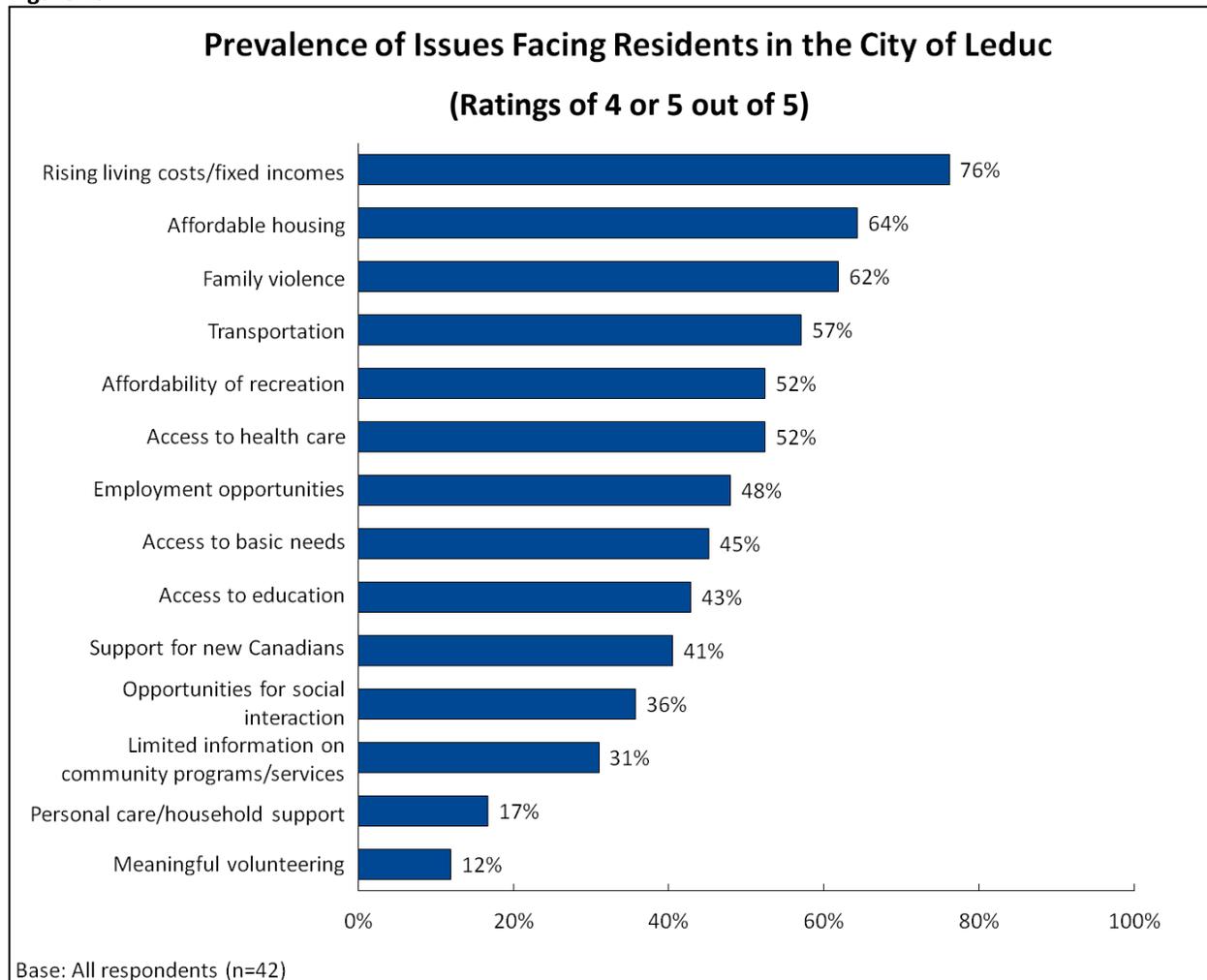
*Multiple Mentions

3.4 Prevalence of Issues

Respondents were asked to indicate the prevalence of issues facing residents in the City of Leduc. Respondents were most likely to report rising living costs combined with relatively fixed incomes (76%) as being the most prevalent issue facing residents in Leduc, followed by affordable housing (64%), family violence (62%) and limited transportation access or availability (57%). Meaningful volunteer opportunities (12%) were rated as the least prevalent issue, followed by personal care/household support (17%).³

See Figure 19, below.

Figure 19



³ Please note: In 2015, this question was changed from asking about the “importance” of issues to the “prevalence” of issues. Results for this question cannot be compared between survey years.

Table 7

Prevalence of Issues Facing Residents in the City of Leduc							
	Percentage of Respondents (n=42)						
	Not at all Prevalent [1]	[2]	Neutral [3]	[4]	Very Prevalent [5]	DK/ NS	Mean
Rising living costs combined with relatively fixed incomes	-	-	24	45	31	-	4.07
Access to affordable housing	2	2	31	21	43	-	4.00
Family violence	-	10	26	38	24	2	3.78
Limited transportation access or availability	2	14	24	33	24	2	3.63
Access to health care (i.e. physicians, home care, specialists)	2	12	33	33	19	-	3.55
Employment opportunities	2	12	38	36	12	-	3.43
Affordability of recreation, culture and leisure activities	7	12	29	38	14	-	3.40
Access to basic needs (i.e. food, clothing, shelter)	7	12	36	36	10	-	3.29
Support for new Canadians (i.e. ESL, navigating gov't processes)	5	19	33	29	12	2	3.24
Access to education and learning opportunities	21	10	26	31	12	-	3.02
Lack of opportunities for social interaction	14	21	29	26	10	-	2.95
Limited information on community programs/services	17	12	36	26	5	5	2.90
Availability of personal care and household support (i.e. housekeeping, snow shoveling, meals, maintenance)	5	19	60	17	-	-	2.88
Meaningful volunteer opportunities	21	12	52	7	5	2	2.61

When asked if there were any other important issues facing residents in the City of Leduc, 88% of respondents either indicated that the list was all inclusive or did not provide a response.

See Table 8, below, for a detailed list of responses.

Table 8

Are there any other important issues facing residents in the City of Leduc?	
	Percent of Respondents*
Base: All respondents	2015 (n=42)
No / list was all inclusive	10
Caregiver support is needed	2
More support for local RCMP members	2
Need a women's shelter	2
More child support services / resources	2
Subsidy concerns (unspecified)	2
Better collaboration between agencies	2
Don't know	79

*Multiple Mentions

When asked if their organization has made any changes in the past 5 years to address any prevalent community needs, 62% of respondents said they partner with or refer to other agencies, organizations or groups. Six-in-ten (60%) reported that they hired additional staff, while 57% offered new or different services and 50% took in more clients.

See Table 9, below, for a detailed list of responses.

Table 9

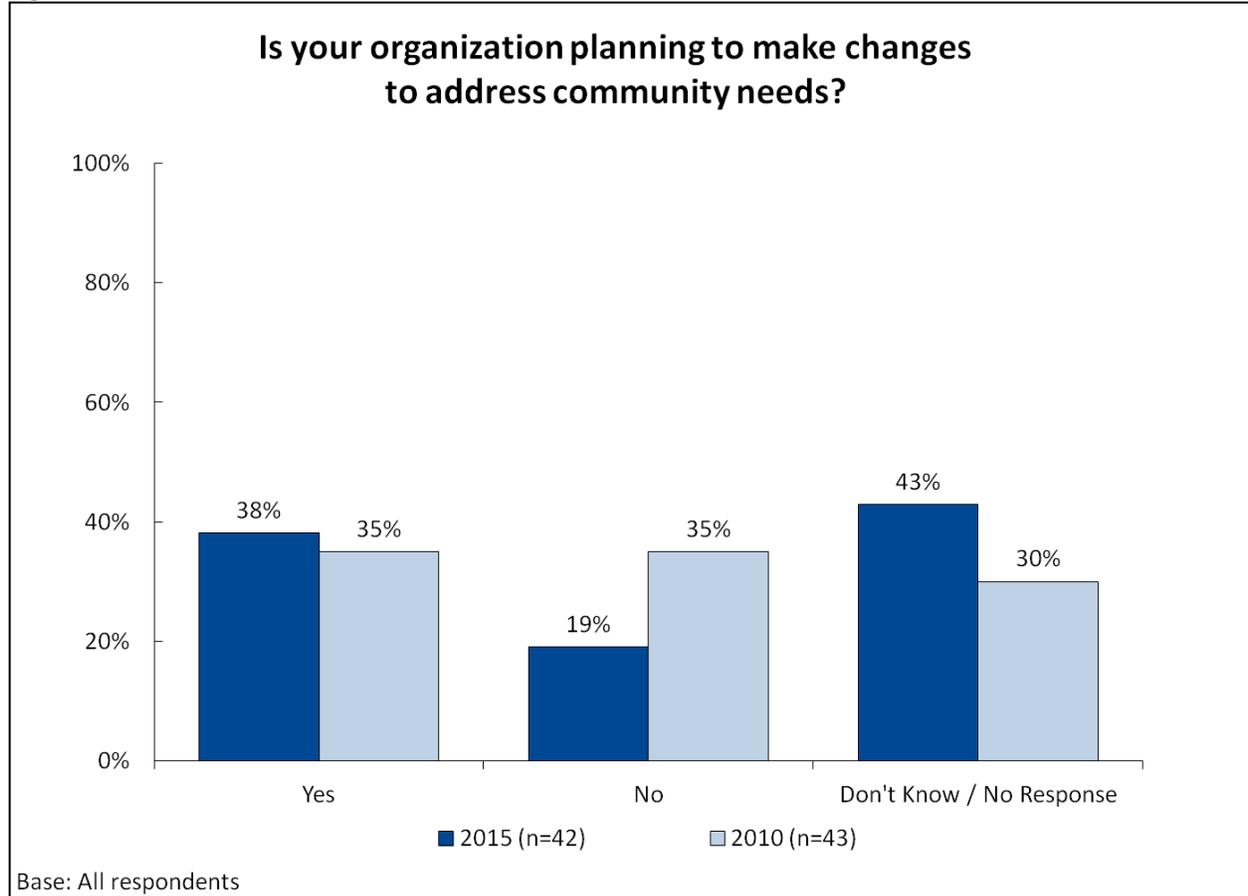
Has your organization made any changes in the past 5 years to address community needs?	
	Percent of Respondents*
	2015 (n=42)
Base: All respondents	
Partner with or refer to other organizations	62
Hire additional staff	60
Offer new or different services	57
Take in more clients (increase ratios)	50
Offer more of the same type of services	48
Adjust fee schedule	19
Offer or improve subsidy program	12
Reduce service time	10
Change eligibility requirements	5
Funding has remained stable	2
Don't know	2

***Multiple Mentions**

Thirty-eight percent of respondents (38%) indicated they were planning to make changes to address any important issues facing residents of the City of Leduc, while 19% reported they were not. Forty-three percent (43%) of respondents did not respond or stated they were unsure.

See Figure 20, below.

Figure 20



When respondents who plan to make changes (n=16) were asked how, 81% planned to partner with or refer to other organizations, while 75% indicated that they offered new or different programs or services. Over half (56%) indicated that they take in more clients (increased ratios).

See Table 10, below.

Table 10

How is your organization making changes to address community needs?		
Base: Respondents who use volunteers to support the programs and services they provide	Percent of Respondents*	
	2015 (n=16)**	2010 (n=15)**
Partner with or refer to other agencies, organizations or groups	81	67
Offer new or different programs or services	75	87
Take in more clients (increase ratios)	56	47
Offer more of the same types of programs and services	50	47
Hire additional staff	31	60
Change eligibility requirements	25	13
Adjust fee schedule	25	7
Reduce service time	13	20
Other (includes single responses in 2015)	13	13

**Caution should be exercised when interpreting data with small base sizes

*Multiple Mentions

When asked what social issues or trends they have encountered that may affect the need for programs and services in the future, 19% of respondents reported job loss resulting from the state of the economy, 12% noted an increase in mental health issues, and another 12% indicated the increase in population.

See Table 11, below.

Table 11

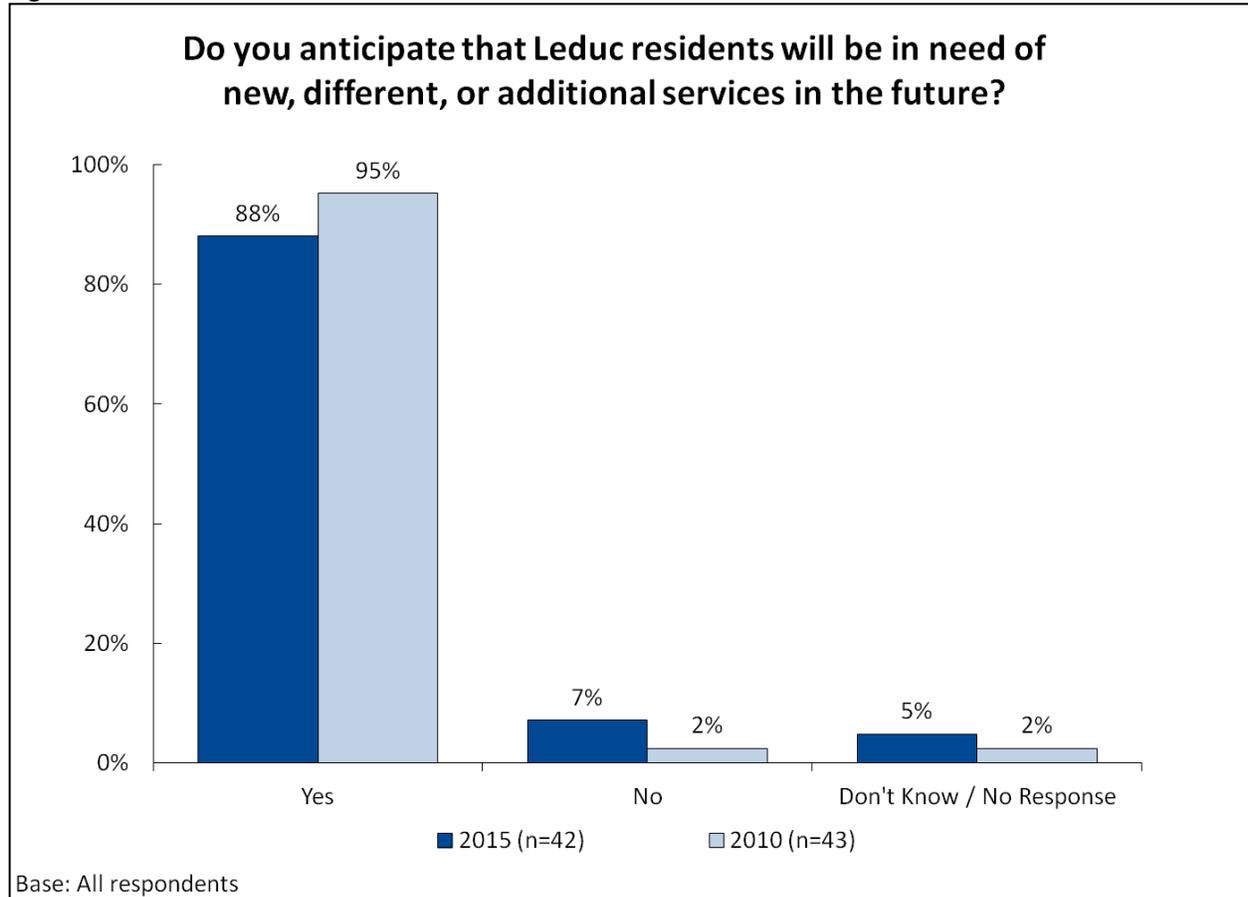
What social issues or trends have you encountered that may affect the need for programs and services in the future?		
	Percent of Respondents*	
	2015 (n=42)	2010 (n=43)
Base: All respondents		
Concerned about the economy / job loss / hard to get jobs / placements	19	28
Increase in mental health issues / mental health program is understaffed	12	19
Increase in population	12	2
Increasing senior population / aging population	7	9
Increase in need for family counseling / increase in family issues	7	9
Increase in homeless population	7	-
Need more support for those who speak other languages / ESL	7	-
Too many marriages are needing help / too many divorces	5	7
Abusive relationships / need support for those in abusive relationships	5	7
Lack of help / resources for low income families	5	-
Lack of housing / support for people with disabilities	5	-
Increase of dependent adults / those with caregivers	5	2
Increase in emotional / behavioural issues of children	5	-
Other (includes single responses in 2015)	33	70
Don't know / Not stated	17	16

*Multiple Mentions

The vast majority of respondents (88%) indicated that they anticipate that Leduc residents will be in need of new, different, or additional services in the future as a result of these issues or trends.

See Figure 21, below.

Figure 21



Respondents who anticipate the need for new, different, or additional services in the future (n=37) were asked to explain their response. Respondents most frequently indicated the need for an increase in services as the population grows (14%), greater availability of affordable housing (14%) and the need for more variety in mental health professionals (14%).

See Table 12, below.

Table 12

Why do you say that?		
Base: Respondents who anticipate that Leduc residents will need new, different or additional services in the future	Percent of Respondents*	
	2015 (n=37)	2010 (n=41)
Need an increase in services / an increase as population grows (general)	14	17
Need more available affordable housing	14	12
Need more variety in mental health professionals	14	2
Need more available outreach counseling services	8	10
More programs to help people deal with job loss / economic conditions	8	5
Need more short-term residency options / transition housing	8	-
Public transit is needed in, to and from Leduc	5	7
Need more senior programs as the population ages	5	5
Need drug prevention programs	5	2
Need more access to career counseling	5	2
Better access to food bank	5	-
More financial planning resources	5	-
More family support programs / services (general)	5	-
Other (includes single responses in 2015)	41	53
Don't know / Not stated	16	10

*Multiple Mentions

Next, respondents were asked to indicate the level of importance of a number of issues facing their organization. Respondents indicated that sustainable funding (81%) and recruiting and retaining quality staff (69%) were most important. Recruiting and retaining quality volunteers (45%) and operational issues (45%) were rated as the least important issues.

See Figure 22, and Table 13, below.

Figure 22

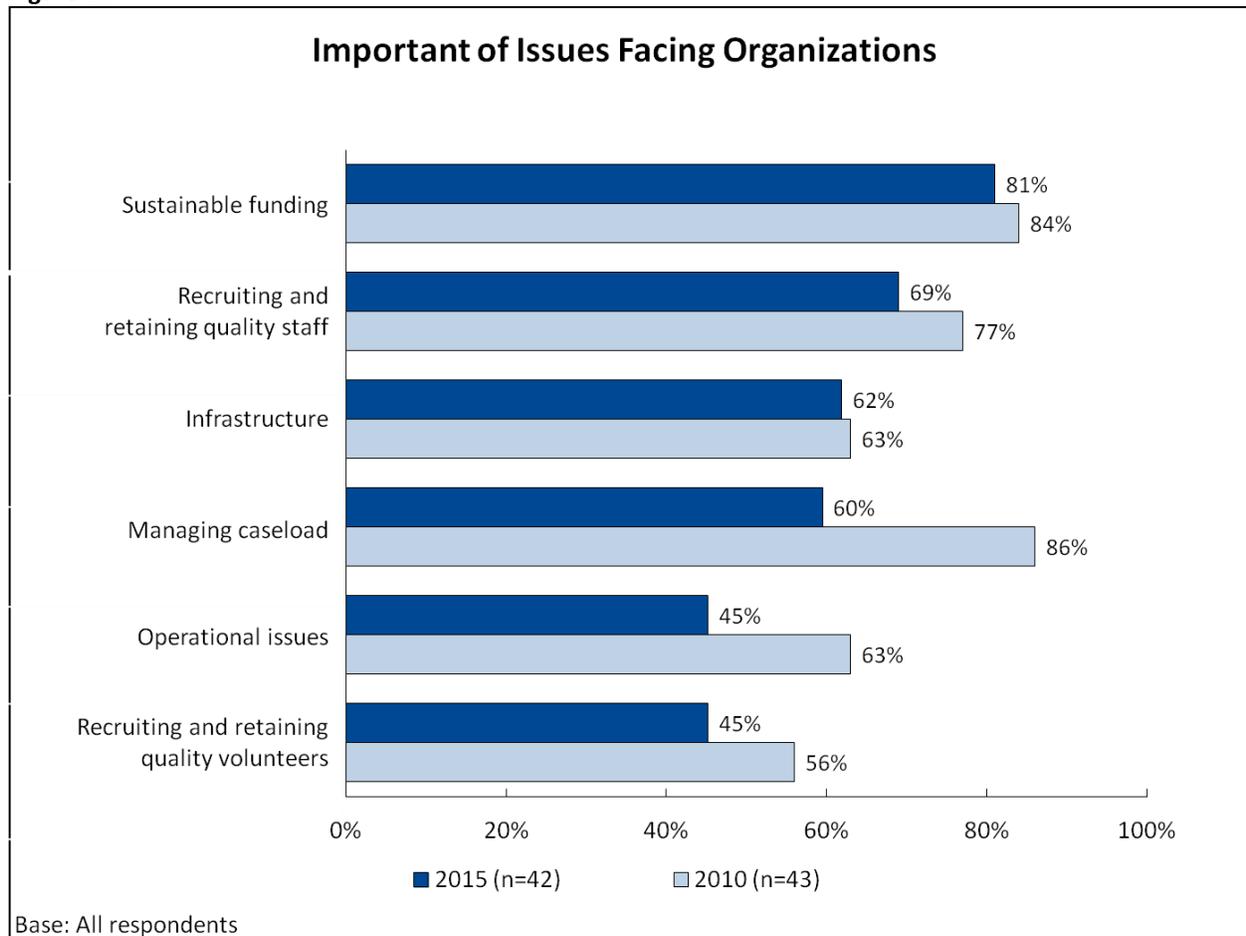


Table 13

Importance of Issues Facing Your Organization						
	Percentage of Respondents (n=42)					
	Not at all Important [1]	Unimportant [2]	Neutral [3]	Important [4]	Very Important [5]	DK/ NS
Sustainable funding	5	-	10	19	62	5
Recruiting and retaining quality staff	7	5	17	29	41	2
Infrastructure	10	5	19	26	36	5
Managing caseload	12	-	26	31	29	2
Operational issues	12	-	38	24	21	5
Recruiting and retaining quality volunteers	14	5	29	26	19	7

Budget constraints (17%) and increased demand for services (17%) were mentioned most frequently by respondents when they were asked to identify other issues facing their organization.

See Table 14, below.

Table 14

What other issues is your organization facing?		
	Percent of Respondents*	
	2015 (n=42)	2010 (n=43)
Base: All respondents		
Budget constraints to increase programs / funding concerns	17	23
Increased demands on our services	17	7
Lack of staff / maintaining staff	12	12
Other (single mentions in 2015)	10	28
None	5	7
Don't know	55	47

*Multiple Mentions

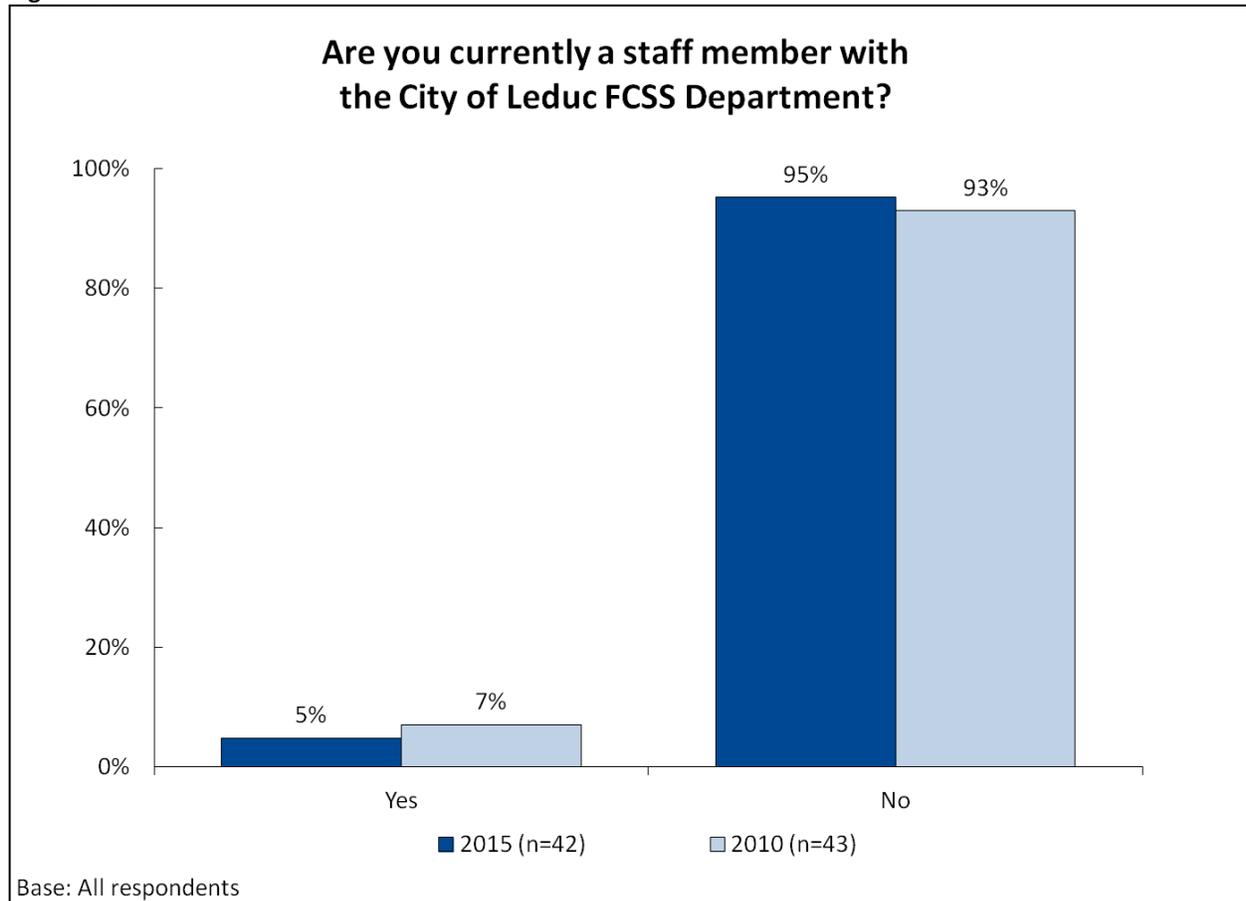
3.4 Family and Community Support Services (FCSS)

Ninety-five percent of respondents (95%) indicated they were not a current staff member with the City of Leduc FCSS Department, while 5% reported they were.

Please note: only those who were not currently employed by the City of Leduc FCSS Department completed the remainder of the survey.

See Figure 23, below.

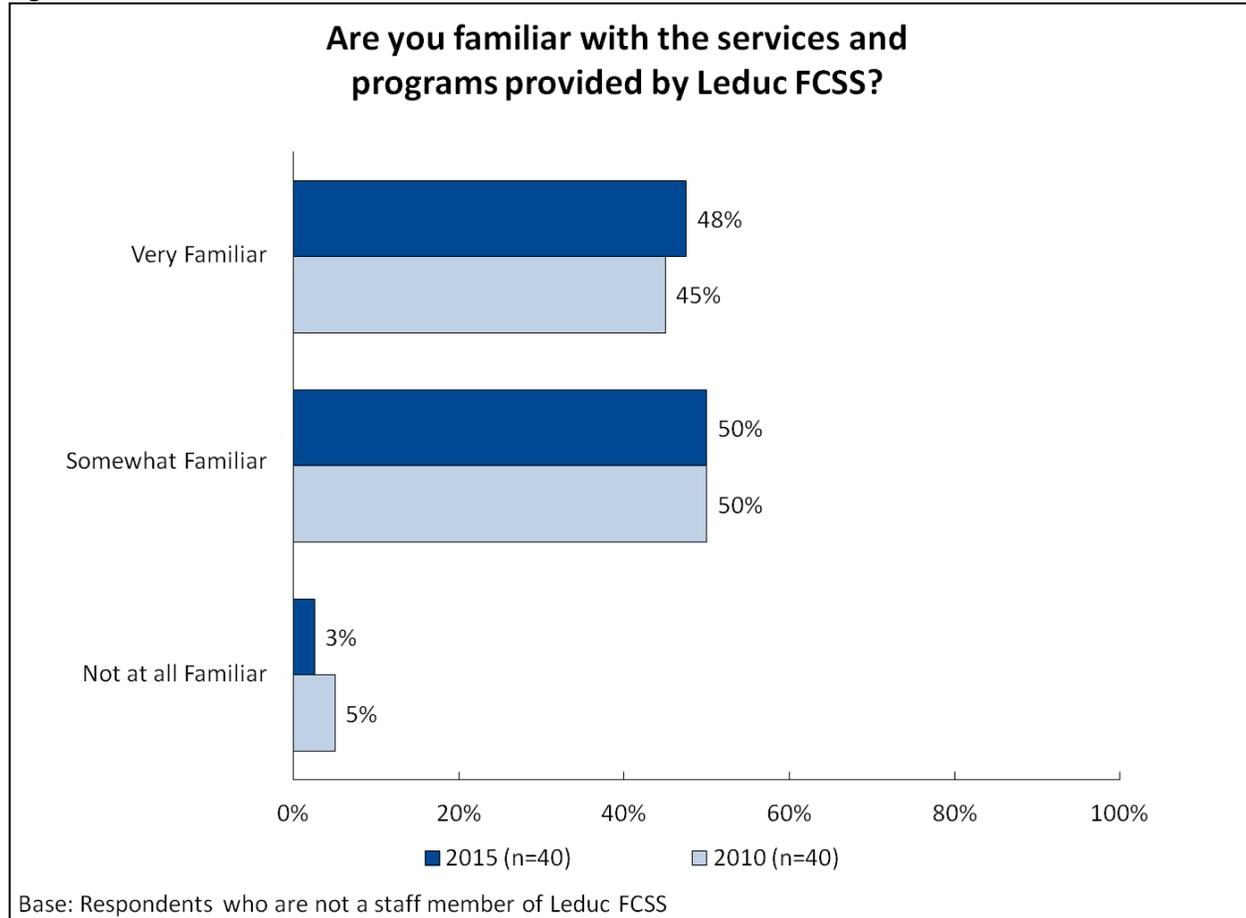
Figure 23



Respondents who were not current staff members (n=40) were asked if they were familiar with the services and programs provided by Leduc FCSS. Forty-eight percent (48%) of respondents stated they were very familiar, while 50% of respondents were somewhat familiar and 3% were not at all familiar.

See Figure 24, below.

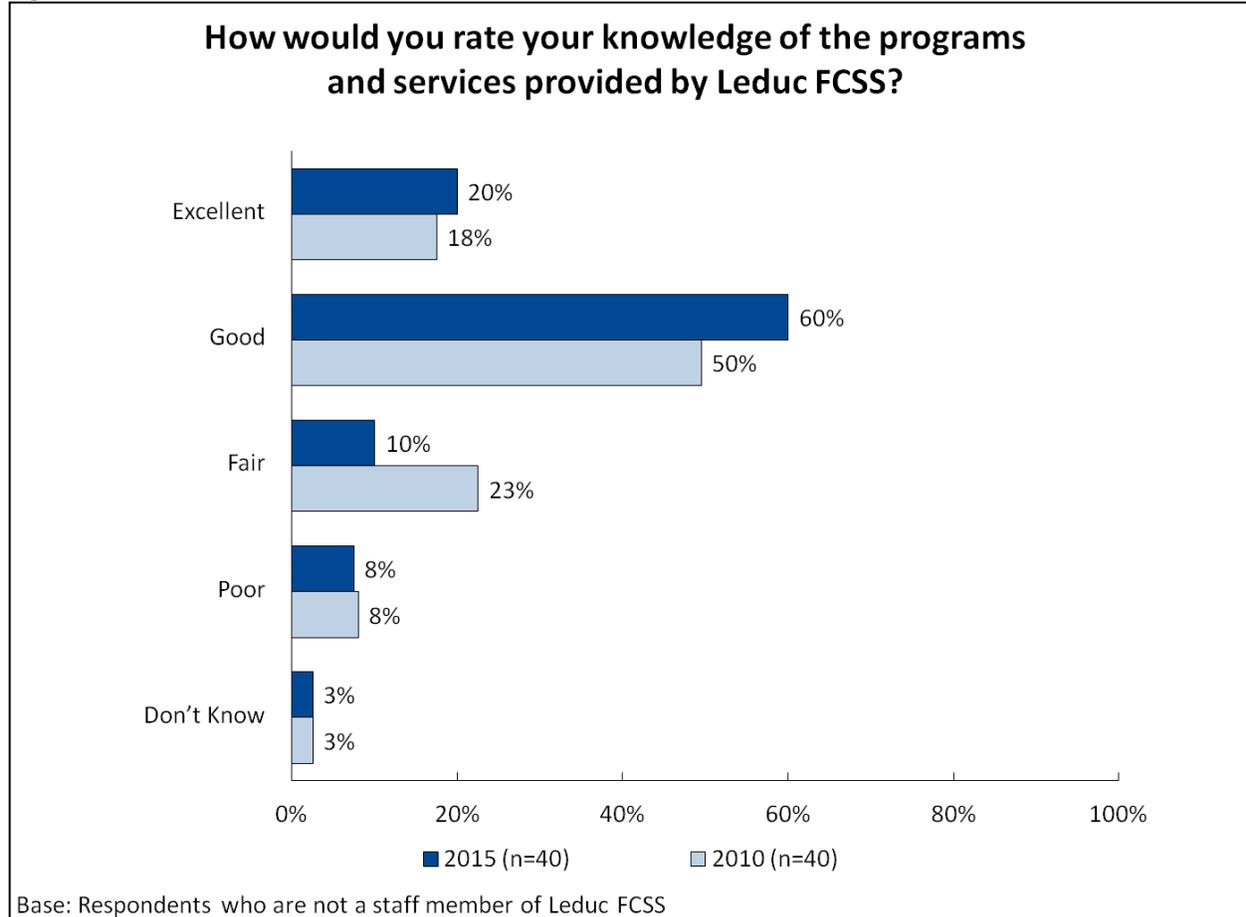
Figure 24



Eighty percent (80%) of respondents rated their knowledge of the programs and services provided by the City of Leduc FCSS as good (60%) or excellent (20%). Ten percent (10%) rated their knowledge as fair, while 8% indicated that their knowledge of the programs and services provided was poor.

See Figure 25, below.

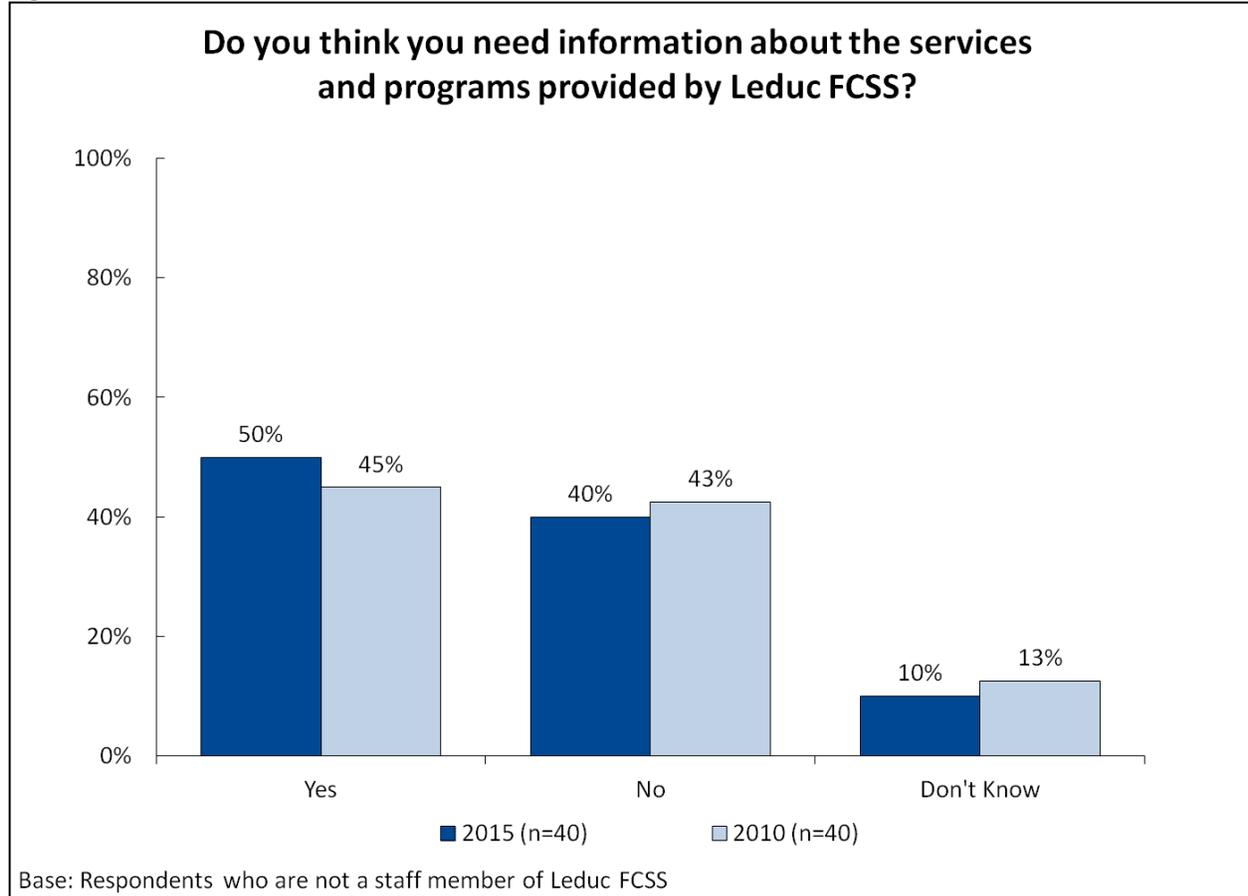
Figure 25



When asked if they needed more information about the services and programs provided by the City of Leduc FCSS, 50% of respondents stated they did, while 40% indicated they did not. Ten percent (10%) of respondents were unsure.

See Figure 26, below.

Figure 26



As indicated in Table 15, below, respondents most frequently stated they would contact the FCSS office (93%) or the City of Leduc website (58%) when asked how they would access more information about the City of Leduc FCSS.

See Table 15, below.

Table 15

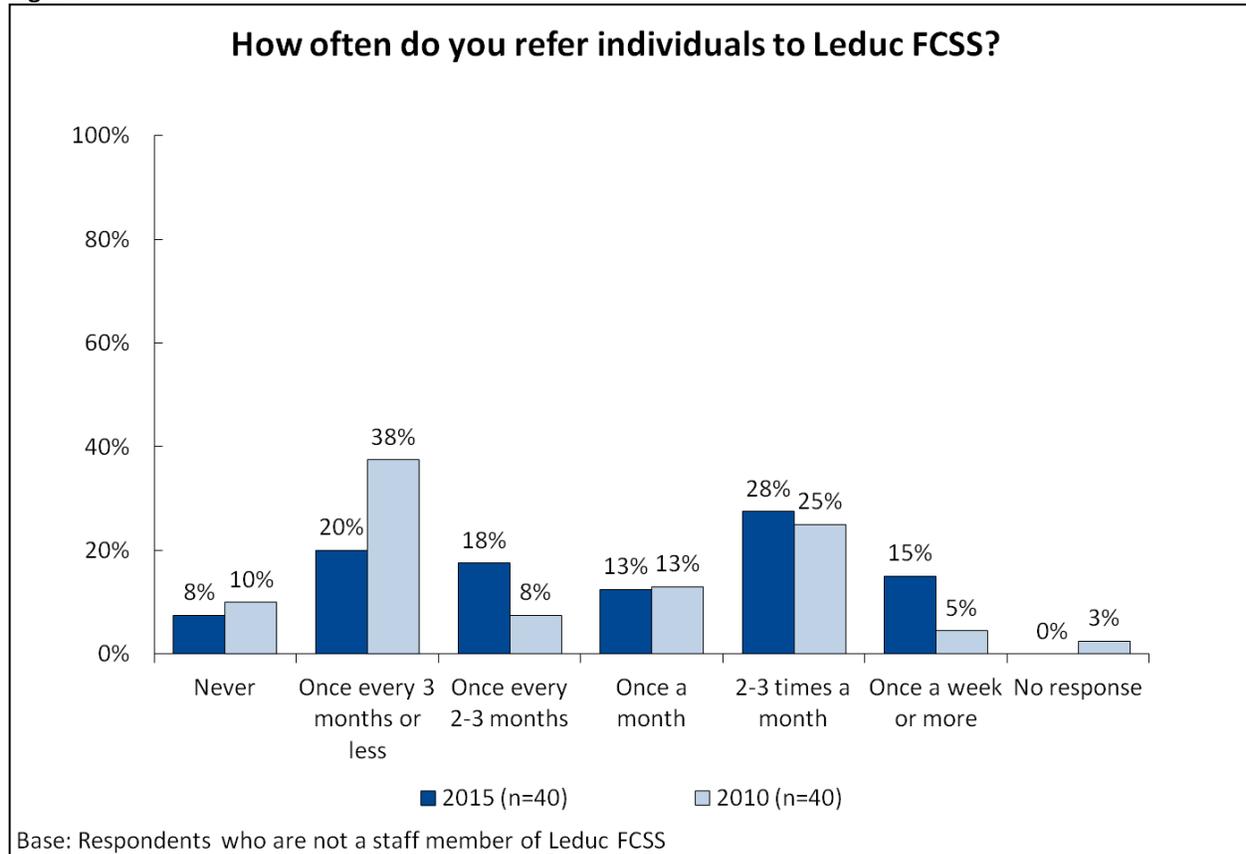
How would you access more information about the City of Leduc FCSS?		
Base: Respondents who are not currently Leduc FCSS staff members	Percent of Respondents*	
	2015 (n=40)	2010 (n=40)
Contact FCSS office	93	88
City of Leduc website	58	83
Child and Family Services	28	18
General internet search	20	45
211	5	13
Other (single responses)	18	10

*Multiple Mentions

When asked how often they refer individuals to Leduc FCSS, nearly one-third (28%) indicated two to three times per month, while half (50%) refer individuals on a less frequent basis (once a month or less). Eight percent (8%) never refer individuals to Leduc FCSS.

See Figure 27, below.

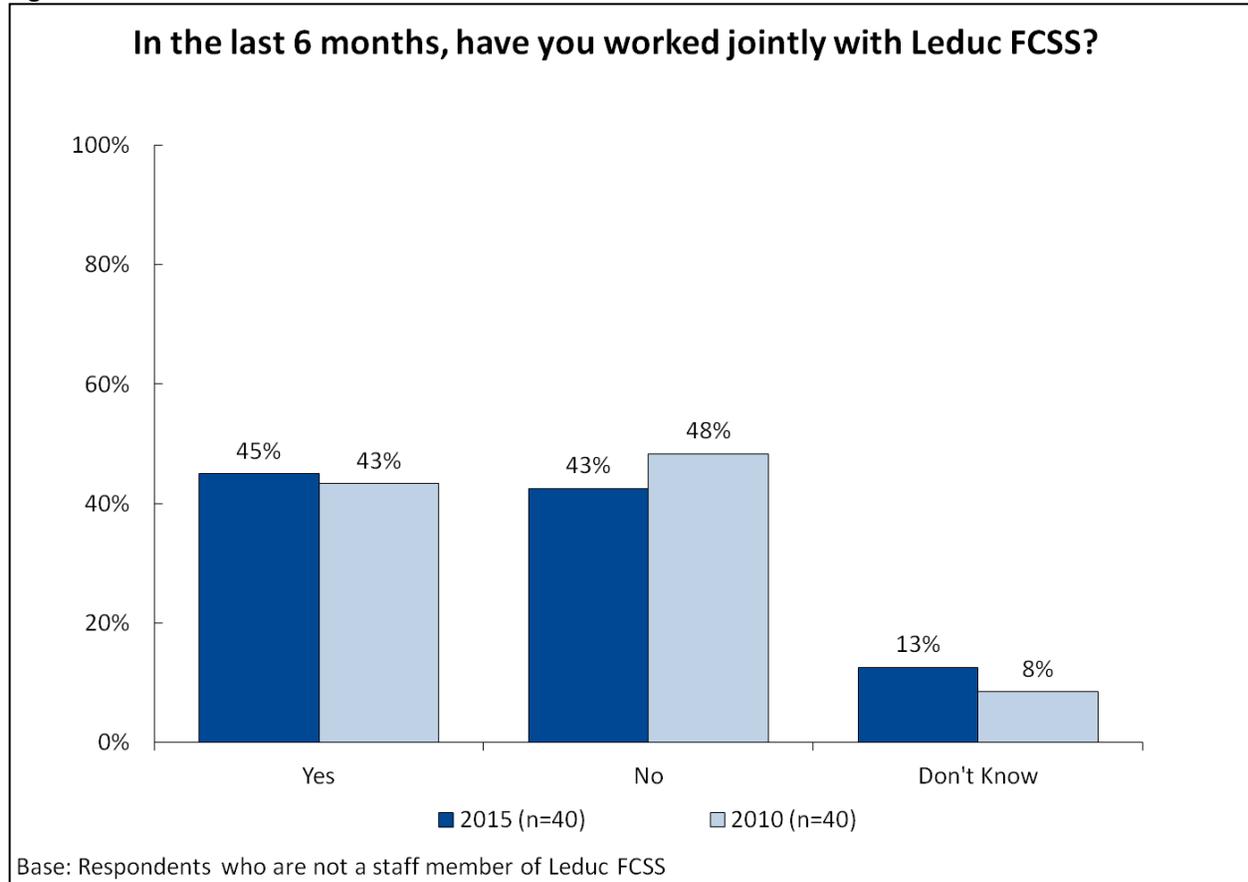
Figure 27



In the last six months, 45% of respondents had worked jointly with Leduc FCSS, while 43% of respondents indicated they had not.

See Figure 28, below.

Figure 28



Respondents who have worked jointly with Leduc FCSS in the past 6 months (n=18) were asked to explain the nature of the partnership(s). Just over one fifth (22%) mentioned either that they are in partnership with Leduc Community Services, or that Leduc FCSS supports them with funding / support programs. Seventeen percent (17%) indicated they attend committee meetings / interagency meetings with FCSS.

See Table 16, below.

Table 16

Please explain the nature of the partnership(s) with Leduc FCSS		
Base: Respondents who have jointly with Leduc FCSS in the past 6 months	Percent of Respondents*	
	2015 (n=18)**	2010 (n=17)**
Support us with funding / support programs	22	18
Are in partnership with Leduc Community Services	22	6
Attends committee meetings / interagency meetings with FCSS (general)	17	12
Contract counseling services with Leduc FCSS	11	6
Sit on the Focus +55 Coalition / work with to provide senior services	6	18
FCSS helps us find space to conduct our programs	6	12
Sit on Child and Family Fair committee with FCSS	6	6
Sit on Family Violence Prevention committee with FCSS	6	6
Help to provide housing (homeless housing, attainable housing)	6	6
Don't know / Not stated	6	-

****Caution should be exercised when interpreting data with small base sizes**

***Multiple Mentions**

Respondents who have or have not worked with FCSS in the past 6 months (n=35) were asked if there was anything that has prevented them from partnering with Leduc FCSS in the last six months. While 43% stated they currently have a good relationship with FCSS and there was nothing preventing them from partnering with Leduc FCSS, 6% either reported a lack of information on FCSS or that FCSS has already contracted a counseling service.

Please note: In 2015, this question was changed from asking about the last 6 months to asking about the past 5 years. Results for this question cannot be compared between survey years.

See Table 17, below.

Table 17

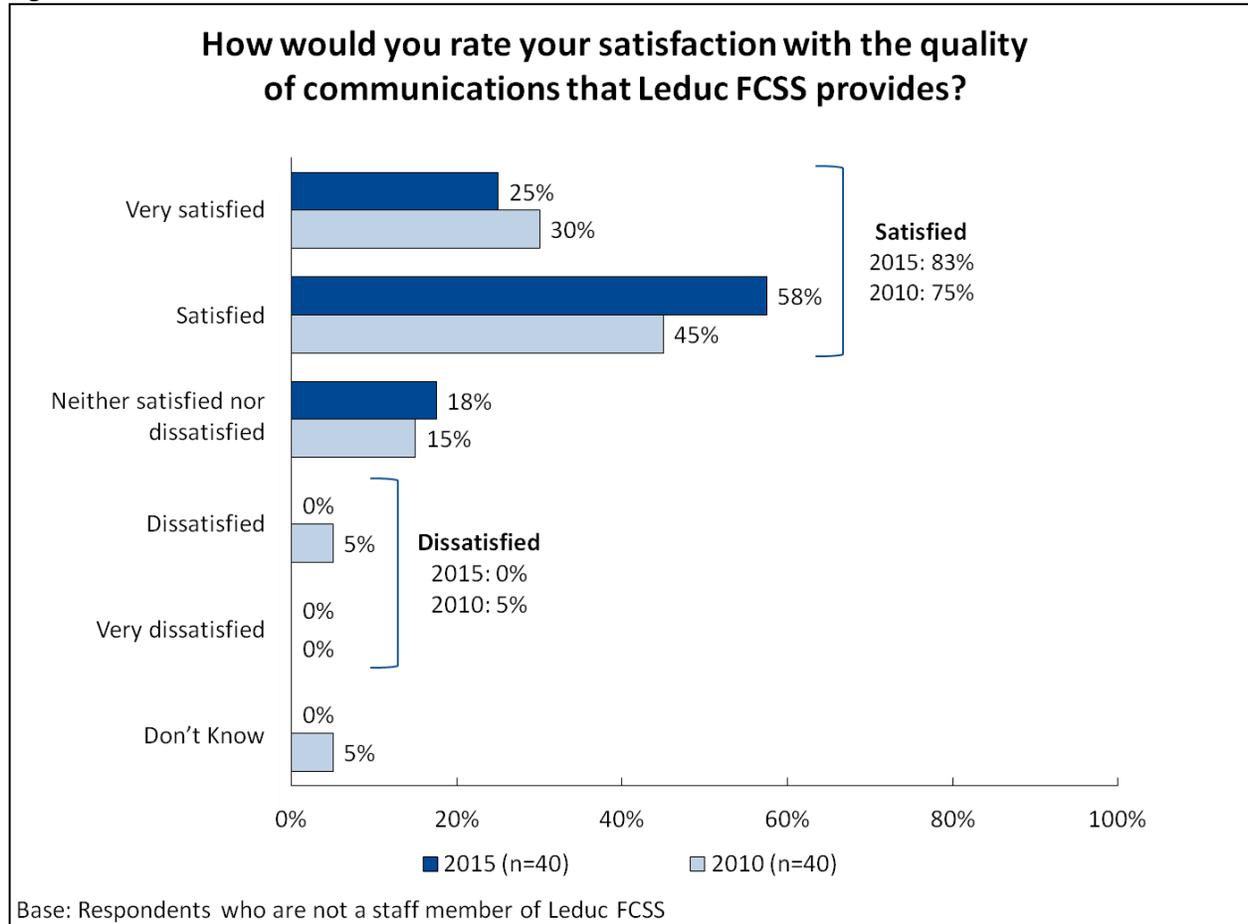
Is there anything that has prevented you from partnering with Leduc FCSS in the past 5 years?	
Base: Respondents who have or have not worked jointly with Leduc FCSS in the past 6 months	Percent of Respondents*
	2015 (n=35)
No / currently have a good relationship with FCSS	43
Has a lack of information on FCSS	6
FCSS has contracted a counseling service already	6
Lack of time to participate in partnerships / attend meetings	3
Our program has little in common with FCSS	3
Lack of available funding	3
Don't know	37

***Multiple Mentions**

The vast majority of respondents (83%) indicated they were either satisfied (58%) or very satisfied (25%) with the quality of communication that Leduc FCSS provides. Eighteen percent (18%) were neither satisfied nor dissatisfied, while no respondents reported being dissatisfied.

See Figure 29, below.

Figure 29



Based on their understanding of FCSS and its mandate, respondents were asked to identify programs or services they felt could be offered that presently were not. Respondents most frequently stated the need for more free / low cost counseling services (8%), followed by more in-home family support programs / family support programs (5%), more anger management programs (5%), and more outreach services (5%). Five percent (5%) indicated that they are unsure of what FCSS currently offers.

See Table 18, below.

Table 18

Based on your understanding of FCSS and its mandate, what services or programs do you feel they could be offering, and presently are not?		
	Percent of Respondents*	
	2015 (n=40)	2010 (n=40)
Base: Respondents who are not currently Leduc FCSS staff members		
Need more free / low cost counseling services	8	3
Need more in-home family support programs / family support programs	5	13
Need more anger management programs	5	5
Need more outreach services	5	5
Is unsure what FCSS currently offers	5	3
Need more grief counseling programs	3	5
Need more career counseling	3	-
More preventative programs / services (general)	3	-
None	15	5
Don't know	53	48

*Multiple Mentions

Finally, respondents were asked if they had any additional comments. While most (80%) did not comment, thirteen percent (13%) indicated they were glad about the survey, and that discussion continues to help improve services.

See Table 19, below.

Table 19

Additional Comments	
	Percent of Respondents*
	2015 (n=40)
Base: Respondents who are not currently Leduc FCSS staff members	
Glad about survey / discussion continues to help improve services	13
Would like to participate in more partnerships to increase services	5
Would like more support with counseling services	3
None / no additional comments	10
Don't know	70

*Multiple Mentions

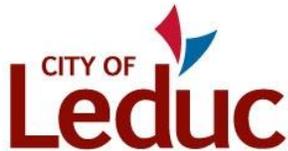
3.5 List of Agencies, Organizations, and Programs

The following table provides the agencies, organizations and programs represented by respondents.

Table 20

Agency, Organization, or Program	
Base: All respondents	Number of Respondents (n=42)
Black Gold Outreach School	4
City of Leduc Family and Community Support Services (Family & Youth)	2
Leduc Community Corrections (Probation)	2
Alberta Health Services	2
Public school (unspecified)	2
Riseup Ministries Society	1
Second Glance Clothes Ltd	1
St. David's United Church	1
Leduc Services for Children	1
City Life Christian Centre	1
Leduc and District Senior Citizens Club	1
Leduc Community Living Association	1
Leduc Public Library	1
Leduc and District Food Bank Association	1
St. Paul's Lutheran Church	1
Christ The King Junior/Senior High School	1
Leduc Foundation	1
Boys and Girls Club	1
Family Counseling Centres	1
Alberta Health Services Home Care	1
Leduc and District Emergency Shelter Association	1
Outreach for Pregnant and Parenting Teens	1
Leduc Adult Day Support Program (Telford Day Program)	1
Government of Alberta Human Services	1
East Elementary School	1
Seventh Day Adventist Church	1
Karunia Counseling (FCSS)	1
Northern Aurora Counseling Services	1
STAR Catholic School District	1
Gateway Family Church	1
McMan Youth, Family and Community Services	1
Society of St. Vincent DePaul	1
Leduc County FCSS – Bridges FASD and Family Connections	1
Bahai Community of Leduc	1
Don't know / Not stated	1

Appendix A
Survey Instrument



2015 Social Needs Assessment: Interagency Survey

Thank you for taking the time to complete our survey to assess the current social needs in our community and how those needs are being met, both now and in the future.

You are part of a carefully selected group of agencies that has been asked to participate in the survey. Your feedback will be invaluable for planning service and program delivery, both now and in the future, and we appreciate your assistance. It will take approximately 15 minutes to complete.

All data collection activities will be completed in compliance with the privacy requirements of Part 2 of the Freedom of Information and Protection of Privacy (FOIP) Act. In accordance with the FOIP Act, The City of Leduc is committed to protecting the confidentiality and privacy of individuals' personal information. As a result, survey responses will only be reported in aggregate form to eliminate the recognition of individual responses. In no way will your contact information be used to identify your individual responses.

For further information regarding confidentiality of information please contact our offices at (780) 980-7174 or email Tabitha at twhite@leduc.ca.

If you have any **technical issues** while accessing the survey, or if you would prefer a *printed copy of the survey* please contact Christine Mendonca with Banister Research, at cmendonca@banister.ab.ca, or at (780) 451-4444.

All completed hard copies of the survey can be faxed to Banister Research at 780-451-2777 or mailed to:

Banister Research
Attn: Chris Stover
2nd Floor, 10637 – 124th Street
Edmonton, AB T5N 1S5

The deadline to complete the survey or fax in any completed hard copies is April 7, 2015.

To continue with the survey, click on the *next* button below.

2015 Social Needs Assessment: Interagency Survey

Before you begin, here a few survey tips:

Use your computer mouse to click on the appropriate answer to each question.

Once a section is complete, hit the *Next* button at the bottom of the page to proceed to the next section.

Warning Summary

No answer was given. Please answer the question.

Should you choose to respond, you can then click on the underlined text in the warning summary (see above) which will take you to the missed question **OR**

You can click on the *submit anyway* key to submit your answers as they are.

If you experience any technical difficulties, please contact Christine for assistance at 780-451-4444.

To continue with the survey, click on the *next* button below.

Copyright City of Leduc 2015

What is the name of the agency, organization, or program that you are representing? (e.g. City of Leduc Family and Community Support Services-Family & Youth)		

Type of Organization

Questions 1-4 provide us with an overview of your agency, organization, or group.

1.	Have you worked or volunteered for your agency, organization, or group for <i>at least six months</i> ?
	<input type="radio"/> Yes
	<input type="radio"/> No

2.	Please select the category below that best describes your organization.
	<input type="radio"/> Nonprofit or not-for-profit
	<input type="radio"/> Statutory services provided by provincial government
	<input type="radio"/> Municipal government service
	<input type="radio"/> Church or religious
	<input type="radio"/> For profit
	<input type="radio"/> Other (please specify) _____

3.	How many years has your organization been providing services to Leduc residents?
	<input type="radio"/> Less than 2 years
	<input type="radio"/> 2 to 5 years
	<input type="radio"/> 6 to 9 years
	<input type="radio"/> 10 to 13 years
	<input type="radio"/> 14 or more years
	<input type="radio"/> Don't know

4.	What are the key services or programs your organization provides? <i>Select all that apply.</i>
	<input type="checkbox"/> Recreational Programs or Services (e.g. sports, recreation, service and social clubs)
	<input type="checkbox"/> Counselling services
	<input type="checkbox"/> Home Help programs for the sick or elderly (e.g. meals on wheels, home care, respite)
	<input type="checkbox"/> Day-care or out of school care
	<input type="checkbox"/> Programs dealing with addiction or substance abuse (e.g. AB Health Services, Al-anon, Leduc Drug Action, etc.)
	<input type="checkbox"/> Victims' Support Services
	<input type="checkbox"/> Programs dealing with family violence
	<input type="checkbox"/> Programs or services for people with disabilities
	<input type="checkbox"/> Social support programs (e.g. income support, self-help, support groups, parenting support, emergency relief)
	<input type="checkbox"/> Services for children with emotional, behavioural, or mental health issues
	<input type="checkbox"/> Suicide/Distress line
	<input type="checkbox"/> Provision of basic needs (i.e. Food, Clothing)
	<input type="checkbox"/> Emergency Shelter
	<input type="checkbox"/> Programs or services for adults with mental health issues
	<input type="checkbox"/> Educational services or support
	<input type="checkbox"/> Housing
	<input type="checkbox"/> Spiritual Guidance
	<input type="checkbox"/> Other (please specify) _____

User Group

Questions 5-15 are about the target population(s) served by your agency, organization, or group.

5.	Please select the target age group(s) served by your agency, organization, or group. <i>Select all that apply.</i>	
	<input type="checkbox"/>	Under 5 years of age
	<input type="checkbox"/>	5-12 years of age
	<input type="checkbox"/>	13-17 years of age
	<input type="checkbox"/>	18-24 years of age
	<input type="checkbox"/>	25-44 years of age
	<input type="checkbox"/>	45-54 years of age
	<input type="checkbox"/>	55-64 years of age
	<input type="checkbox"/>	65 -74 years of age
	<input type="checkbox"/>	75-84 years of age
	<input type="checkbox"/>	85 years of age or more

6.	Does your organization, agency or group <i>track</i> the number of individuals served <i>each month</i> ?	
	<input type="radio"/>	Yes
	<input type="radio"/>	No - GO TO Q10

User Group

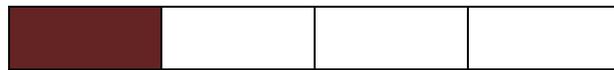
7.	In the past year, approximately how many individuals did your organization serve in:	
	_____	Your busiest month
	_____	Your slowest month
	_____	Your average month
<i>Please include one number in each space provided. If no individuals were served during your slowest month, please record 0 (zero).</i>		

8.	Compared to the past 5 years, would you say the number of individuals your organization is serving has:	
	<input type="radio"/>	Increased
	<input type="radio"/>	Decreased
	<input type="radio"/>	Is about the same

9.	Thinking of where these individuals reside, in the past year, approximately what percentage were from: <i>Please include a number in each space provided (e.g. 0, 25, 75).</i>	
	City of Leduc	_____
	Leduc County (rural areas)	_____
	Other municipalities outside of Leduc and Leduc County (Beaumont, Calmar, Devon, etc.)	_____

User Group

10.	Do you refer individuals to services and/or programs outside of the City of Leduc (i.e. Edmonton)?	
	<input type="radio"/>	Yes
	<input type="radio"/>	No - GO TO Q13



25% of Survey is Complete

11.	Approximately what percentage of the individuals you service, do you refer to other services or programs outside the City of Leduc (i.e. Edmonton)?	
	<input type="radio"/>	Less than 5% of the individuals you serve
	<input type="radio"/>	6-20% of the individuals you serve
	<input type="radio"/>	21-33% of the individuals you serve
	<input type="radio"/>	34-50% of the individuals you serve
	<input type="radio"/>	More than 50% of the individuals you serve

12a	For which services are you most likely to refer individuals to outside of Leduc?	
	<hr/> <hr/> <hr/>	

12b	Of these services, which should be made available in Leduc?	
	<hr/> <hr/> <hr/>	

12c	[IF RESPONSE WAS PROVIDED IN Q12b, ASK:] Why do you think these services should be made available in Leduc?	
	<hr/> <hr/> <hr/>	

13.	Do you have a waiting list for your services or programs?	
	<input type="radio"/>	Yes
	<input type="radio"/>	No - GO TO Q16
	<input type="radio"/>	Don't know - GO TO Q16

14.	How many people are presently on a waiting list for your services or programs?
	<input type="radio"/> 5 or fewer
	<input type="radio"/> 6 to 10
	<input type="radio"/> 11 to 15
	<input type="radio"/> More than 15

15.	Compared to the previous year, would you say the number of individuals on the wait list is:
	<input type="radio"/> Increased
	<input type="radio"/> Decreased
	<input type="radio"/> About the same

Volunteerism

16.	Does your agency, organization, or program use volunteers to support the programs and services you provide?
	<input type="radio"/> Yes
	<input type="radio"/> No – GO TO Q25

17.	Does your role require an understanding of the volunteer status (e.g. number of volunteers, volunteer needs, etc.) within your agency, organization, or group?
	<input type="radio"/> Yes
	<input type="radio"/> No – GO TO Q25
	<input type="radio"/> Somewhat

We are trying to get a sense of the level of volunteerism in our Community (Q.18-24).

If you do not formally track any information on your volunteers, do your best to provide an estimation where appropriate.

18.	How many volunteers are active within your organization in an average month?
	<input type="radio"/> None
	<input type="radio"/> 10 or fewer
	<input type="radio"/> 11 to 25
	<input type="radio"/> 26 to 50
	<input type="radio"/> 51 to 100
	<input type="radio"/> More than 100

19.	How many hours do these volunteers contribute to your organization in an average month?
	<input type="radio"/> None
	<input type="radio"/> Fewer than 50
	<input type="radio"/> 50 to 100
	<input type="radio"/> 101 to 150
	<input type="radio"/> 151 to 200
	<input type="radio"/> More than 200
	<input type="radio"/> Not sure

20.	Do you have difficulty recruiting or retaining volunteers? <i>(If no or don't know, go to Q22)</i>	
	<input type="radio"/>	Yes
	<input type="radio"/>	No – GO TO Q22
	<input type="radio"/>	Don't know – GO TO Q22

21.	If yes, which volunteer positions (e.g. treasurer, board member, victims' advocate, etc.) are most difficult to recruit for or retain?	



50% of Survey is Complete

22.	Thinking ahead three years, would you say that your organization will need:	
	<input type="radio"/>	More volunteers
	<input type="radio"/>	Fewer volunteers
	<input type="radio"/>	About the same number of volunteers
	<input type="radio"/>	Not applicable

23.	How does your agency, organization, or group currently recruit volunteers? <i>Please select all that apply.</i>	
	<input type="checkbox"/>	Word of mouth
	<input type="checkbox"/>	Printed materials
	<input type="checkbox"/>	The Internet
	<input type="checkbox"/>	Volunteer Leduc (City of Leduc Volunteer Program)
	<input type="checkbox"/>	Email notices or list services
	<input type="checkbox"/>	Within our organization
	<input type="checkbox"/>	Other (please specify) _____

24.	Which of these recruitment methods or strategies are the most effective for your organization? <i>Please select all that apply.</i>	
	<input type="checkbox"/>	Word of mouth
	<input type="checkbox"/>	Printed materials
	<input type="checkbox"/>	The Internet
	<input type="checkbox"/>	Volunteer Leduc (City of Leduc Volunteer Program)
	<input type="checkbox"/>	Email notices or list services
	<input type="checkbox"/>	Within our organization
	<input type="checkbox"/>	Other (please specify) _____

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Priority Issues

Questions 25-31 are about the issues that are facing the individuals served by your agency or organization in the City of Leduc.

25.	Please rate the prevalence of the issues facing residents in the City of Leduc on a scale of 1 to 5, where 1 means not at all prevalent and 5 means very prevalent.					
		Not at all prevalent (1)	(2)	Neutral (3)	(4)	Very prevalent (5)
	Rising living costs combined with relatively fixed incomes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Access to affordable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Access to health care (i.e. physicians, home care, specialists)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Access to education and learning opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Meaningful volunteer opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Affordability of recreation, culture, and leisure activities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Limited Transportation access or availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Family Violence	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Limited Information on community programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Lack of Opportunities for social interaction	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Availability of personal care and household support (i.e. housekeeping, snow shovelling, meals, maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Access to basic needs (i.e. food, clothing, and/or shelter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Access to support for New Canadians (i.e. ESL, navigating government processes)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

26.	Are there any other prevalent issues facing residents in the City of Leduc <i>not</i> mentioned in the list above? <i>Please describe.</i>				
	<hr/> <hr/> <hr/>				

26A	Has your organization made any changes in the past 5 years to address any prevalent community needs? <i>Select all that apply.</i>
	<input type="checkbox"/> Offer more of the same types of programs or services
	<input type="checkbox"/> Offer new or different programs or services
	<input type="checkbox"/> Take in more clients (increase ratios)
	<input type="checkbox"/> Reduce service time
	<input type="checkbox"/> Change eligibility requirements
	<input type="checkbox"/> Adjust fee schedule
	<input type="checkbox"/> Hire additional staff
	<input type="checkbox"/> Partner with or refer to other agencies, organizations, or groups
	<input type="checkbox"/> Offer or improve program subsidy
	<input type="checkbox"/> Other (please specify) _____

27.	Is your organization planning to make changes to address any of these current needs?
	<input type="radio"/> Yes
	<input type="radio"/> No – GO TO Q29
	<input type="radio"/> Don't know – GO TO Q29

28.	How is your organization making changes to address future community needs? What steps are you proposing? <i>Select all that apply.</i>
	<input type="checkbox"/> Offer more of the same types of programs or services
	<input type="checkbox"/> Offer new or different programs or services
	<input type="checkbox"/> Take in more clients (increase ratios)
	<input type="checkbox"/> Reduce service time
	<input type="checkbox"/> Change eligibility requirements
	<input type="checkbox"/> Adjust fee schedule
	<input type="checkbox"/> Hire additional staff
	<input type="checkbox"/> Partner with or refer to other agencies, organizations, or groups
	<input type="checkbox"/> Offer or improve program subsidy
	<input type="checkbox"/> Other (please specify) _____

29.	What social issues or trends have you encountered that may affect the need for programs and services in the future?

30.	Do you anticipate that Leduc residents will be in need of new, different, or additional services in the future, as a result of these issues or trends?
	<input type="radio"/> Yes
	<input type="radio"/> No - GO TO Q32

31.	If yes to Q30, please explain.



75% of Survey is Complete

Questions 32 and 33 are about the issues currently facing your agency, organization, or group.

32.	Please rate the importance of the issues to your organization on a scale of 1 to 5 where 1 means not at all important and 5 means very important.					
		Not at all important (1)	Unimportant (2)	Neutral (3)	Important (4)	Very important (5)
	Sustainable funding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Recruiting and retaining quality staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Recruiting and retaining quality volunteers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Infrastructure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Managing caseload	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
	Operational issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

33.	What other issues is your organization facing?	
	<hr/> <hr/> <hr/>	

Final Section

Family and Community Support Services (FCSS)

Are you <i>currently</i> a staff member with the City of Leduc Family & Community Support Services Department?	
<input type="radio"/>	Yes – GO TO END
<input type="radio"/>	No

Questions 34-42 are about your familiarity with the City of Leduc FCSS department and the programs they provide.

Family and community support services (FCSS) is a partnership between the province and the municipality that develops locally driven, preventative social initiatives to enhance the well-being of individuals, families and the community. The program is governed by Family and Community Support Services Act, which emphasizes prevention, voluntarism, community development, local autonomy and accountability.

34.	Are you familiar with the services and programs provided by Leduc FCSS?
	<input type="radio"/> Very familiar
	<input type="radio"/> Somewhat familiar
	<input type="radio"/> Not at all familiar

35.	In general, how would you rate your knowledge of the programs and services provided by the City of Leduc FCSS?
	<input type="radio"/> Excellent
	<input type="radio"/> Good
	<input type="radio"/> Fair
	<input type="radio"/> Poor
	<input type="radio"/> Don't know

36.	Do you think you need more information about the services and programs provided by the City of Leduc FCSS?
	<input type="radio"/> Yes
	<input type="radio"/> No
	<input type="radio"/> Don't know

37.	How would you access more information about the City of Leduc FCSS? <i>Check all that apply.</i>
	<input type="checkbox"/> Contact FCSS office
	<input type="checkbox"/> City of Leduc website
	<input type="checkbox"/> 211
	<input type="checkbox"/> Child and Family Services
	<input type="checkbox"/> General internet search
	<input type="checkbox"/> Other (please specify) _____

38.	How often do you refer individuals to Leduc FCSS?
	<input type="radio"/> Once a week or more
	<input type="radio"/> Two to three times a month
	<input type="radio"/> Once a month
	<input type="radio"/> Once every two to three months
	<input type="radio"/> Once every three months or less
	<input type="radio"/> Never

39a	In the last six months, have you worked jointly (i.e. focus on 55 plus coalition, visualeyeyes planning, positive ticketing campaign, etc.) with Leduc FCSS?
	<input type="radio"/> Yes
	<input type="radio"/> No – GO TO Q39C
	<input type="radio"/> Not sure – GO TO Q40

39b	Please explain the nature of the partnership(s) with Leduc FCSS.
	<hr/> <hr/> <hr/>

Family and Community Support Services (FCSS)

At the City of Leduc FCSS we are always looking to improve our services and appreciate your feedback.	
39c	Is there anything that has prevented you from partnering with City of Leduc FCSS in the last 5 years? Please explain.
	<hr/> <hr/> <hr/>

40.	In general, how would you rate your satisfaction with the quality of communication that Leduc FCSS provides?
	<input type="radio"/> Very satisfied
	<input type="radio"/> Satisfied
	<input type="radio"/> Neither satisfied nor dissatisfied
	<input type="radio"/> Dissatisfied
	<input type="radio"/> Very dissatisfied

41.	Based on your understanding of FCSS and its' mandate, what services or programs do you feel they could be offering, and presently are not?
	<hr/> <hr/> <hr/>

42.	Additional Comments.
	<hr/> <hr/> <hr/>

That is the end of our survey.

Thank you very much for taking the time to fill it out.



100% of Survey is Complete

