

FEDERATION OF CALGARY COMMUNITIES



2018 REPORT CARD

APRIL 1, 2017 - MARCH 31, 2018

This report summarizes the results of our 2018 Annual Satisfaction Survey, data collected daily, workshop evaluations, and quantitative feedback to understand not only how much we accomplished, but also the impact of the programs and services offered through the Federation of Calgary Communities.

Each spring the Federation of Calgary Communities asks board volunteers from member organizations, with a heavy emphasis on community associations, to provide feedback in our Annual Satisfaction Survey. This year, 142 individuals, with 127 from community associations across the city, answered our survey. Of the survey respondents 20% answered the survey last year while 31% could not remember if they did so in 2017.

This report aligns with the City of Calgary reporting period.

Our origins start with Calgary's early residents coming together in the 1900s to offer social and recreational opportunities for their neighbors. As Calgary grew, communities did the same, and began forming community associations in the 1920s.

By the 1950s these volunteer-run organizations began facing common issues and found they needed a **unified voice** to support their needs. They needed an organization who understood them and could help them be more effective.

While we have evolved and grown since our incorporation in 1961, we are still committed to serving the more than 20,000 volunteers in our network of community organizations who are shaping our city, and it all starts at the community level.



We build
community leaders.

We give more than 220
grassroots organizations the
tools to thrive.

We support more than
20,000 volunteers
who are shaping our city.

[How Much Did We Do?]

URBAN PLANNING

- 19 workshops with 636 participants
- 56 collaborations with City of Calgary staff
- 792 support connections resulting in 676 actions by our two Urban Planners

ENGAGEMENT

BUILDING SAFE COMMUNITIES (BSC)

- 179 support connections resulting in 107 actions by our BSC Coordinator
- 12 meetings facilitated with 110 participants
- 13 workshops delivered to 211 Calgarians
- Three workshops on BSC Train the Trainer with 20 people trained
- 14 resources including BSC Train the Trainer guide and three instructional videos

ENGAGE U

- 134 support connections resulting in 80 actions by our Engagement Coordinator
- One workshop on How to Create Welcoming and Inclusive Communities with 10 participants

MEMBER SERVICES

ORGANIZATIONAL DEVELOPMENT

- 1,622 support connections resulting in 1,079 actions by staff
- 28 workshops with 538 participants
- 12 collaborations with City of Calgary staff
- Nine resources created

CELEBRATING COMMUNITIES

- 334 support connections resulting in 269 actions by staff
- One workshops with 25 participants
- 14 Toole Peet Community Hero Awards presented to volunteers
- \$75,000 given to members in the form of appliances and outdoor LED lighting through the Enmax sponsored "Energizing Spaces Fund"

FINANCIAL SERVICES

- 143 audits delivered by three public practice accountants
- 144 tax and compliance returns filed for clients
- Nine workshops with 61 participants

How Well Did We Do It? Are We Making a Difference?

AS A RESULT OF ACCESSING FEDERATION SERVICES OVERALL:

Of the workshop participants:

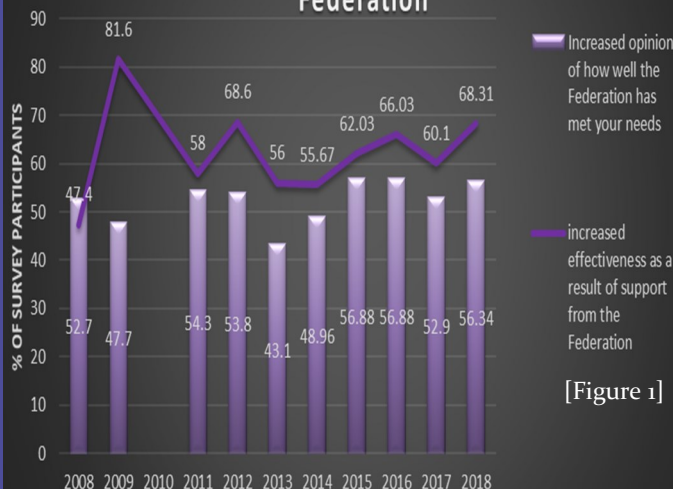
- 98% have increased awareness as a result of attending the workshops (skills/knowledge)
- 94% are better equipped to meet their organization's needs (attitude/opinion)

Of satisfaction survey respondents:

- 68% stated their effectiveness has increased as a result of support from the Federation (behaviour)
- 58% reported increased knowledge regarding good financial accountability because of accessing Federation's Financial Services, despite already having a high, excellent or good knowledge of this area (skills/knowledge)
- 81% reported increased knowledge of not-for-profit governance because of accessing Federation's Member Services (skills/knowledge)
- 75% reported their ability to meet their organization's needs has increased because of accessing Federation's Member Services (behavior)
- 56% stated the Federation's ability to meet their needs has increased (attitude/opinion)

As a result of accessing our services, our impact continues to support that our members' are more effective as directors (Figure 1), we continue to increase their not-for-profit (NPO) knowledge (Figure 2) and financial understanding (Figure 3). The financial knowledge doesn't clearly show the gap we are filling. All of the "lines" on the graph measure "increased" ratings over and above the baselines (bar graphs).

Member Effectiveness From Accessing the Federation



[Figure 1]

Non-Profit Organization Knowledge Impact



[Figure 2]

Financial Knowledge Impact

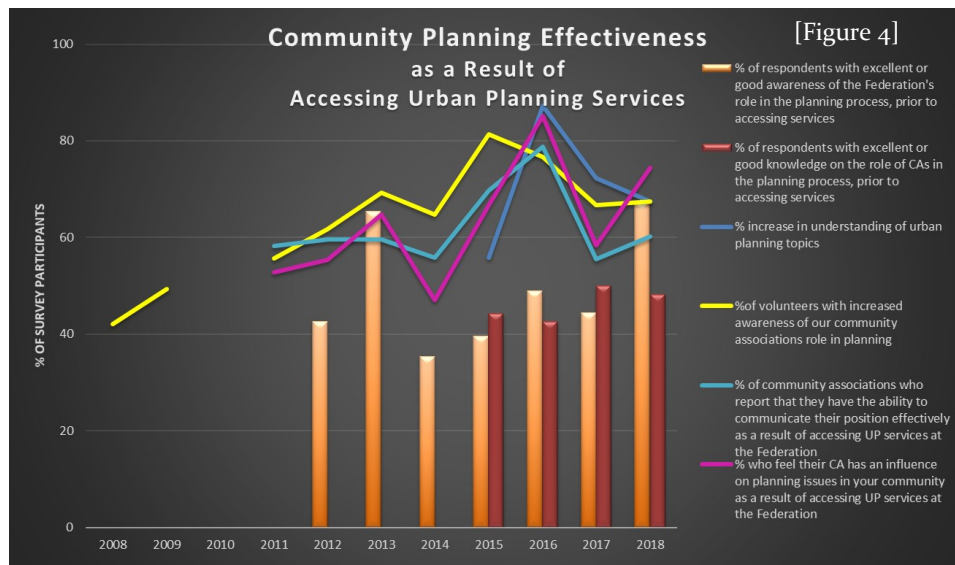


[Figure 3]

How Well Did We Do It? (Continued)

AS A RESULT OF ACCESSING URBAN PLANNING:

- 67.4 % reported an increase in knowledge of the role of community associations in the planning system (skills/knowledge)
- 86.05% reported that they have increased awareness of the Federation's role in informing community associations of planning issues/processes (attitude/opinion)
- 86.04% reported that they have the ability to communicate their position more effectively (behavior)



By participating in urban planning programs and services, volunteers report increased impact around understanding, awareness, and ability to communicate urban planning related issues (Figure 4). As noted, we are still having a positive impact in helping volunteers learn about the planning process and have made efforts to improve both understanding and effectiveness. As a result of some of our rating last year, we started a new urban planning bi-weekly update as well as inserts in the regular Get Engaged and blog.

Other Great Things

- Partner and charitable sponsor for Board Leadership Calgary
- Committee Members of:
 - Calgary Affordable Housing Strategy
 - Calgary Cultural Plan
 - Calgary Local Immigration Partnership
 - Calgary Poverty Reduction Initiative—Community Hubs
 - Communities ChooseWell
 - Community Representation Framework (CRF)
 - Community Development Learning Initiative Calgary (CDLI)
 - Emergency Preparedness Initiative of Calgary (CCVO)
 - Neighbour Day
 - Neighbourhood Change Research Partnership—National Board and Calgary based committees
 - Site Planning Team
 - Welcoming Policy Advisory Table



FEDERATION OF
CALGARY COMMUNITIES

Suite 110, 720 - 28 Street NE
Calgary, Alberta T2A 6R3

T 403.244.4111

F 403.244.4129

E fcc@calgarycommunities.com

calgarycommunities.com

