



FEDERATION OF
CALGARY COMMUNITIES



2019 REPORT CARD

April 1, 2018 — March 31, 2019

This report summarizes the results of our 2019 Annual Member 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 we ask board volunteers from member organizations, with a heavy emphasis on community associations, to provide feedback in our Annual Member Satisfaction Survey. This year, 163 individuals, or 84% of the respondents were from community associations across the city. Of the survey respondents, only 24% answered the survey last year while 75% could not remember or were new to the survey.

This report aligns with the City of Calgary reporting period.



HOW MUCH DID WE DO?

WHO WE SERVE

It all starts at the community level. We serve more than 230 small non-profit organizations, including the 151 community associations.

Every day these volunteer-run organizations are positively impacting Calgarians and shaping our city.

While we have evolved and grown as a non-profit since we formed in 1961, we remain committed to serving over 20,000 community volunteers.

WHAT WE DO

We support, train, and encourage community non-profit leaders and volunteers.

We give them the education and tools they need to continue making Calgary a great place to live, work, and play.

We advocate for them and recognize the community volunteers making a difference in our city.

BE PART OF IT!



ENGAGEMENT

Urban Planning



13 workshops



334 attendees



667 requests for support



8 resources developed

Organization Development



13 workshops



228 attendees



869 requests for support



5 resources developed

Building Stronger Communities



13 workshops



265 attendees



296 requests for support



5 resources developed

Celebrating Communities



4 workshops



36 attendees



361 requests for support



3 resources developed

FINANCIAL SERVICES



14 workshops



124 attendees



148 audits and 144 tax returns



5 resources developed

TOTAL:



58 workshops



987 attendees



2,193 requests for support



148 audits and 144 tax returns



26 resources developed

HOW WELL DID WE DO IT?

AS A RESULT OF ACCESSING OUR SERVICES...

Dollars returned to our members



\$279,424
in lowered
audit fees



\$74,717
in ENMAX
Energizing Spaces grants

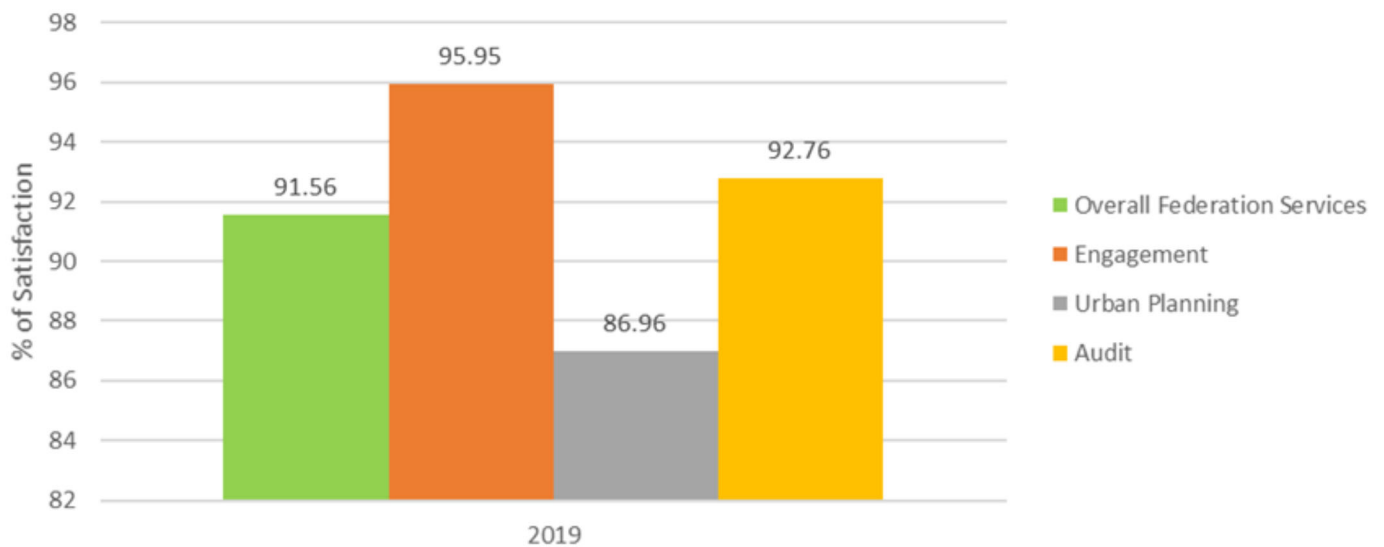


\$76,173
in *ActivateYYC*
microgrants



\$430,314

Overall Satisfaction with Federation Programs and Services



64% use ideas
from other
members to
make change
in their
organization

68% share
Federation
information with
other board
members

95% state the
Federation plays a
valuable role in
promoting CAs
and belonging

56% of CAs
participate in
Urban Planning



IS ANYONE BETTER OFF?

AS A RESULT OF ACCESSING OUR SERVICES...

Through our satisfaction survey, we asked respondents to rate their knowledge prior to accessing our services, and then tell us how our programs and services impacted their knowledge. Here's what our members told us:

We increased their knowledge of the role of CAs in urban planning by **128%**

We increased their knowledge of non-profit governance by **123%**

We increased their ability to meet their organizations needs by **117%**

We increased knowledge of financial practices by **79%**

We increased their understanding of urban planning topics by **76%**

We increased their ability to read and analyze financial statements by **61%**

THANK YOU!



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