



Family Futures  
Resource Network

# 2020 Annual Report

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# Vision & Mission

**Family Futures Resource Network builds on the strengths of individuals and families through connection, support and education to create a better future.**

**STRONGER  
FAMILIES  
FOR A  
BETTER  
FUTURE**



# Letter from Leadership



**CHAIRPERSON & EXECUTIVE DIRECTOR**  
Sue Hopgood & Shari-Lynne Gidyk

## **2020 has been an exciting year of growth, adaptability and responsiveness.**

At the start of the year, the delivery of the municipally funded programs continued while awaiting the announcement regarding the applications for new provincial funding to replace Parent Link Funding. Family Futures Resource Network was thrilled to be successful in this application process. This new funding model allowed us to not only serve Southeast and Southwest Edmonton but to expand our services to West Edmonton. It also allowed us collaborate with other agencies more directly. The joy of this success was quickly combined with the challenge of navigating the delivery of programs and services, along with the rest of the world, through a pandemic.

Throughout this year, the key focus was to continue to support children, youth, and families

by providing information and referrals, and high-quality programs and services in new ways. The agency quickly adapted programs and services while keeping staff and participants safe.

Programs and services continued as planned for the first quarter of the year. By April, programs and services were completely suspended as we awaited further information from the government. With new restrictions staff redesigned as many of our programs as quickly as possible to be accessible virtually with video chat.

## **We also used this as a unique opportunity to look at programming differently.**

We increased the number of programs offered as well as increased program capacity to accommodate more participants. We also introduced prerecorded programming; take-home kits with supplies and instructions included; and downloadable At-Home Family Fun programs. Our YouTube channel has been a great way for families, from anywhere in the world, to access Family Futures Resource Network programs any time of the day. These program options will remain ongoing.

By summer, home visitation resumed outdoors and in-person programs returned with a 50% reduction in capacity. However, with restrictions, tightened programs were no longer allowed in-person. Access to community and school buildings also closed.



# Letter from Leadership

What can we say about 2020 that hasn't already been said? While it has been a time that we may not look back on very fondly, it has also been an extraordinary year for the agency. We could not be prouder of our staff and agency for their courage and leadership to take risks and pivot, continuing to provide exceptional service to our participants and communities.

As soon as it is safe, we will resume our in-person programming and events. We think we can speak for the board, staff and volunteers when we say we miss Pancake Palooza and Hangin' With Dad, to name a few. We look forward to seeing our Family Futures Resource Network family in person again.

## Board of Directors

### CHAIRPERSON

Sue Hopgood

### VICE CHAIRPERSON

Chris Robb

### SECRETARY

Mary Anne Clark-Marlow

### TREASURER

Paul Pankiewicz

### MEMBERS AT LARGE

Andrea Fong  
Leanne Johnson  
Charla Freeman  
Jason Lefebvre  
Joca Hornbrook

### ADVISORY MEMBERS

Melissa Tremblay  
Zainul Mohamed

The agency thanks Charla Freeman for her years of leadership as she retires from the Board of Directors. Thank you for bringing your passion, intellect, insight, and experience to Family Futures Resource Network.

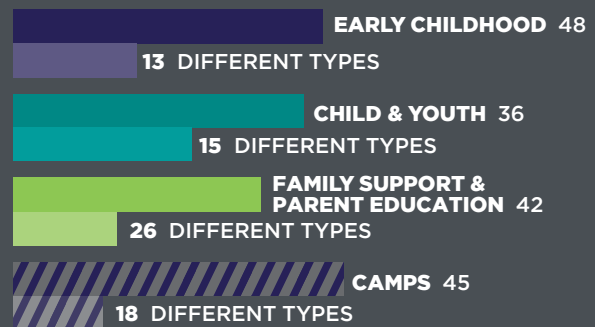
THIS PAST YEAR THE AGENCY SERVED

# +1,700

MORE UNIQUE PARTICIPANTS

The agency continued to notice an increase in the number of participants attending more than one program.

## 171 PROGRAMS OFFERED



**FAMILY MENTORSHIP** provided over 2000 visits, along with over 1000 extra communications to keep families connected amid COVID-19.



# OVER 350 PEOPLE

accessed supported referrals, outreach services, and one-on-one parenting support.

IN 2020, AGENCY VIDEOS HAD OVER

# 8,000

VIEWS ON YOUTUBE

The YouTube channel only started April 2020.

# Programs & Services

**The number of children, youth and families who have registered and attended online programming, or directly reached out has demonstrated the significance of human connection during challenging times and how valued agency programs and services are.**



**PROGRAM SERVICES MANAGER**  
Marie Deis

With the onset of COVID-19, the delivery of programs and service were continuously adapted, as per government guidelines, to accommodate different programming solutions. This resulted in a variety of options for participants such as pre-recorded programs, virtual programming, on site programming with a reduced capacity, and physical kits available for pick-up. Social media channels were also actively utilized to share information and increase engagement with the online Family Futures Resource Network community.

Throughout the adaptations, participants continued to share their appreciation for on site and virtual programming. They expressed the importance of social connections for themselves and their family. This along with an appreciation for the safety measures the agency took to provide them with a place to connect during stressful and isolating times.

Programs and services are designed to support children, youth, and families to maintain and enhance natural supports and community connections. Under the new provincial model, the



**THE ENHANCED MODIFICATIONS TO PROGRAMS AND SERVICES MADE VALUABLE PROGRAMS ACCESSIBLE TO MORE PARTICIPANTS.**



# Programs & Services

continuum of programs and services were expanded. Many new programs and services were added and new partnerships with community agencies were formed. Staff received additional training in Trauma-Informed Practice, Infant Mental Health, suicide

prevention and intervention, Positive Discipline and Strengthening Families to aid in supporting families. The enhanced modifications to programs and services made valuable programs accessible to more participants.



## Early Childhood and Parent Education

These programs offered parents and caregivers opportunities to strengthen their parenting; support their children's social, emotional and physical development and their intellectual growth. Program Facilitators and Community Resource Navigators supported parents to learn about their children's development using the Ages and Stages Questionnaire screening tool. The agency added additional programs to be responsive to high program waitlists.

The staff received very positive feedback from community

professionals about the launch of the agency's YouTube channel. Rhymes, Songs and Story Time program videos, in particular, received accolades from a speech therapist who used them with their clients.

In both the home visitation and parent education programs, the staff saw an increased need to support mothers dealing with perinatal mood disorders. Parents have spoken of the impact of increased isolation affecting their well-being.

## PROGRAM FEEDBACK

Participants were invited to provide feedback at the completion of each program.

### EARLY CHILDHOOD AND PARENT EDUCATION PROGRAMS

**98% AGREE**

I have learned new activities, skills, and strategies that I can use with my child at home to support their growth and learnings.

**95% AGREE**

This program has increased my confidence and knowledge in parenting.

**80% AGREE**

I have more knowledge about choosing activities that are appropriate for my child.

### CHILD & YOUTH PROGRAMS

**92% AGREE**

I feel that I have a close friend and/or relative with whom I can confide in and receive support.

**OVER  
20,000**  
SURVEYS COMPLETED

# Programs & Services



## Child and Youth

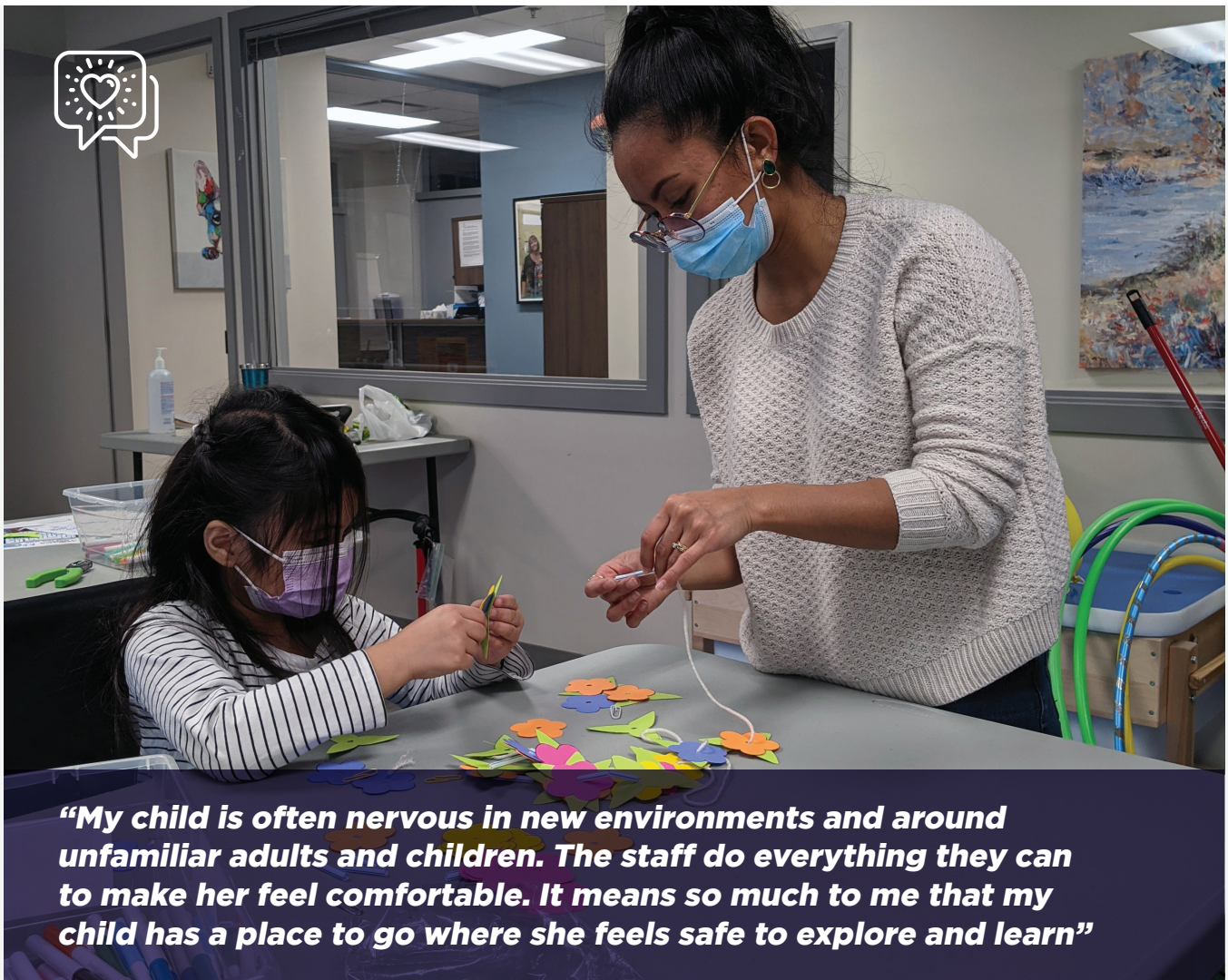
The agency's child and youth programs and services for participants 6-18 years old used leading research and practices to increase social and life skills such as problem-solving, friendship building, anger management, communication, goal setting, youth empowerment, and emotional self-awareness.

The child and youth team enhanced and expanded programs and services available to youth over 14 and are developing supports for the parents of these youth. The addition of programs for older youth supported the agency's goal to provide diverse programs across a larger span of age ranges.

WITH THE ADDITION OF  
PROGRAMS FOR YOUTH  
14+ THE AGENCY SAW

# 75+

NEW PARTICIPANTS IN  
THIS AGE RANGE



***"My child is often nervous in new environments and around unfamiliar adults and children. The staff do everything they can to make her feel comfortable. It means so much to me that my child has a place to go where she feels safe to explore and learn"***



# Programs & Services



**74% OF CAMPERS AGREED OR STRONGLY AGREED THEY WOULD RETURN TO CAMP ANOTHER YEAR.**



## Summer Camps

Summer Camps for 6 to 12-year-olds ran in-person following COVID-19 guidelines. Additional safety measures included reduced numbers for physical distancing, increased sanitization and disinfecting processes, and revised drop-off and pick-up protocols.

Camps ran for a full 8-weeks in three locations without incident of COVID-19 infection. Families provided positive feedback and were grateful programs existed in person. Many compliments were received regarding the high calibre of staff and themes.



## Family Events

In August, Family Futures Resource Network partnered with **The Red Road Healing Society** for a fun-filled afternoon immersed in First Nations tradition. Traditional crafts, storytelling and a bag lunch with bannock were provided to families.

Blankets were positioned in the green space at Meyokumin

park to allow each family to participate while maintaining physical distancing.

In November, **Coats for Kids** was held over three days at the

Millhurst Community League.

This event helped outfit over 90 adults and 105 children with warm winter wear.

**+195**

**PEOPLE OUTFITTED WITH WARM WINTER WEAR**

# Programs & Services



## Family Mentorship - Home Visitation

***"Research shows that if practitioners can help families focus on developmental parenting, even in times of trauma and chaos, the attachment to each other will keep the children learning and developing appropriately and the family will also be more resilient through the crisis."***

*Kochanska, 1995, 2001; Liable & Thompson, 2000; Roggman et al., 1987*

Trained Family Mentors provided families expecting children or those with children from newborn to age six, information and support. The key focus for staff was to strengthen parenting techniques, increase knowledge regarding developmental milestones, and support parents to provide a

safe, nurturing environment. Service delivery was adapted to phone calls, video chat, text messages, zoom and outdoor visits. Resources were also developed and delivered to families. Sidewalk chalk, bubbles and large bouncy balls became favourite props for families and their children.

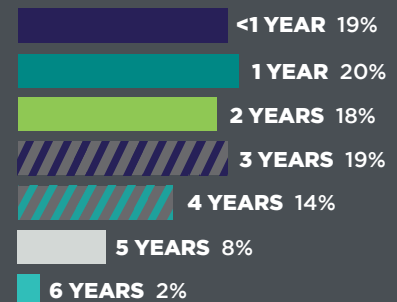
THE AGENCY'S FAMILY MENTORSHIP TEAM HAS

**74 YEARS**  
OF HOME VISITATION EXPERIENCE

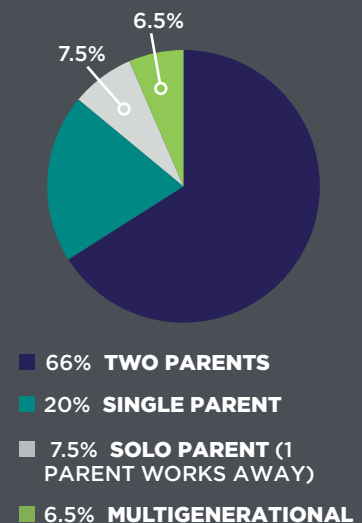
## PROGRAM FAMILIES

Demographics of families in the Family Mentorship - Home Visitation program.

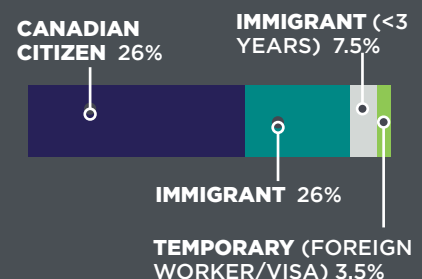
### AGE OF TARGET CHILD



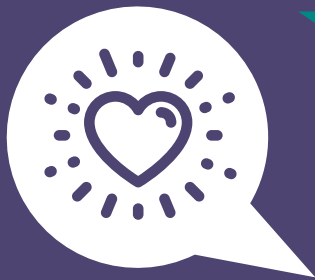
### FAMILY COMPOSITION



### IMMIGRATION STATUS







IT HAS PROVIDED A NETWORK FOR OUR FAMILY. WHERE OUR KIDS HAVE GOTTEN TO MEET TRUSTED ADULTS AND ENCOUNTER OTHER KIDS IN A STRUCTURED LEARNING ENVIRONMENT. IT'S REALLY NICE TO SEE FAMILIAR FAMILIES ATTENDING VARIOUS PROGRAMS OVER THE YEARS.

### **I FEEL MORE CONFIDENT**

RAISING MY KID AND FEEL I WILL HAVE SUPPORT AND ASSISTANCE WHEN I HAVE CONCERNS. THERE ARE SO MANY VALUABLE RESOURCES THAT I CAN TAKE ADVANTAGE OF.

## **I AM NOT BY MYSELF**

MY SON HAS A SPEECH DELAY SO BEING AROUND SUPPORTIVE STAFF AND FRIENDLY CAMPERS HAS HELPED HIM SO MUCH!

ATTENDING PROGRAMS NOT ONLY HELPED ME LEARN AND HAVE FUN WITH MY CHILDREN, BUT IT HELPED ME WITH POSTPARTUM. THE PROGRAMS GAVE ME SOMETHING TO LOOK FORWARD TO WHILE **BONDING WITH MY CHILDREN.**

MY SON HAD A FANTASTIC TIME AT THIS CAMP. LEARNING ABOUT HOW HE AND OTHERS ARE UNIQUE + SPECIAL WAS 'SO MUCH FUN' FOR HIM. HE HAS MADE A NEW FRIEND, GAINED CONFIDENCE AND DEVELOPED NEW SOCIAL SKILLS. HE WAS EXCITED TO ATTEND CAMP EVERY DAY AND VERY MUCH ENJOYED SPENDING HIS DAYS WITH YOUR STAFF AND HIS FELLOW CAMPERS. MY SON SAID 'THE STAFF MADE HIM FEEL GOOD ABOUT HIMSELF' AND THEY MADE HIM FEEL SPECIAL. THANK YOU!



**I FEEL SAFE TO SEND HIM HERE**

# Strategic Direction

**The changes in 2020 have set the stage for more growth in 2021 with the following strategic goals:**

- 1** Family Futures Resource Network will have programming that responds to the diversity of the communities we serve.

The agency has started working towards this strategic direction by developing partnerships with diverse population serving agencies. With 38 permanent staff members, the agency can communicate in over 15 different languages. The agency will utilize this more in 2021.

- 2** Family Futures Resource Network will position itself for growth through community connections.

The new Family Resource Network model will make community connections easier by supporting and encouraging collaboration. Home Visitation services in West Edmonton will create the opportunity for further growth. Once restrictions ease, the agency looks forward to programming again within community spaces.

- 3** Family Futures Resource Network will deliver new and expanded programming for youth and teens.

The agency has partnerships with youth serving agencies and will launch initiatives in 2021. The agency will increase promotions to advertise new programming to attract youth.

- 4** Family Futures Resource Network will continue to become more sustainable through the development and delivery of revenue-generating programming.

Revenue generating programming has been made possible by charging an affordable fee for programs such as summer camps and school closure days. These programs are highly sought after by families. With Canada Summer Jobs grants, the agency will continue to provide summer programming.



# Funders

**Family Futures Resource Network is proud to play such a vital role in the community and recognizes the support from municipal and provincial governments in ensuring the continuity of core programs and services.**

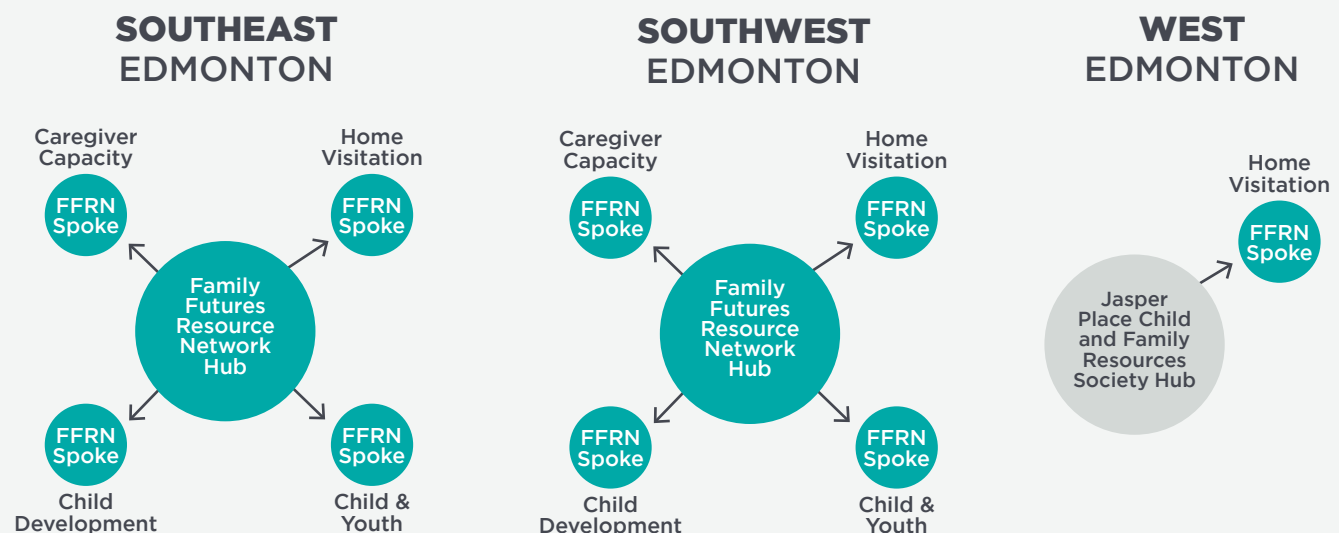


## Provincial Family Resource Network Model

Provincial Family Resource Networks (FRNs) deliver high-quality prevention and early prevention services and supports for children aged 0 to 18. Through a Hub-and-Spokes model of service delivery, geographical and cultural networks provide a range of services and support that focus on child development and well-being, caregiving capacity building, and opportunities for social connection.

As two hubs serving Southwest and Southeast Edmonton, Family Futures Resource Network (FFRN) supports families within these communities in navigating service systems and

accessing community resources. With the hub and spoke design, spokes are the delivery of services and programming in each network. The agency provides program support for each hub in four distinct spoke areas: child development, caregiver support, child and youth, and home visitation. With an increase in funding the agency was also approved to provide the home visitation spoke to the Jasper Place Child and Family Resources Society hub, serving West Edmonton. This model prompted a change in programming structure with reduced funding to early childhood development but increased funding to child and youth and family support.

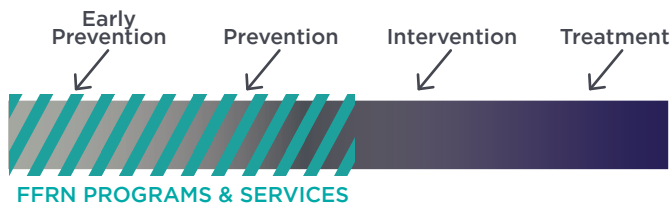


# Funders



## City of Edmonton Family & Community Support Services

Family Futures Resource Network continues to provide social services funded through the City of Edmonton Family & Community Support Services (FCSS). The agency delivers family support, child and youth programs, information and referrals, and family mentorship services to increase protective factors and reduce risk factors for families. FCSS funded programs ensure a continuum of early prevention and prevention services are available to infants, children, youth, parents and caregivers.



### EARLY PREVENTION:

when protective factors address or modify risk factors before restorative supports are required.

### PREVENTION:

the active pursuit of individual, family and community protective factors that lead to the well-being of self and others.

### INTERVENTION:

a level of support designed to improve knowledge, skills and values needed to change behaviours and the trajectory of risk factors.

### TREATMENT:

a level of support designed to improve knowledge, skills and values needed to cure, eliminate and/or reverse the effects of risk factors.

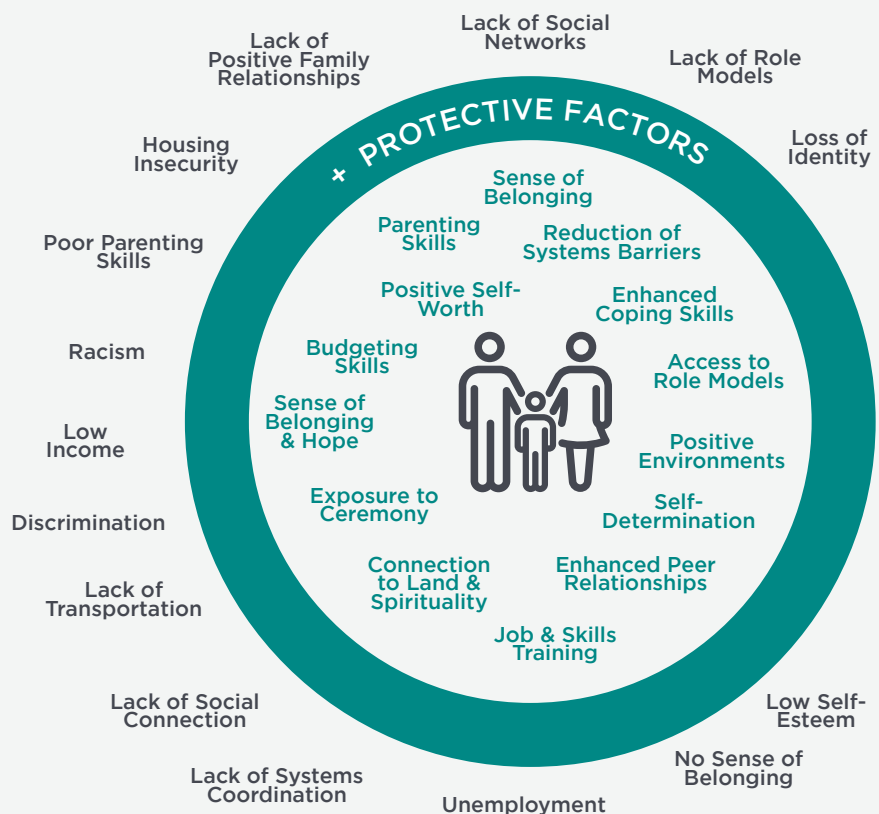
While some families will already have developed resiliency through established protective factors, other families will face significant adversity and be more vulnerable to risk factors.

### + PROTECTIVE FACTORS:

conditions or attributes that mitigate or eliminate risk leading to enhanced vulnerability.

### - RISK FACTORS:

characteristics, behaviours or conditions that increase the likelihood of harm among families and the larger society.



# Partners

**Family Futures Resource Network is fortunate to have a wide range of partners in the community. With these partnerships, families can benefit from more seamless and meaningful programs and services, no matter the level of support needed.**

## **HUB-AND-SPOKE PARTNERS**

- Boys & Girls Clubs Big Brothers Big Sisters of Edmonton and Area Society
- Multicultural Health Brokers Cooperative
- Red Road Healing Society
- ASSIST Community Services Centre
- The Family Centre of Northern Alberta
- Jasper Place Child and Family Resource Society

## **ADDITIONAL PARTNERS AND INFORMAL COLLABORATIONS**

- Alberta Health Services
  - Edmonton Public Libraries: Heritage Valley Branch
  - Edmonton Community Leagues: Southwood, Lendrum, Heritage Point, Allendale, Millhurst, Grandview Heights, Pleasantview, Ridgewood, Leefield,
  - Yellowbird; YMCA: Y Digital Workshops
  - Edmonton Public Schools: Ellerslie Campus, Steinhauer School, Dr.Lila Fahlman, Tipaskan Elementary, Dan Knot Junior High, Ekota Elementary Johnny Bright, Edith Rogers
  - Junior Achievement of Northern Alberta
  - ADHD Association of Greater Edmonton
  - Ellerslie Road Baptist Church
  - Capital Region Housing
  - The Centre For Family Literacy
  - Child and Adolescent Services Association
  - Early Years Coalitions: Millwoods, South East, South West
  - Millwoods Presidents Council
  - Edmonton Fatherhood Involvement Initiative
  - The Way-In Advisory Committee
  - Mill Woods Wahkohtowin Family Night;
  - New Mom's Network
  - Health for Two Network
  - 211 Network
  - Out Of School Care Network
  - South Edmonton Youth Allies Coalition
  - South West Edmonton Collaborative
  - Youth Agency Collaboration
  - National Child's Day
  - Living Hope
  - Alberta Home Visitation Network Association
- The agency has made every effort to ensure this list is complete and accurate.



# Financials

## PAST TREASURER

Paul Pankiewicz

What started as an exciting new year with multiple new planned programs quickly turned into one of the most challenging times our society had experienced with COVID-19.

From a financial perspective, the pandemic did not have a material adverse effect on the agency's overall financial

health. Revenues were not negatively impacted as all funders supported our communities with their original commitments before the pandemic. Overall Revenues grew from \$2.2M to \$2.4M in 2020. Growth is attributed to the Alberta Government's new model which included several new opportunities.

Overall Expenses were extremely well managed, considering all the new

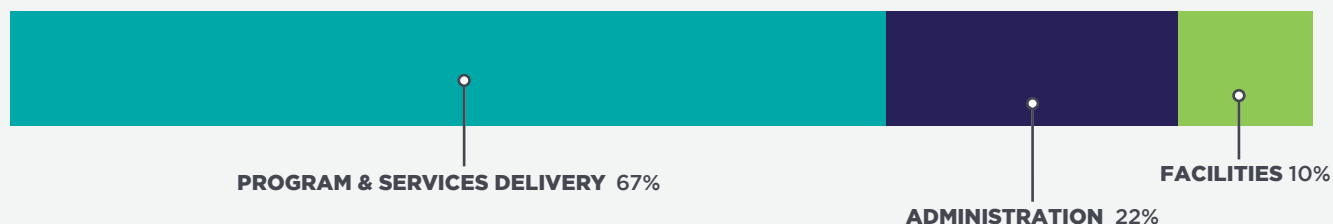
unbudgeted costs attributed to the Covid 19 pandemic. Expenses grew from \$2.4M to \$2.5M mainly as a result of more staff positions and new programs.

Overall cash was consistent with prior years and the agency is holding a very healthy position of \$1.1M compared to \$0.8M from 2019. Similarly, in other years, RSM completed the external audit and issued another positive opinion.

## 2020 REVENUE



## 2020 ALLOCATION OF EXPENSES



# Financials

## FAMILY FUTURES RESOURCE NETWORK

### Statement of Financial Position

December 31, 2020

	2020	2019
<b>ASSETS</b>		
<b>CURRENT</b>		
Cash	\$ 1,128,034	\$ 757,342
Restricted cash (Note 3)	51,545	107,738
Accounts receivable	12,909	15,674
Prepaid expenses	49,940	45,755
	1,242,428	926,509
<b>TANGIBLE CAPITAL ASSETS (Note 4)</b>	<b>213,948</b>	<b>267,862</b>
	<b>\$ 1,456,376</b>	<b>\$ 1,194,371</b>
<b>LIABILITIES AND NET ASSETS</b>		
<b>CURRENT</b>		
Accounts payable and accrued liabilities	\$ 202,766	\$ 109,257
Monies held in trust	-	11,536
Deferred contributions (Note 5)	445,227	218,064
	647,993	338,857
<b>DEFERRED CONTRIBUTIONS RELATED TO TANGIBLE CAPITAL ASSETS (Note 6)</b>	<b>9,708</b>	<b>18,956</b>
	<b>657,701</b>	<b>357,813</b>
<b>NET ASSETS</b>		
Invested in tangible capital assets	204,240	248,906
Internally restricted (Note 7)	585,000	405,000
Unrestricted	9,435	182,652
	798,675	836,558
	<b>\$ 1,456,376</b>	<b>\$ 1,194,371</b>

LEASE COMMITMENTS (Note 8)

# Financials

## FAMILY FUTURES RESOURCE NETWORK

### Statement of Operations

Year Ended December 31, 2020

	2020	2019
<b>REVENUES</b>		
Grants:		
Alberta Children's Services - South East Family Resource Network	\$ 897,601	\$ 1,036,716
Alberta Children's Services - South West Family Resource Network	661,374	349,388
Family and Community Support Services - Family Support and Outreach	652,603	652,603
Alberta Children's Services - West Family Resource Network	176,045	73,454
Canada Summer Jobs	34,458	61,387
Edmonton Community Foundation	-	18,944
Stollery Charitable Foundation	-	2,045
	<b>2,422,081</b>	<b>2,194,537</b>
Other:		
Casino	43,257	61,971
Fee for service and other	39,945	96,682
Donations and general fundraising	210	1,760
Interest	-	14
	<b>83,412</b>	<b>160,427</b>
	<b>2,505,493</b>	<b>2,354,964</b>
<b>EXPENSES</b>		
Salaries and wages	1,720,383	1,545,716
Employee benefits	279,059	206,018
Rent	212,695	305,909
Amortization	53,914	64,160
IT support	48,536	19,094
Office	35,799	32,139
Repairs and maintenance	30,576	58,652
Program costs	28,625	32,110
Advertising	24,357	26,047
Travel	19,315	21,544
Telephone	18,962	16,252
Utilities	16,655	20,330
Training and recruitment	14,365	5,749
Database	12,518	13,564
Memberships, licenses and insurance	10,567	11,075
Professional fees	9,805	11,586
Board and volunteers	7,245	14,467
	<b>2,543,376</b>	<b>2,404,412</b>
<b>DEFICIENCY OF REVENUES OVER EXPENSES</b>	<b>\$ (37,883)</b>	<b>\$ (49,448)</b>





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