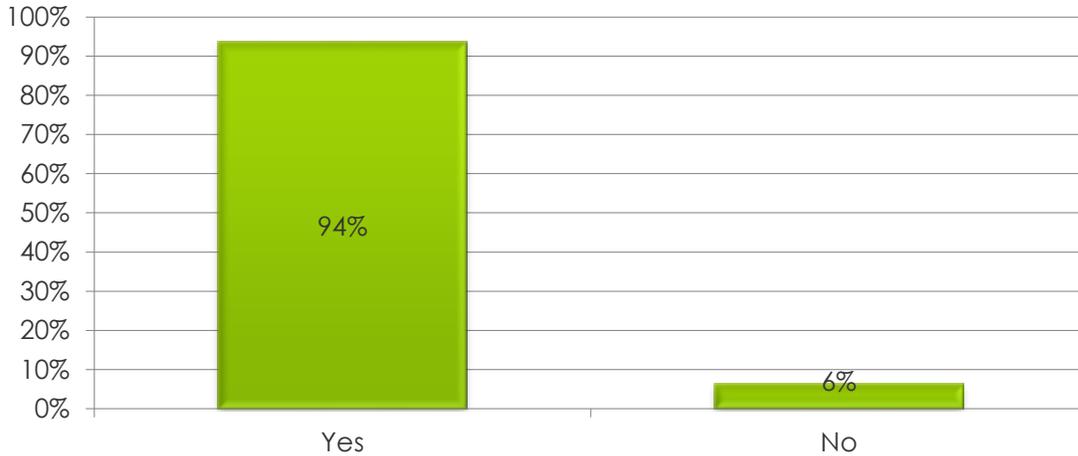


ALIGN Survey: August 2021 All Data Charts and Verbatim Qualitative Responses

Agency Context

Does your agency or organization provide services directly to children, youth and/or families? (n=64)



Which of the following participating associations do you hold membership in? Check all that apply. (n=60)

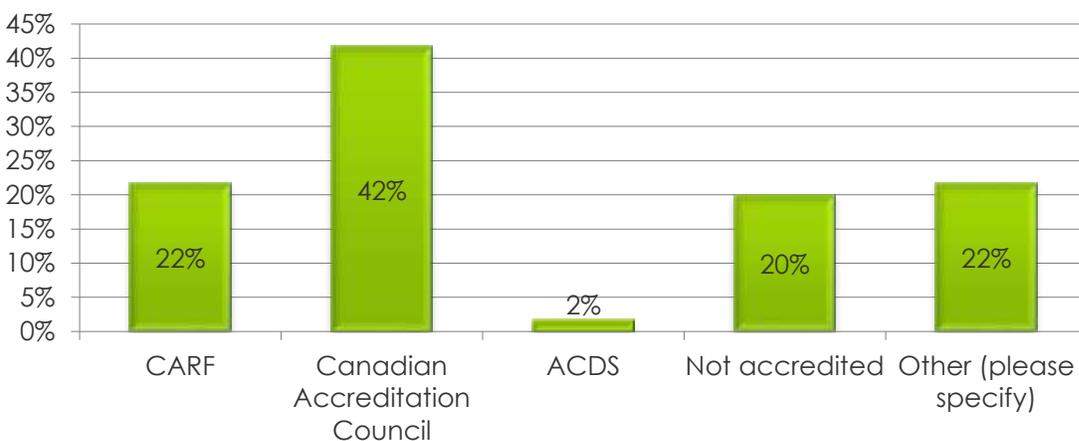


Other:

AISCA
Inclusion Alberta, Families Canada, Edmonton Council of Service Providers, St. Albert District and Chamber of Commerce, Edmonton Chamber of Voluntary Organizations
AISCA (Independent Schools)

AFKA
ACWS - Alberta Council Women's Shelter AASCF Alberta Assoc for Children and Families
FASD Fetal Alcohol Spectrum Disorder Network ACCA Alberta Community Crie Association
National Elder Abuse - It's Not Right Campaign Little Warriors REACH Edmonton Council for Safe Communities SPCA PetSafekeeping Program
Supervised Visitation Network
CIAV, IMPACT, CAPC/CPNP
ECVO, CCVO, Family Service Canada
ABDA, PCAP Council of Alberta
ACRC
ACRC
Home visitation model
not certain
CENC, FCS
CCVO ABNN AFP
CCVO

If your agency/organization accreditation, please select the accrediting body or if not check not accredited.
(n=60)



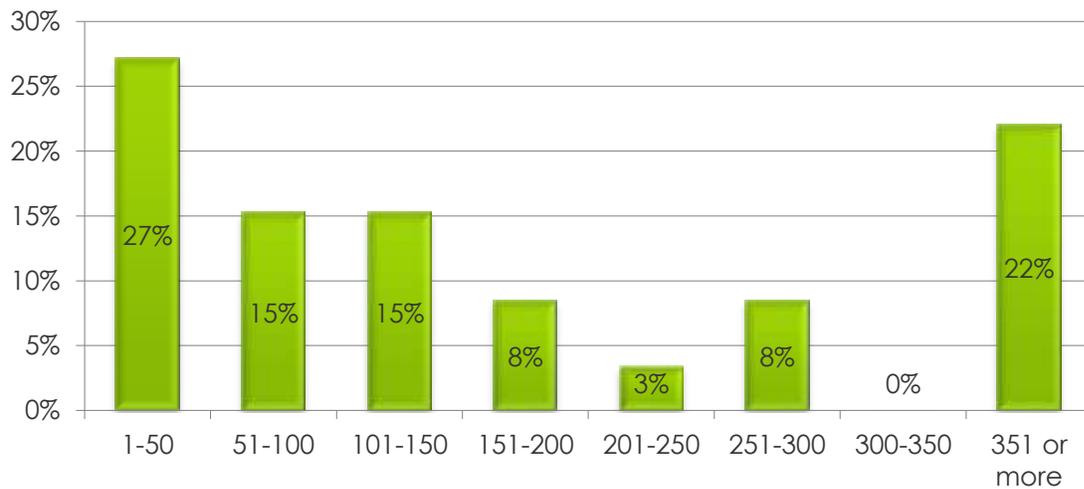
Other:

Creating Excellence Together (CET)
Creating Excellence Together
CET - Creating Excellence Together
Imagine Canada
Council on Accreditation
Council of Accreditation (COA)
Council on Accreditation (COA)
Teaching Family Association

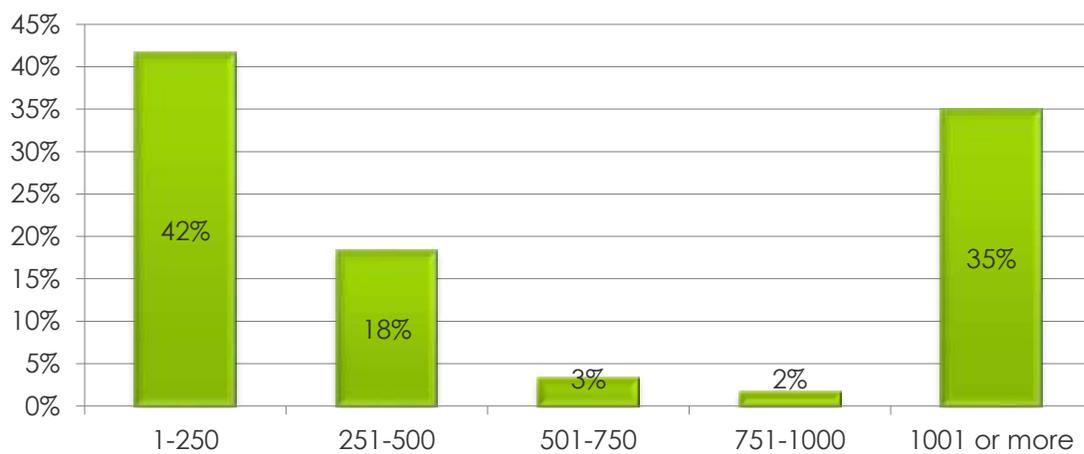
CET
Canadian Centre for Accreditation
don't believe
Canadian Centre for Accreditation
Accreditation Canada

Children and Families Served

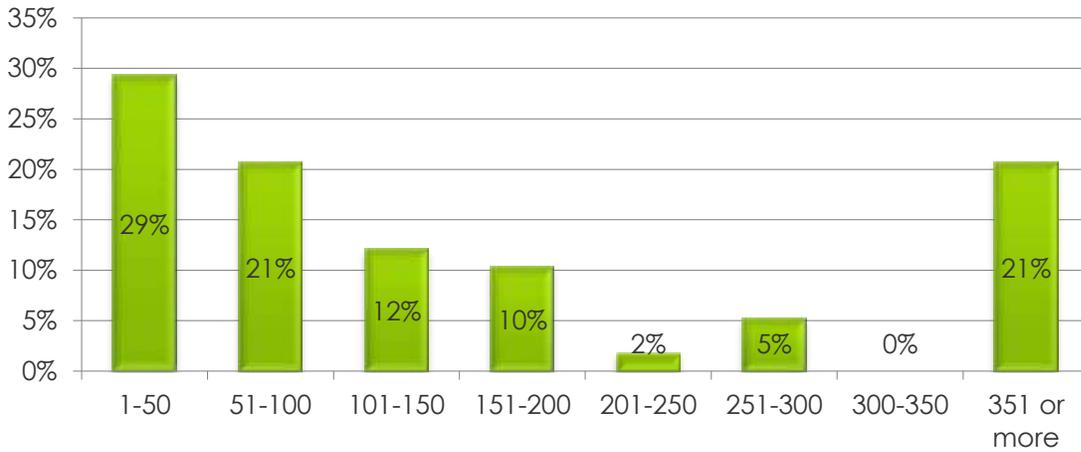
What is the total number of children served by the agency/organization on a monthly basis? (n=59)



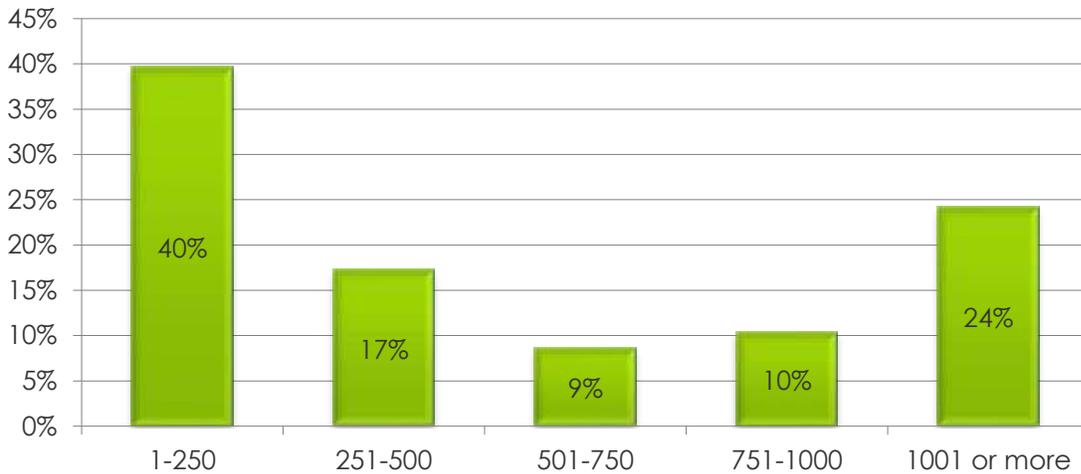
What is the total number of children served by the agency/organization on a annual basis? (n=60)



What is the total number of families served by the agency/organization on a monthly basis? (n=58)

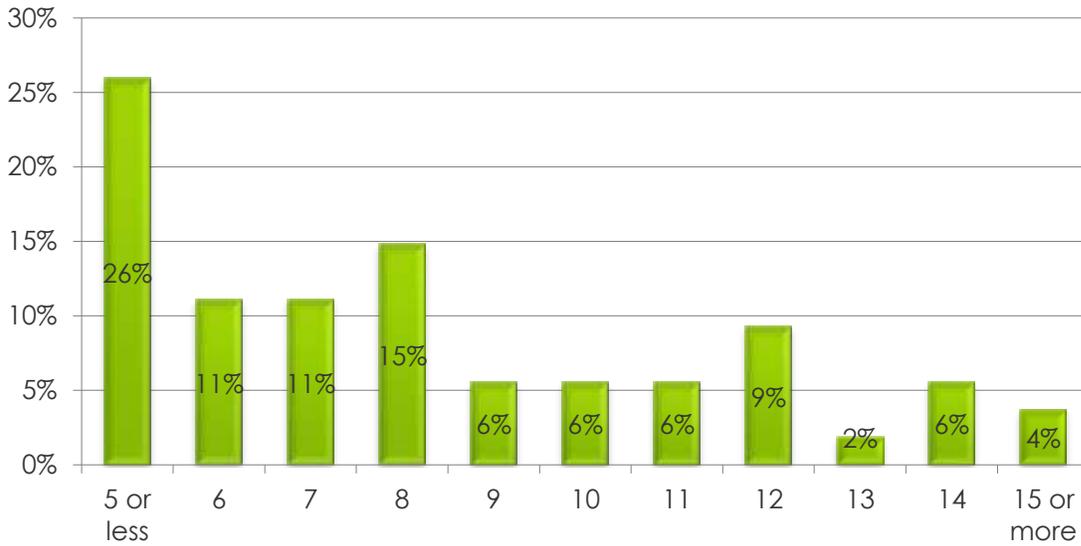


What is the total number of families served by the agency/organization on an annual basis? (n=58)

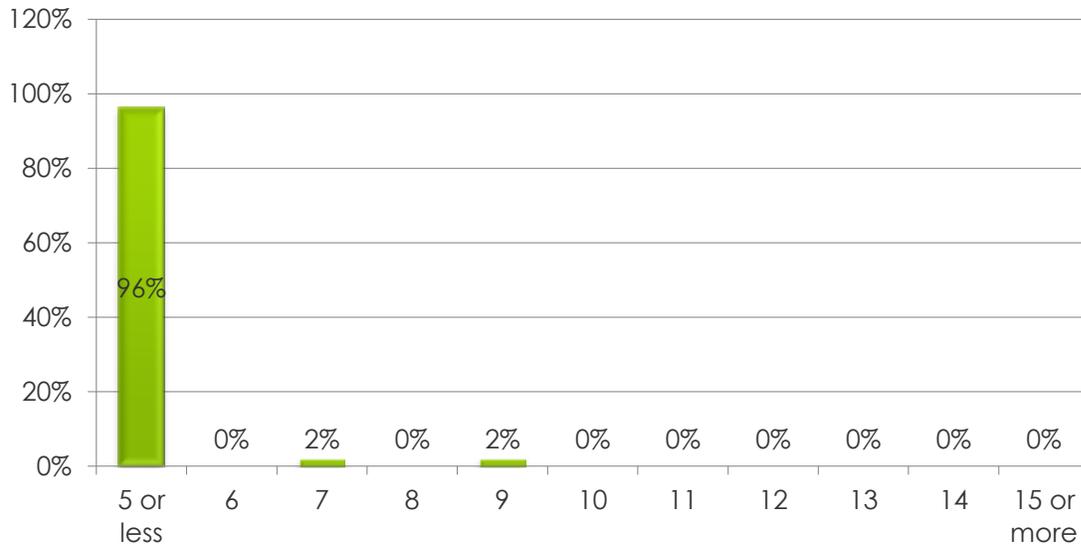


Board and Volunteer Positions

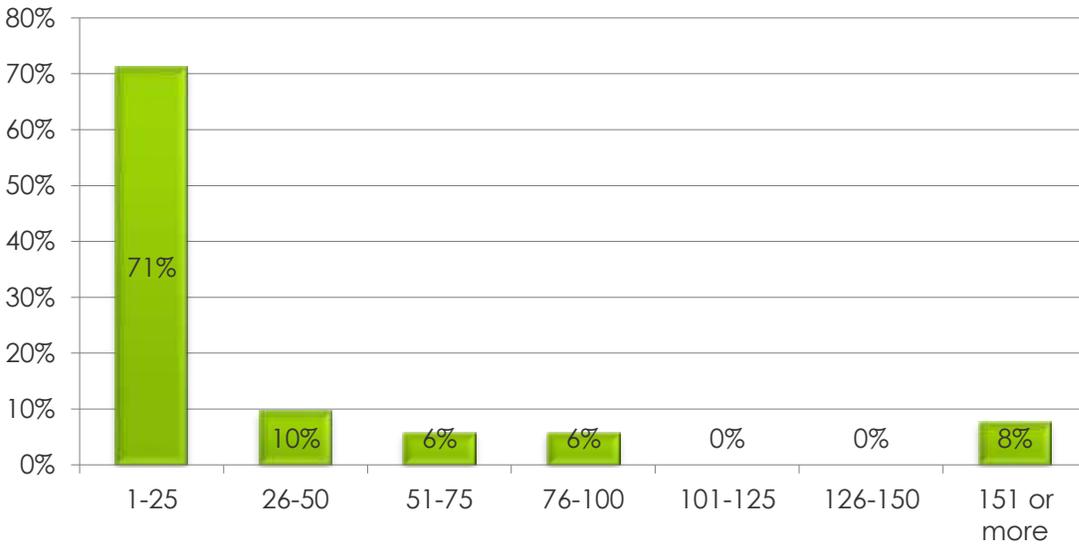
How many filled board member positions does your agency/organization have? (n=54)



How many vacant board member positions does your agency/organization have? (n=52)

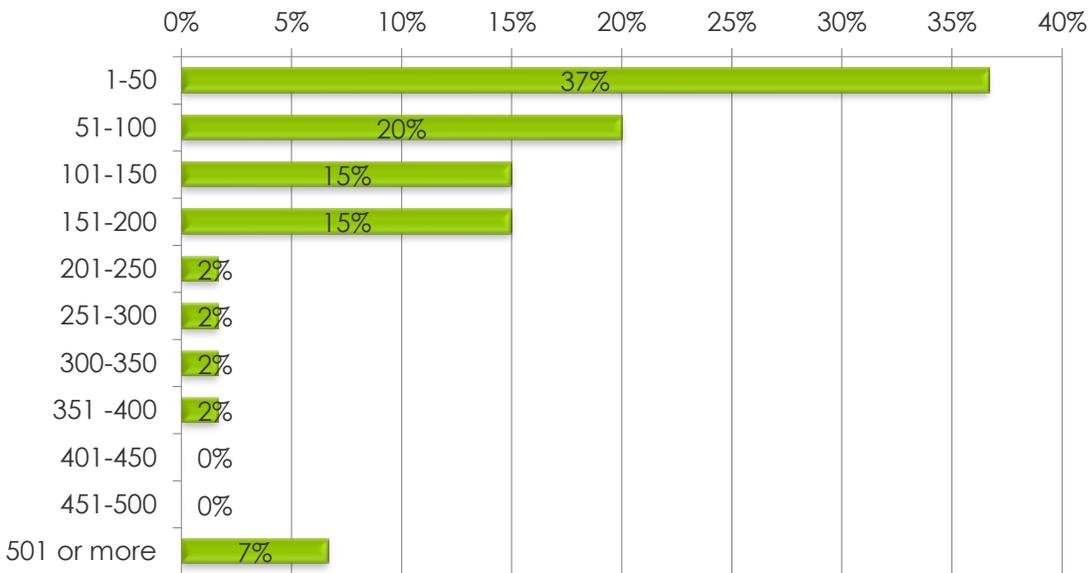


How many volunteers does your agency/organization have? (n=52)



Employee Information

What is the total number of employees? (n=60)

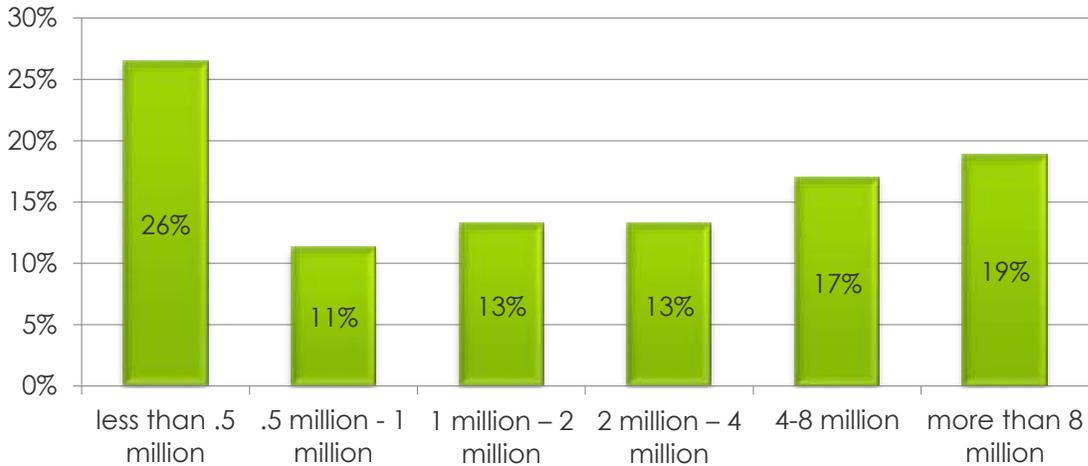


Question	Average	Median	Total Reported
What percent (%) of staff are considered full time? (n=58)	54%	64%	-
What percent (%) of staff are considered part-time? (n=58)	33%	32%	-

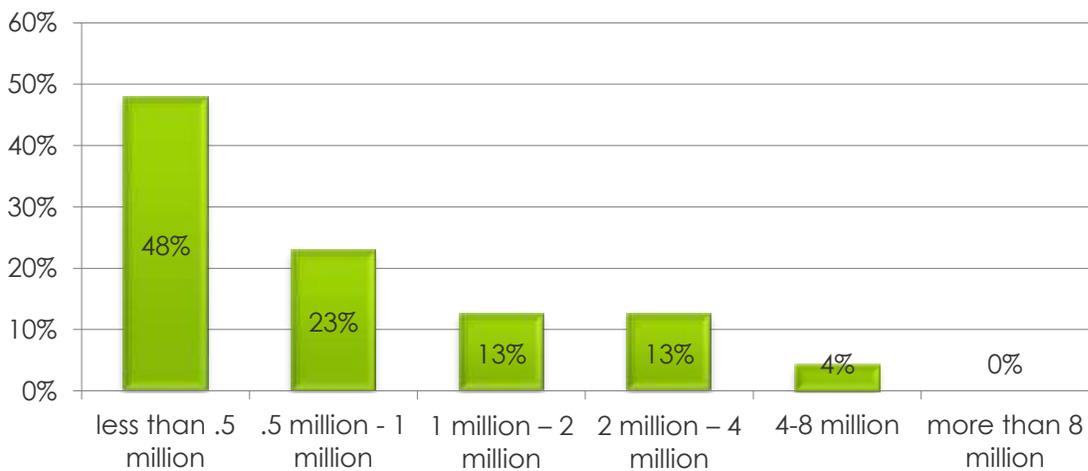
How many (#) employees are in FRONT LINE SERVICE DELIVERY in total (i.e., not administration or management)? (n=59)	120	65	6951.5
How many (#) employees in FRONT LINE SERVICE DELIVERY are full-time? (n=58)	74	36	4272.4
How many (#) employees in FRONT LINE SERVICE DELIVERY are part-time? (n=58)	36	12	2003.1
Of the total number of employees, how many are ADMINISTRATION in total? (n=59)	11	7	635.65
Of the total employees, how many are ADMINISTRATION working full time? (n=58)	9	4	539.5
Of the total number of employees, how many are ADMINISTRATION working part time? (n=58)	2	1	136.65
Of the total employees, how many are SUPERVISORY/MANAGEMENT in total? (n=59)	17	8	962
Of the total number of employees, how many are SUPERVISORY/MANAGEMENT working full time? (n=59)	15	7	890
Of the total number of employees, how many are SUPERVISORY/MANAGEMENT working part time? (n=57)	1	0	54
In total, how many employees self-identify as First Nations (status), First Nations (non status), Métis or Inuit? If data not collected, leave blank, if # is zero indicate 0. (n=40)	5	2	175
In total, how many Front Line / Service Delivery employees self-identify as First Nations (status), First Nations (non status), Métis or Inuit? If data not collected, leave blank, if # is zero indicate 0. (n=36)	4	1	125
In total, how many Administration employees self-identify as First Nations (status), First Nations (non status), Métis or Inuit? If data not collected, leave blank, if # is zero indicate 0. (n=38)	1	0	25
In total, how many Supervisory/Management employees self-identify as First Nations (status), First Nations (non status), Métis or Inuit? If data not collected, leave blank, if # is zero indicate 0. (n=38)	1	0	37
In total, how many employees self-identify as People of Color? If data not collected, leave blank, if # is zero indicate 0. (n=29)	19	2	475
In total, how many Front-Line Service Delivery employees identify as People of Color? If data not collected, leave blank, if # is zero indicate 0. (n=29)	16	1	409
In total, how many Administration employees identify as People of Color? If data not collected, leave blank, if # is zero indicate 0. (n=30)	2	1	49
In total, how many Supervisory/Management employees self-identify as People of Color? If data not collected, leave blank, if # is zero indicate 0. (n=32)	2	1	59

Contract Information

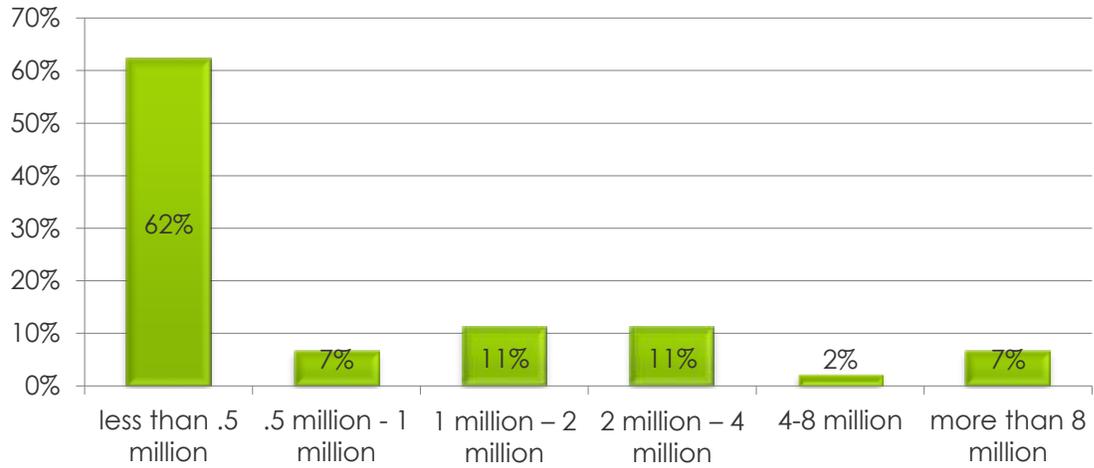
What is the total annual dollar amount of your contract-funded and/or grant-funded agreements with Alberta Children's Services to provide services to vulnerable children and families? (n=53)



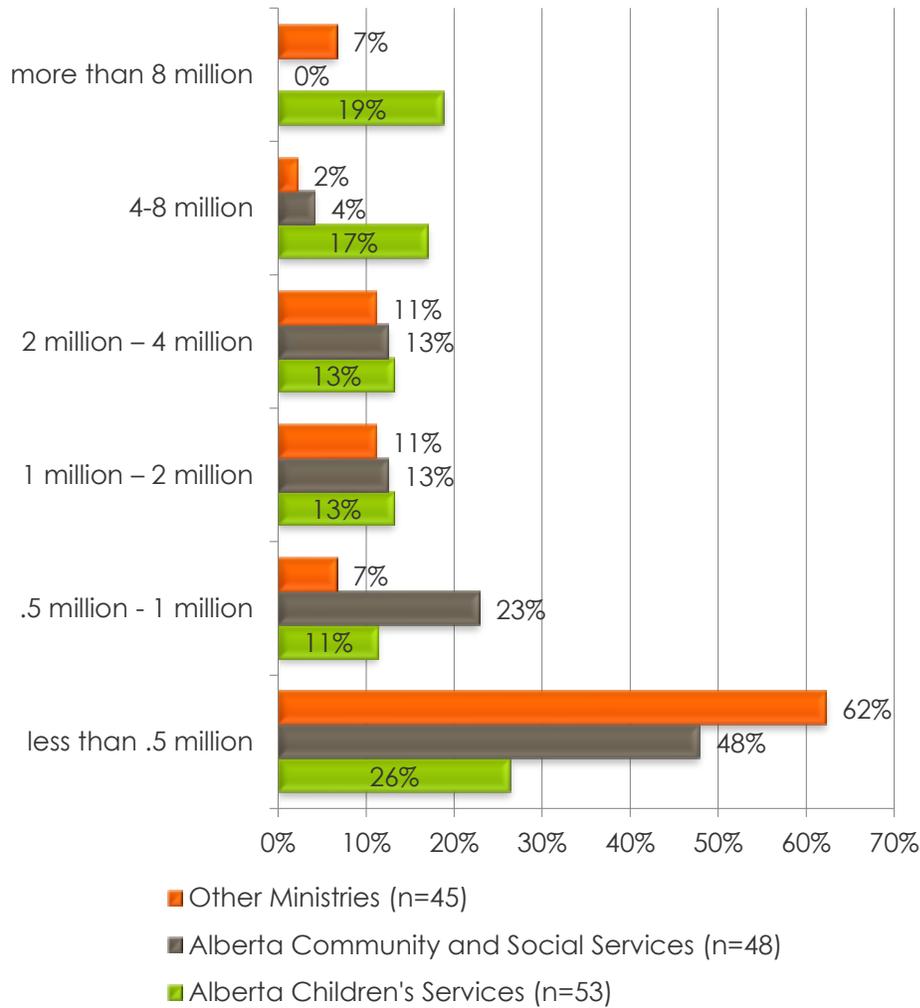
What is the total annual dollar amount of your contract-funded and/or grant-funded agreements with Alberta Community and Social Services to provide services to vulnerable children and families? (n=48)



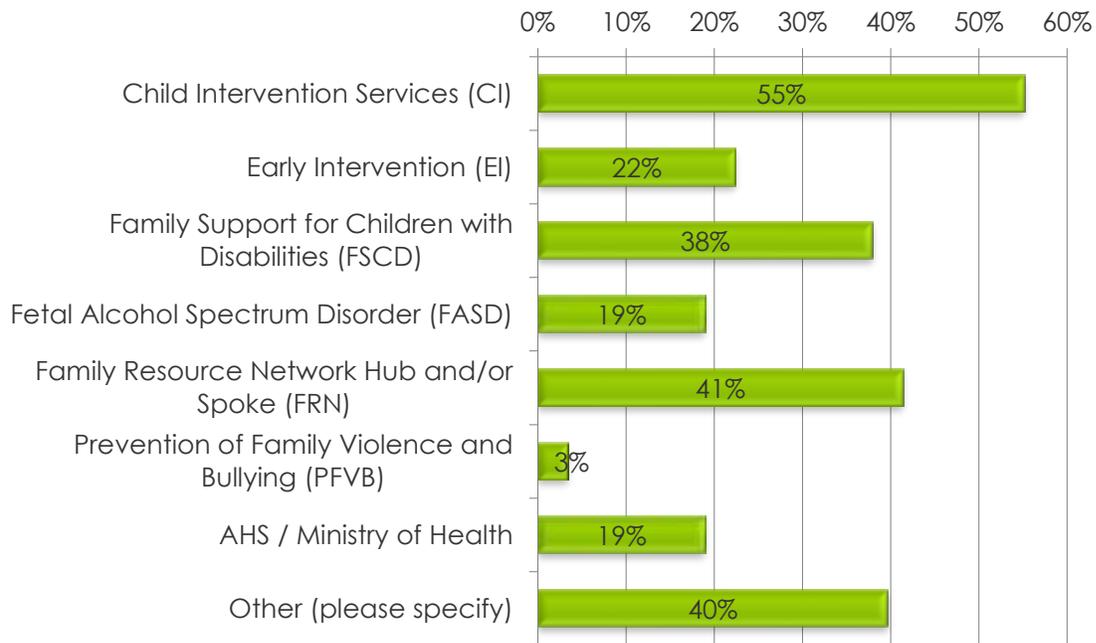
What is the total annual dollar amount of your contract-funded and/or grant-funded agreements with other Ministries to provide services to vulnerable children and families? (n=45)



What is the total annual dollar amount of your contract-funded and/or grant-funded agreements with...to provide services to vulnerable children and families?



In which program areas do you have a CONTRACT or GRANT funded agreement (check all that apply)? (n=58)

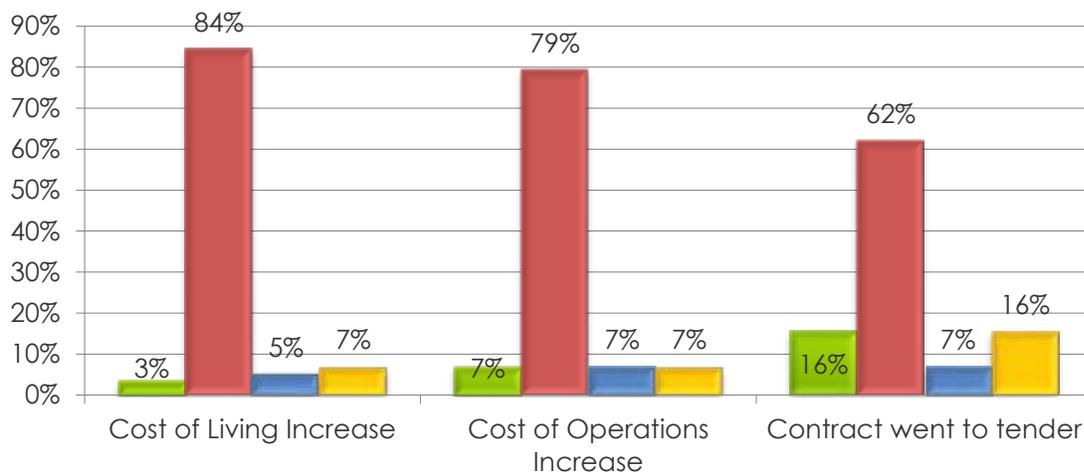


Other:

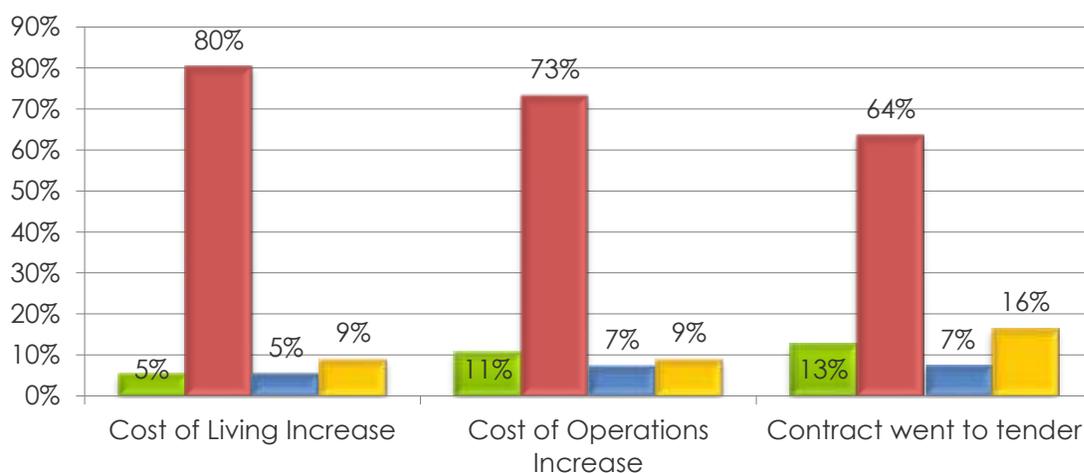
Alberta Education
PDD
Alberta Education
Funding is primarily grant funded with funding application submissions annually
City of Calgary; Health Canada; CFAN; CHF
DFNA
Public Health Agency of Canada
United Way, Calgary Learns
PDD
Federal - New Horizon, Public Health Agency of Canada, Dept of Justice of Canada
we have multiple funding sources - some of the largest next to ones already listed are the Calgary Homeless Foundation, FCSS, United Way and several others including some Federal funding
City of Lethbridge - PSH
Municipal FCSS
PDD, Brain Injury,
Ministry of Education
Calgary Homeless Foundation/ Alberta Justice and Solicitor General
Early Childhood
Victim services
NONE; we are privately funded through donations

Housing and Homelessness
PDD, United Way, School Boards, City of Calgary, Homeless Foundation
United Way
none, we are fee for service

For the CONTRACT and/or GRANT funded agreement identified above, please indicate if any of the following changes were made to it in the last fiscal year (April 1, 2020 – March 31st, 2021). (n=58)

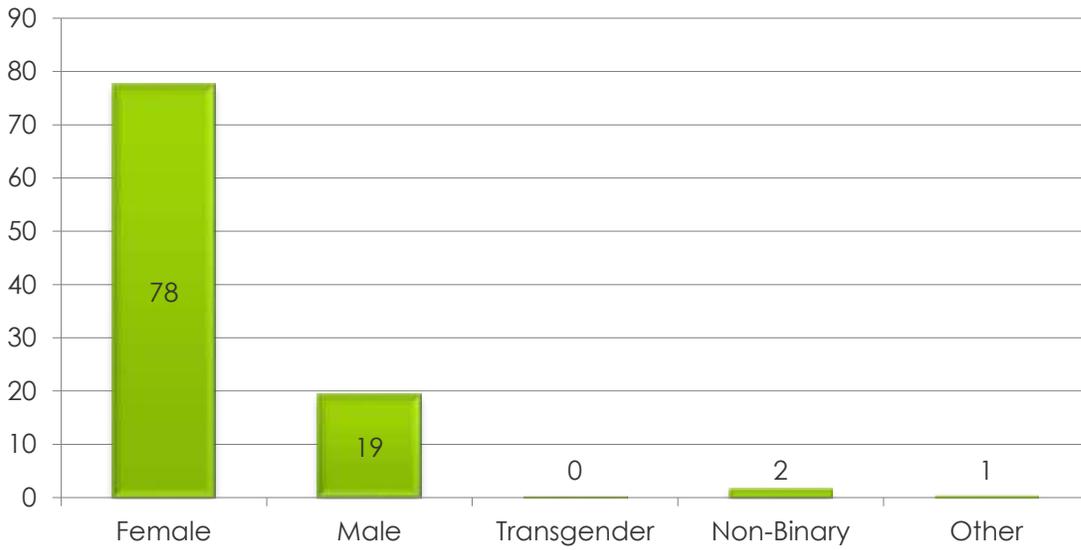


For the CONTRACT and/or GRANT funded agreement identified above, please indicate if any of the following changes were made to it in the last fiscal year (April 1, 2020 – March 31st, 2021). (n=56)

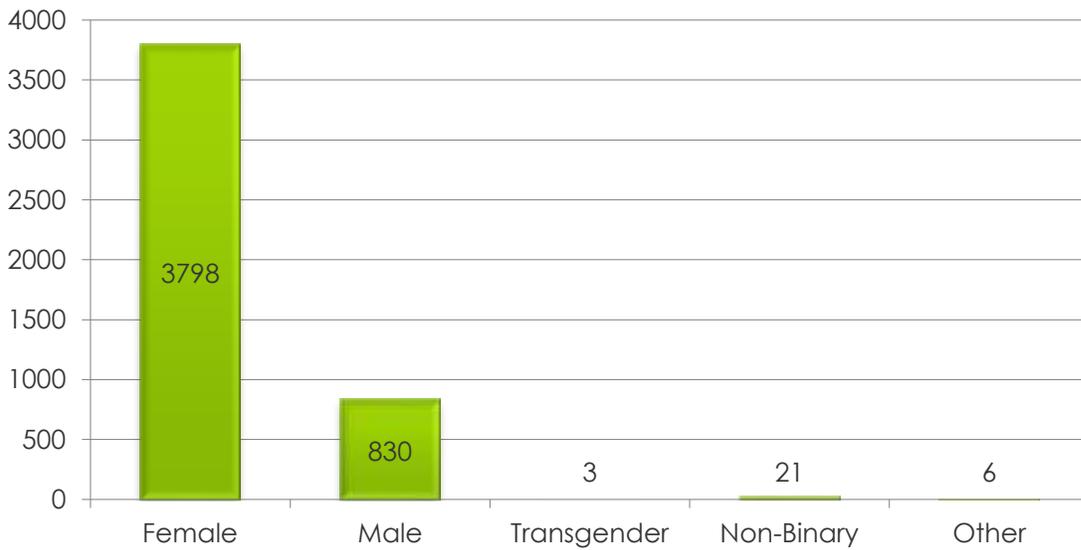


Workforce Demographics and Rates

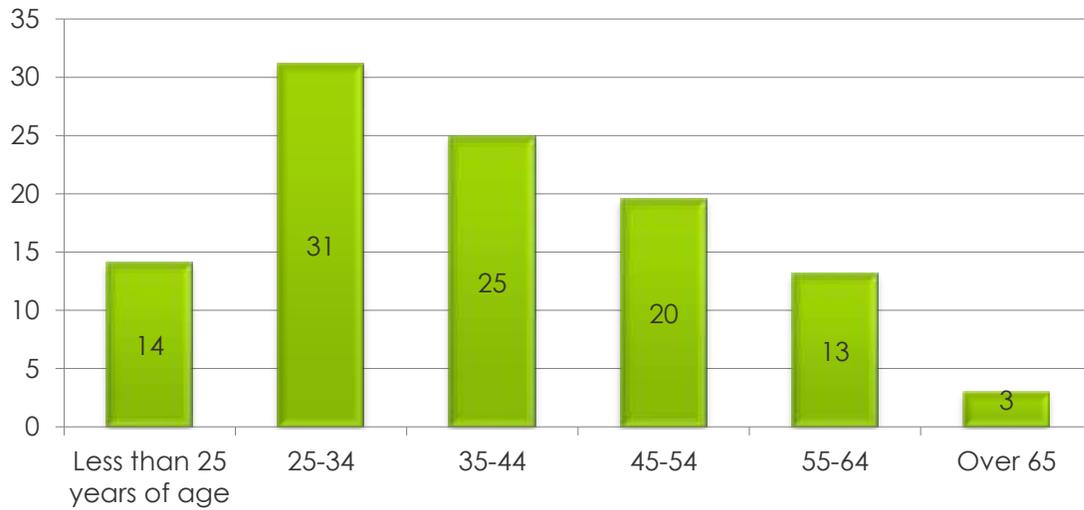
Please specify the distribution (percentage) of gender for your workforce. Average Percent. (n=49)



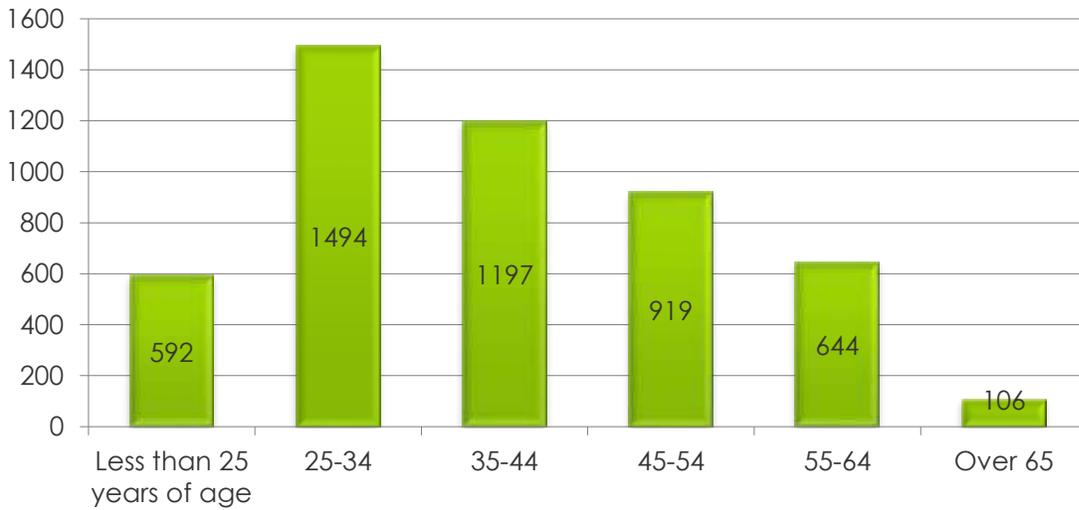
Please specify the distribution (percentage) of gender for your workforce. Total # Responses Per Category. (n=49)



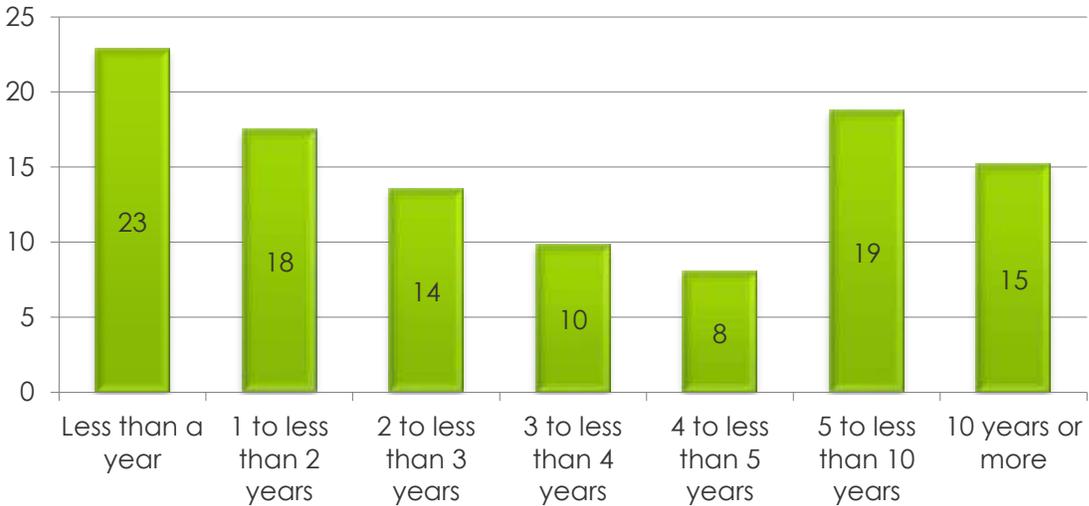
Please specify the percentage (%) of your overall workforce fall into the following age distribution categories. Average Percent. (n=51)



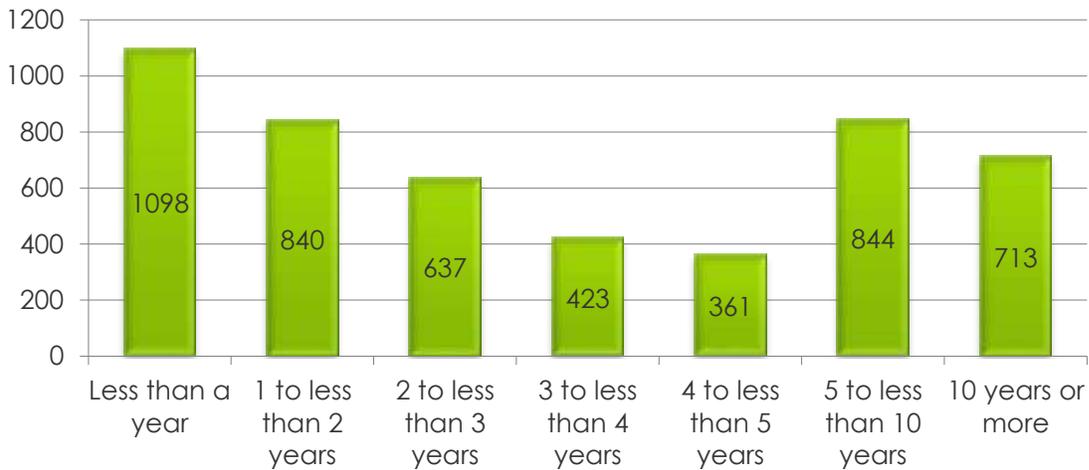
Please specify the percentage (%) of your overall workforce fall into the following age distribution categories. Total # Responses Per Category. (n=51)



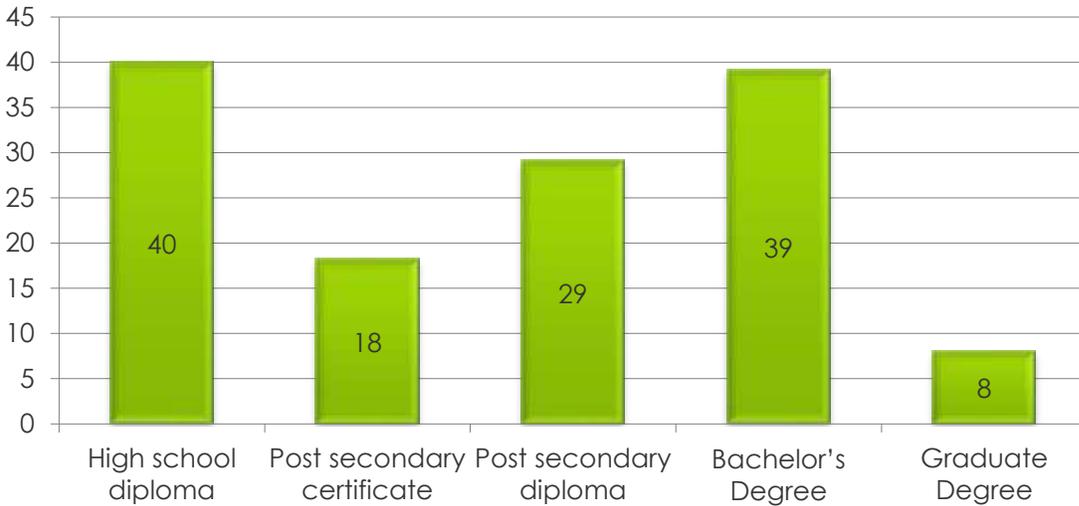
Please indicate approximately what percentage (%) of your workforce have been with your agency for the following amount of time. Average Percent. (n=52)



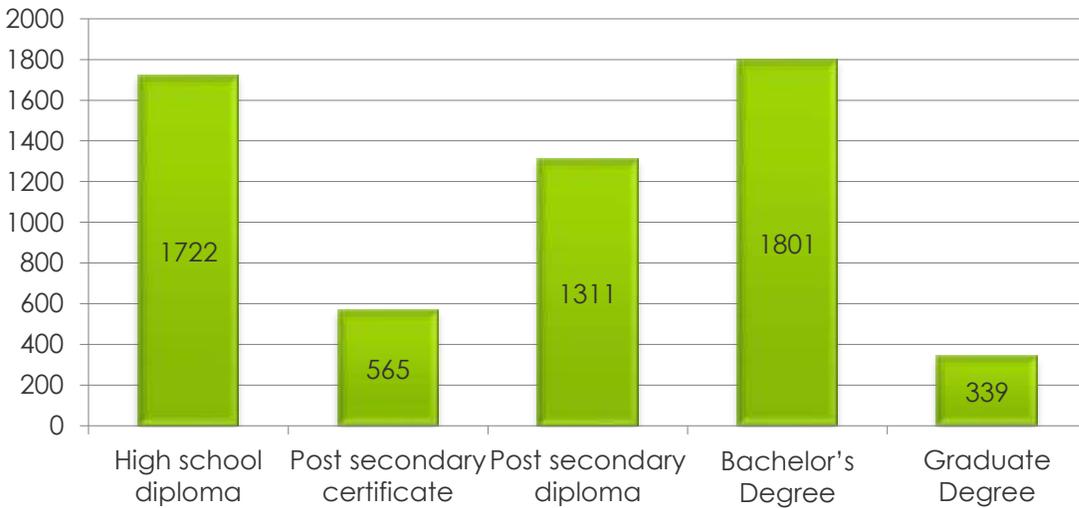
Please indicate approximately what percentage (%) of your workforce have been with your agency for the following amount of time. Total # Responses per Category. (n=52)



Please indicate the percentage (%) of employees have achieved the following categories of educational attainment. Average Percent(n=50)



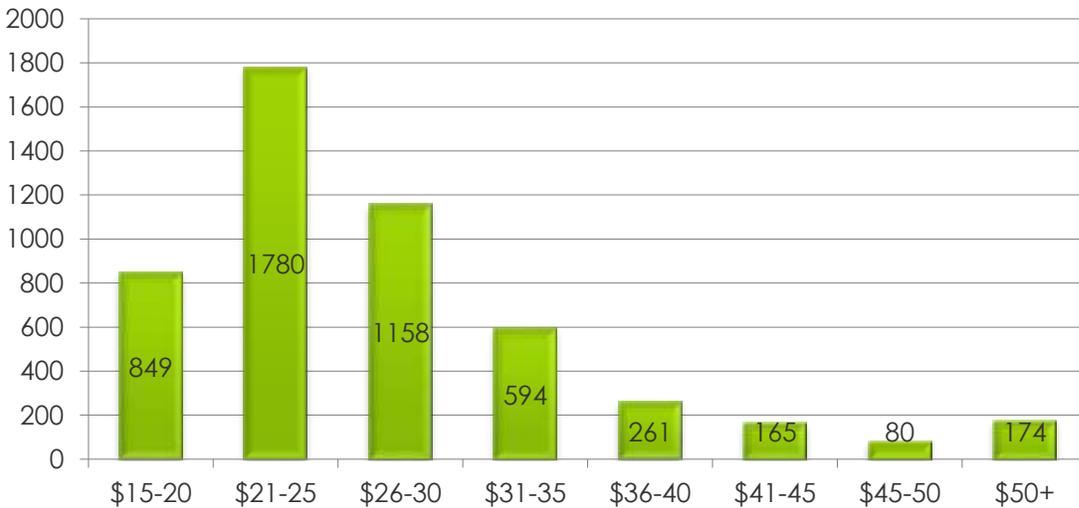
Please indicate the percentage (%) of employees have achieved the following categories of educational attainment. Total # Responses Per Category (n=52)



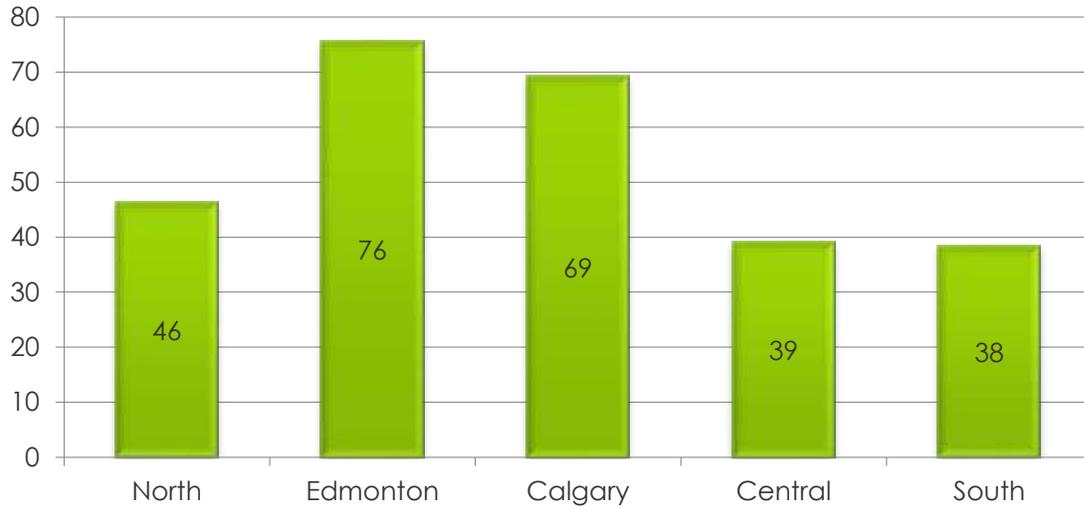
Please indicate the percentage (%) of employees at each of the following pay categories (Hourly rate of pay). Average Percent. (n=52)



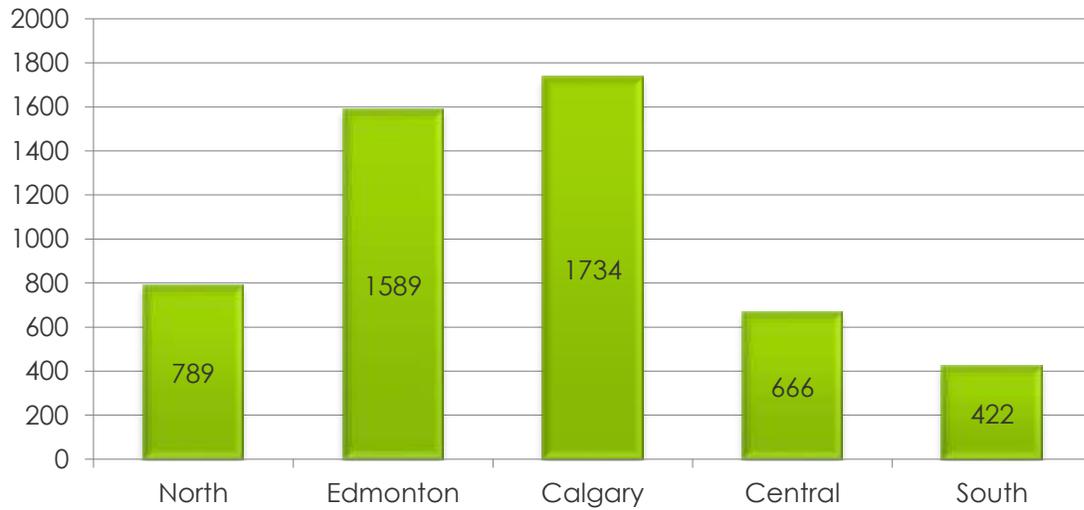
Please indicate the percentage (%) of employees at each of the following pay categories (Hourly rate of pay). Total # Responses per Category. (n=52)



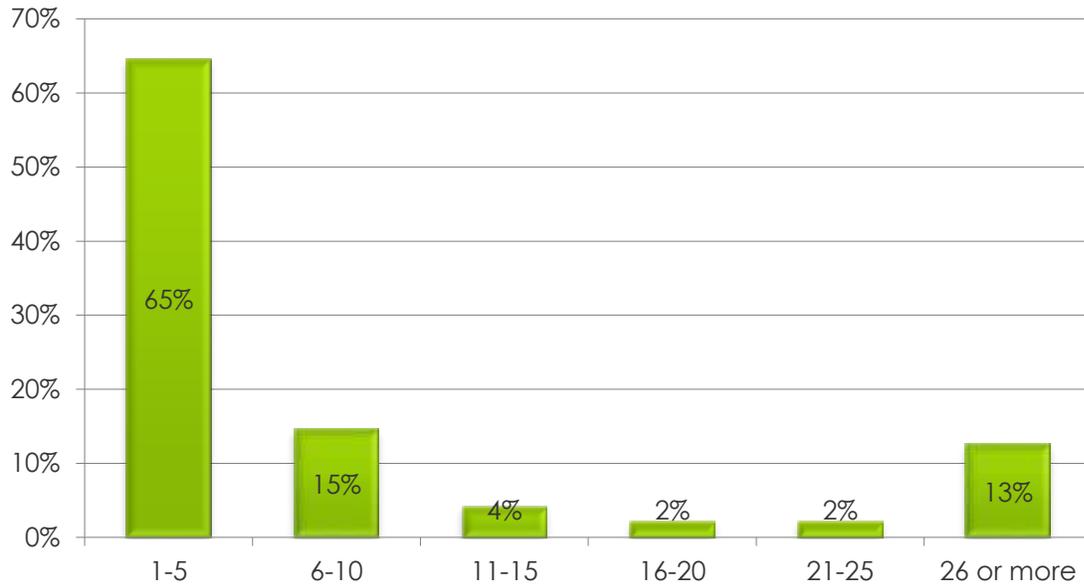
Please indicate what percentage (%) of your workforce work in the following provincial area: Average Percent.
(n=52)



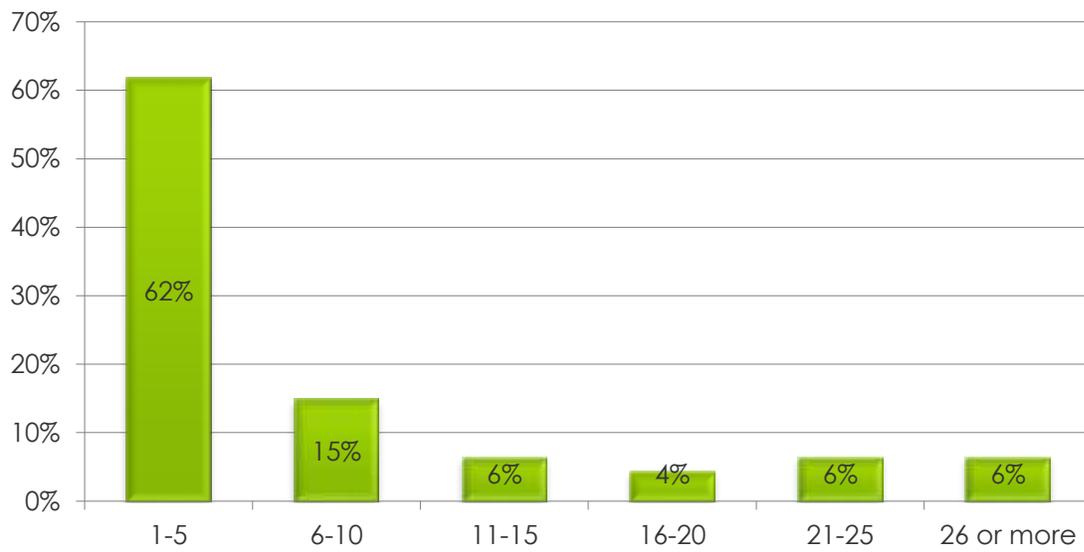
Please indicate what percentage (%) of your workforce work in the following provincial area: Total # Responses per Category. (n=52)



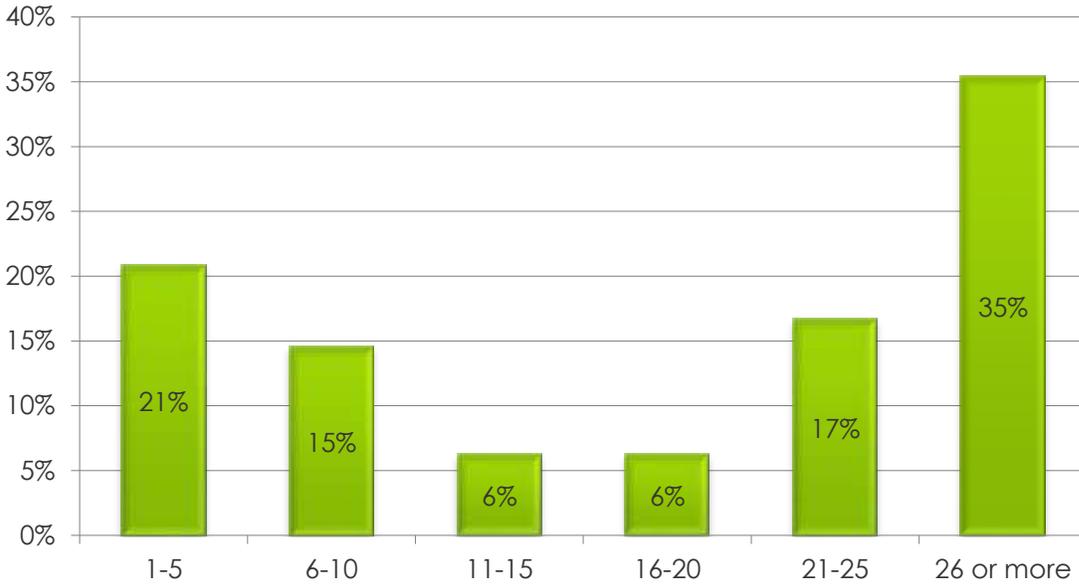
The total number of current vacancies (n=48)



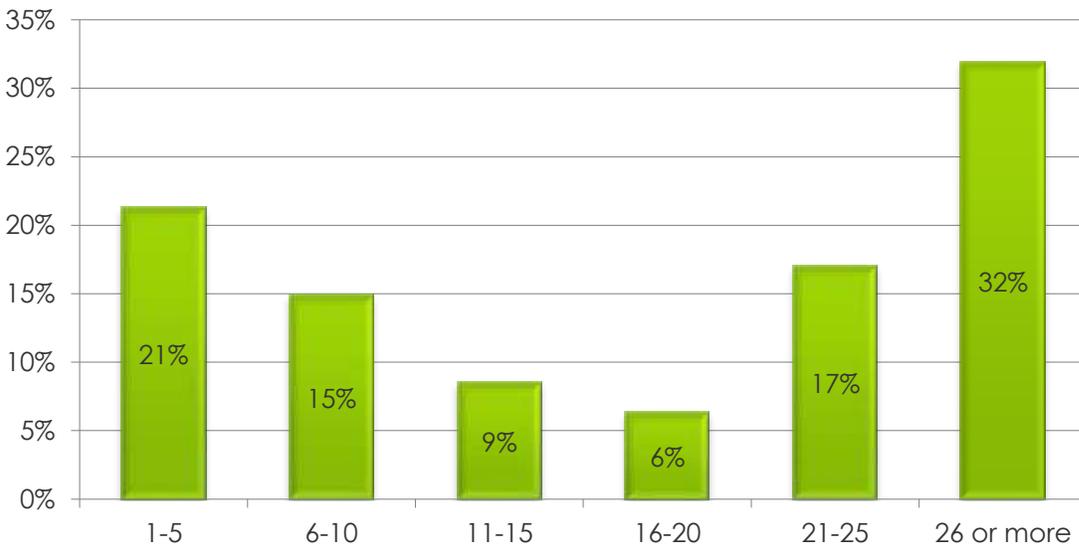
The total number of front-line service delivery vacancies (n=47)



Total number of hires in the previous fiscal year (n=48)



Total number of front-line service delivery hires within the last year (n=47)



If your organization monitors its overall annual vacancy rate, please enter the current rate as a percentage

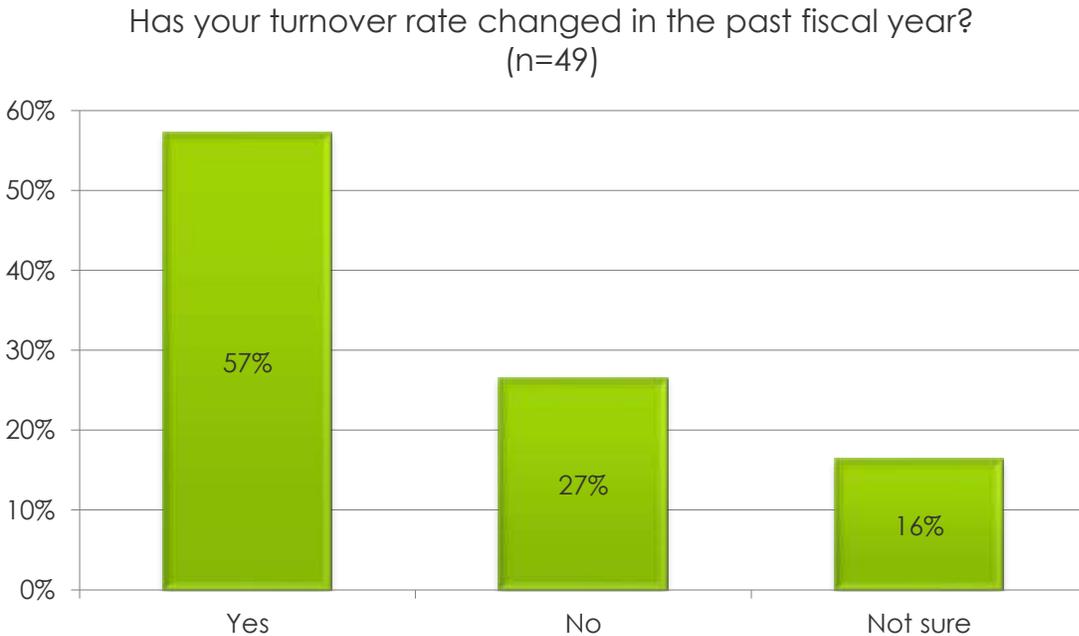
Average: 12

Median: 9

If your organization monitors its overall annual turnover rate, please enter the current rate here as a percentage of the overall staffing number

Average: 21

Median: 20



Comments:

Decreased due to COVID
Reduced
Improved
Being successful with two Calgary FRN Hubs involved a great deal of hiring (as well as staff retention in the areas of Home Visitation and Cultural Staff). Last fiscal, our agency saw an increase in staffing by 22%.
it has gone down
No turnover
Decreased by 7% from previous year
went up this year
We lost 22 staff with the change to FRNs from Parent Link and other funded contracts.
It's lower
Competition with CERB
Due to a large program addition with many staff
Covid has increased turnover
Sight increase
decrease of 3%

The work force stabilized in the first part of the year however, there has been considerable changes since the fall. The organization has also been required to hire more part time people to assist with Covid in attempts to reduce cross contamination

Turn over rate has decreased from previous year

no one wanted to leave during covid

slightly higher

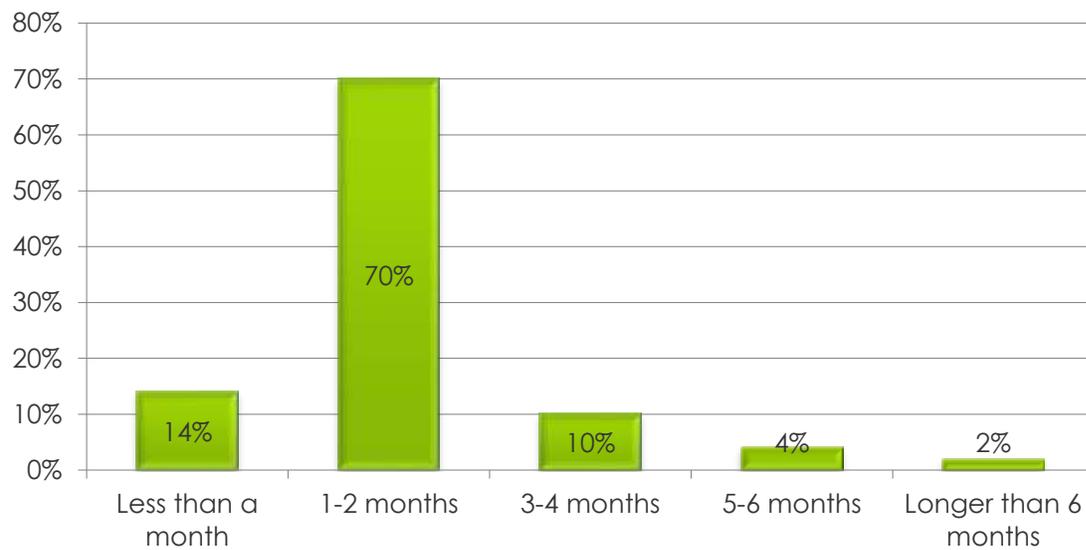
Slightly less

less turnover

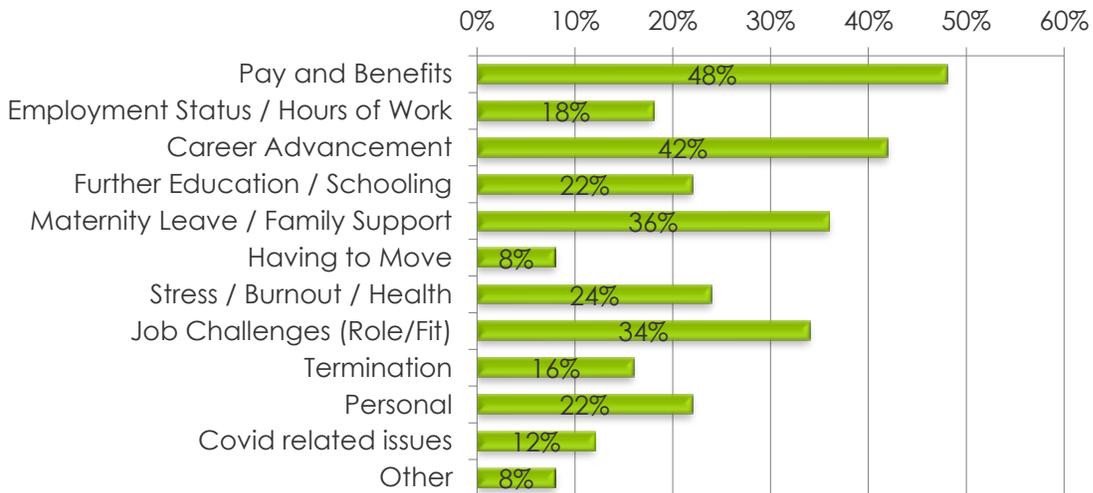
It has decreased by 4.6%

COVID, Maternity

What is the average length of turnover (how many weeks does it take to replace staff) at your agency? (n=50)



In terms of your staff overall (service delivery and non-service delivery) what are the main reasons for staff turnover? Pick your top three. (n=50)



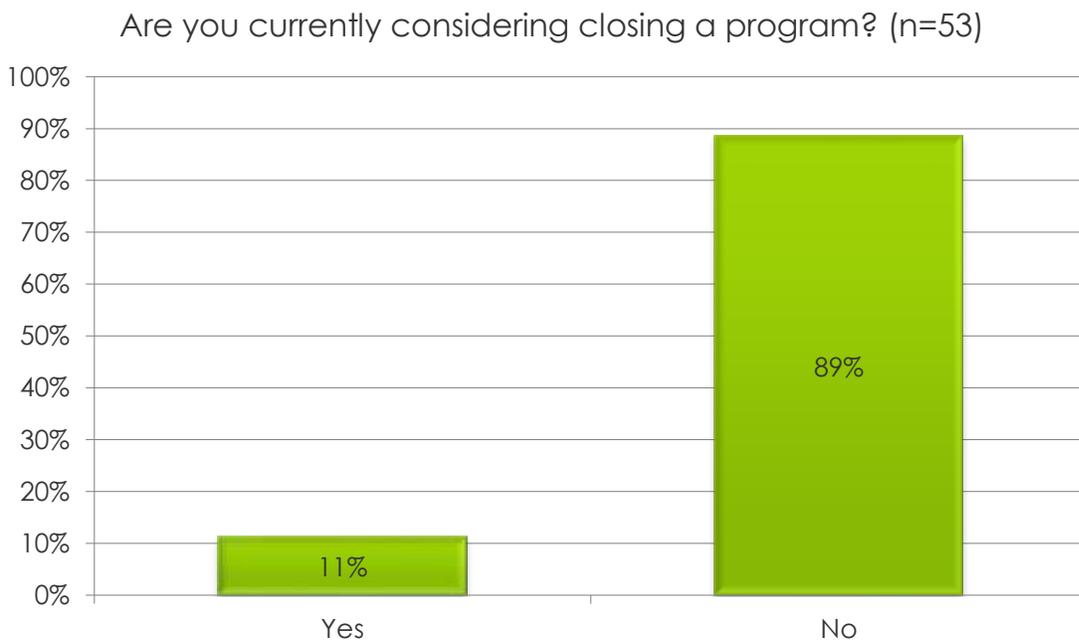
Over the past six months what emerging trends, if any, have you noticed with your staff in terms of health and safety (sick days, WCB claims), qualifications, experience, etc.? (n=45)

The frontline employees have to adhere to Pandemic policies and processes as new safety measures to remain healthy and safe in the workplace environment. WCB claims have decreased over the past six months/year. Finding and attracting qualified or experienced staff during the pandemic has impacted the Agency and client services,. Applicant volumes has dropped by 62%.
no change
Countless doctors notes for medical leaves
None
Less Front line staff available (COVID pay)
COVID affected everyone; more sick days and quarantines
Staff working remotely did not use sick days
Care for self or family members due to COVID
Maternity Leave
increase in sick time and WCB claims, higher wage expectations
COVID fatigue, challenges working from home and tending to child care needs and homeschooling. Challenges engaging youth and families due to COVID. Increased sick days due to having to quarantine and manage child care.
More sick days due to COVID
increase in sick time (needing mental health days)
Increase in sick days/wellness days taken for stress-related reasons
Fewer applicants for new positions

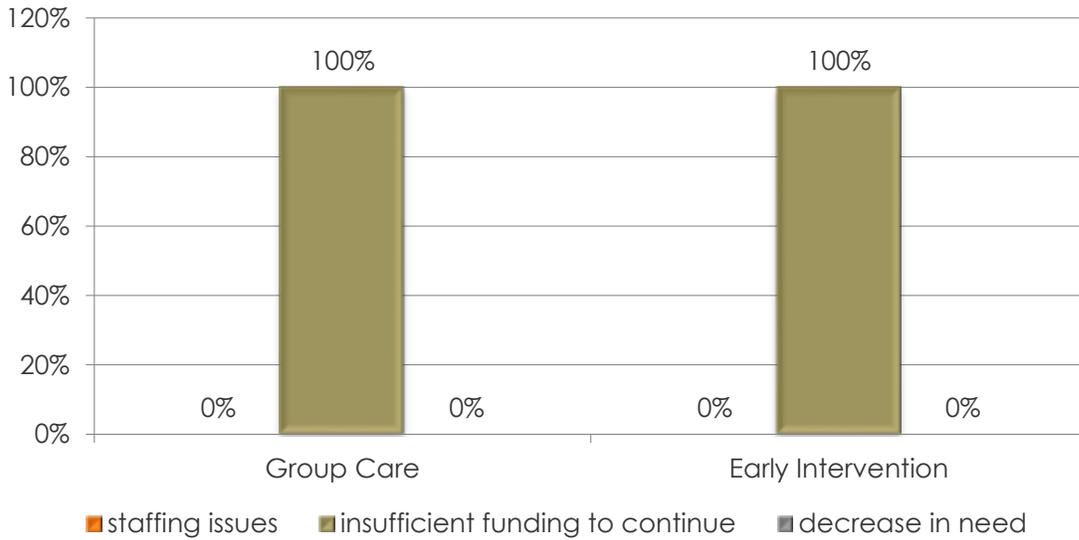
Staff are exhibiting burn out, fear of Covid, stressful work loads due to the increase in stressors due to Covid.
Lots of Pandemic related impacts: More sick days (plus the introduction of quarantine days or isolation days); stressful to shift to working from home; ZOOM has led to too many meetings; challenging to hire new staff when most of the process is done virtually.
We have had an uptake of staff calling OHS to report an issue or concern. What is changing is that some of the calls to OHS are made before (or instead of) talking to supervisors and/or using our internal complaint or grievance procedures. We even recently had someone state to their supervisor "if you give me a letter of reprimand, I'll call Alberta Labour, OHS, and AB Human Rights".
Increased sick days due to COVID and stress
stress leave increases
Sick days have increased due to COVID restrictions. We provide paid sick time for all COVID related absence from work - isolation periods, close contacts including if a parent is required to be home due to their child being a close contact. We encourage ppl work from home, when that is not possible due to the nature of their work (group care, shelter) we provide the sick time. There is no limit to the amount of times a person can access these sick days. We have not found anyone to take advantage of this.
The reduction in funding to FRN from PLC and other contracts - we lost 50% of our staff. Another 2% is off because of lack of work due to COVID
More stress leave
Zero WCB Claims
sick days, wcb claims
WCB Claims/STD/LTD
Sick time and short term disability have increased.
sick days, COVID related absences, less qualified applicants
The trends include an increase in WCB claims and short term and long term disability.
Nothing notable.
Increased sick time, largely related to COVID-19
More sick time/banked time used due to Covid isolation periods / full time front line staff are staying in positions longer allowing them the time to gain experience on the job / post secondary students make up over half of our casual front line staff, it has been easier to hire them into casual work while finishing school but they are less experienced
There is a significant increase in sick days and leaves over the past six months.
A significant decrease in WCB claims as a result of implementing the CARE model in Group Care. No other notable trends other than COVID related.
COVID-19 risks
Closure of schools due to COVID has impacted: 1) staff needing to take time off to care for elementary school children; 2) program closure and staff lay off due to COVID.
In general, we are seeing an increase in staff stress. More staff have taken leaves of absences than in previous years, with the reason most often being a combination of personal stress and work stress. I suspect that if COVID were not a factor, some of these staff could have remained working if only for the personal stress - but hits to their resiliency at both home and work necessitated taking time off.
stress due to covid
More days off for some due to stress
extended sick leaves

More medical leaves
More WCB claims. Staff are very stressed with Covid. Very difficult hiring staff with qualifications.
Covid related absences
fatigue, change management
increased short time off for stress leaves, increase WCB for injuries that are due to tripping or balance issues(fatigue?), incredible bravery during COVID
Remarkably, staff are using less than half of the sick days we would expect when working in person. We attribute this the "emotional" wellness of the work force in relation to "showing up" verses being present. Hiring and training in COVID is hard and we have chosen not to fill positions until we can train safely further taxing existing workforce. People are tired with ZOOM fatigue and the intensity of the support required.
The total number of claims has decreased by 33%, however, the number of claims that resulted in lost time increased by 9.7%. Our short term and long term disability claims amount remained the same. Sick days within our employee group decreased by 0.27 days taken.
Higher stress rates

Program Changes



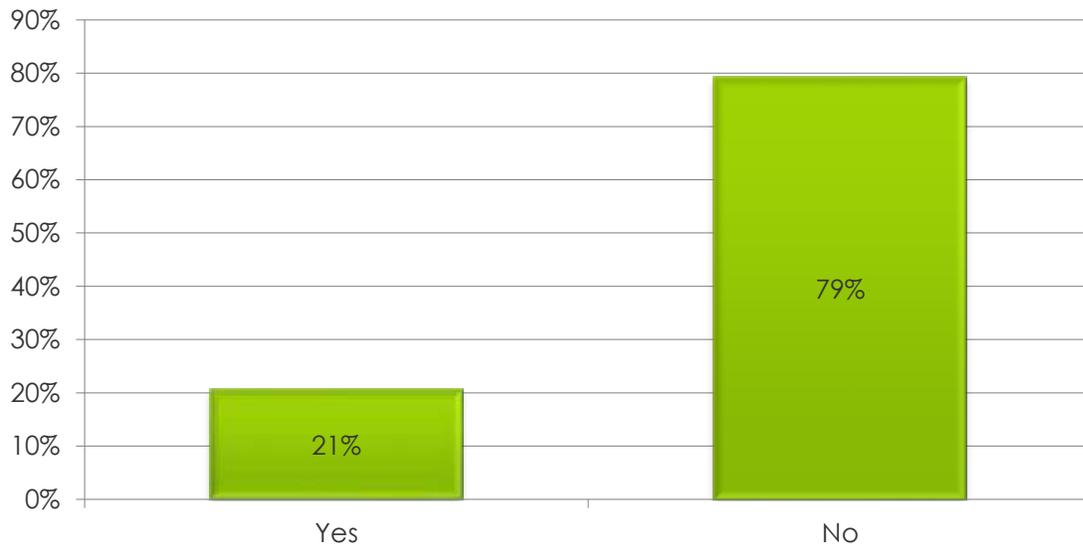
What type of program are you currently considering closing and why? (n=5)



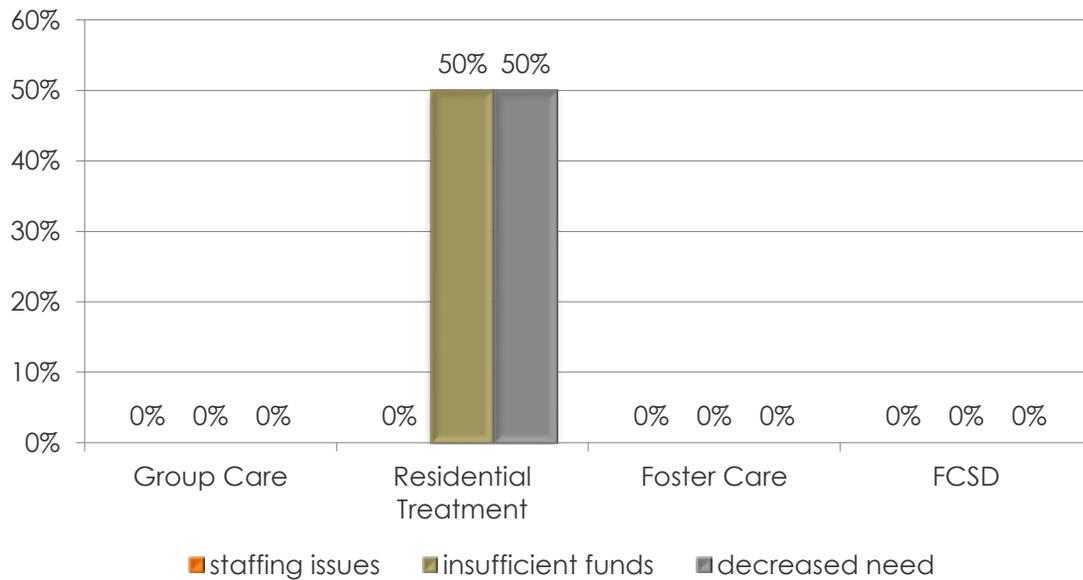
What, if any, mitigation strategies have you employed to prevent the program closure?

We are looking to transition into subsidized counselling (sliding scale) with our current counsellors privatizing to ensure the clients still receive the support they need
Grant applications, donations, revenue model
Funder stewardship, partner exploration, communication strategies
We are trying to make the city FCSS aware of how important our service is to the families in the NE part of Calgary. We are considering doing a video with client testimonials
Fund development and redesign

During the past six months, has your agency/organization closed services to children and families? (n=53)



What type of service closed and why? (n=2)



Other:

COVID - Parent not wanting anyone in their homes
After school, recreation programs, youth community based programs, camps - closures were temporarily due to COVID restrictions
We have a reduction in services due to a reduction in funding.
FASD - Funds transferred back to funder
FCSS- Walk-in Counselling- Insufficient funds

public health restrictions
Early Intervention
In person services

How many children/families were affected by the program or service closure? (n=9)

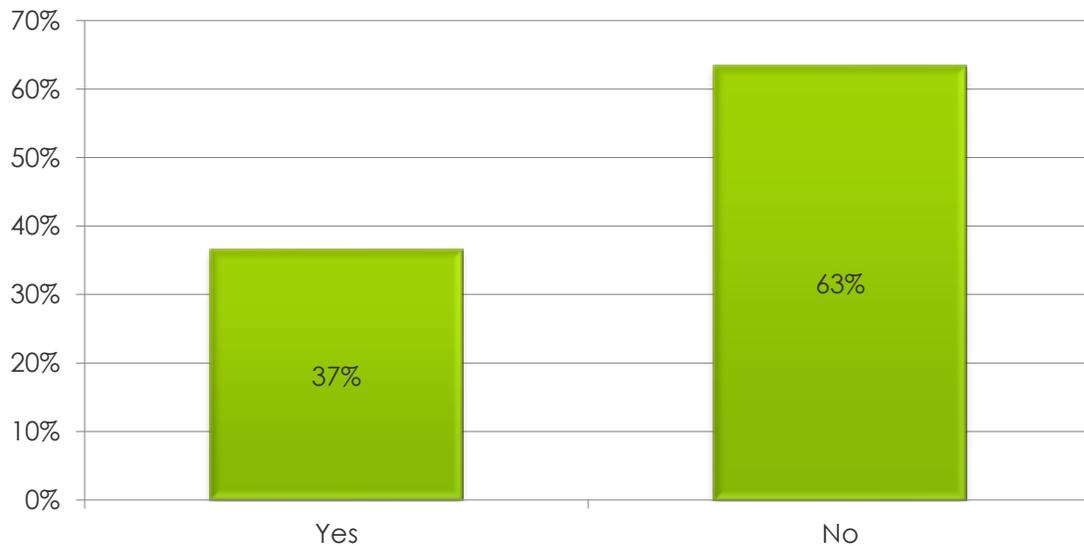
Average: 95

Median: 95

What has been the impact of the closure? (n=9)

Staffing support. CERB benefits paid more than their casual part time positions did.
youth going under ground, poor youth mental health, criminal activity and higher drug use. Lack of engagement/success in community, employment and school. Families having to find alternative child care and healthy activities for their children.
I don't really know until we are able to go back to in person programming
Minimal
Not significant as another agency took over existing files.
Reduction of services available to vulnerable children and families that cannot afford paid therapy. It was the only service of its kind in Central Alberta
stressed families
longer wait times for family outreach and mental health support and reduced first language support for families
Higher stress on families

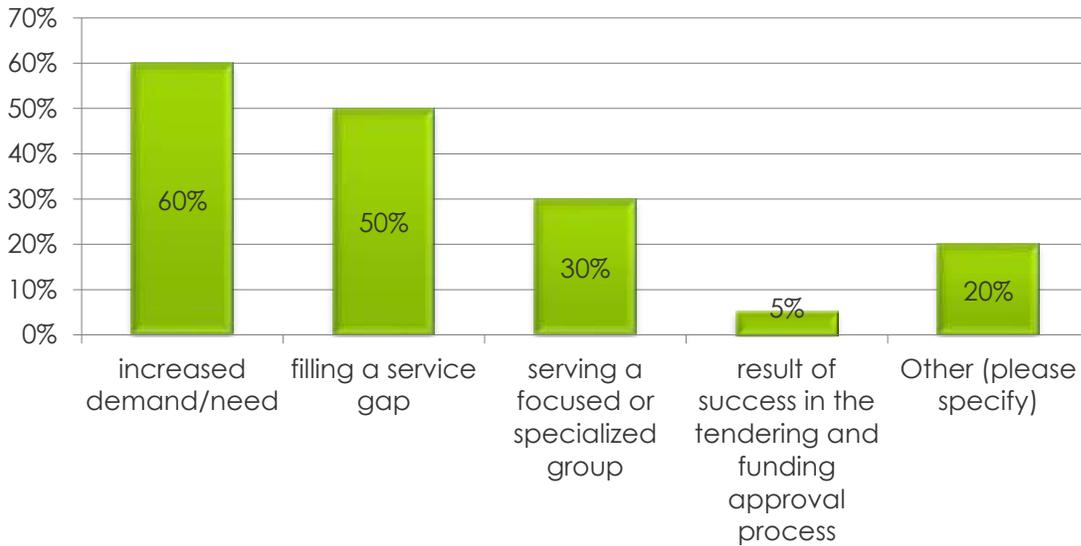
Are you currently considering opening a program or service? (n=52)



Comments:

We have already re-opened support for families with FSCD agreements
FSCD Behaviour Developmental Supports and/or Fee For Service supports
Youth Recreation Mentor
We are hoping to expand our ladies trauma group work as AHS mandates make that possible.
We currently expanding our mental health service programs to better support youth and families. We also anticipate responding to the Therapeutic Foster Care RFP when tendered
Expansion of FASD frontline in one community
Grief and loss program for children and youth: Indigenous youth program to understand healthy relationships
Yes - offering in-person opportunities rather than JUST virtual
Mental Health support service
Disability services on Reserve. Increase clinical assessments
Yes as long as AHS/GOA guidelines allow, peer support model for natural supports of young people across the agency, expanding our Indigenous Support services, by adding a team of Circle Keepers to support across the continuum of Trellis services
Support Edmonton Transit with Outreach
Individual residential care complex needs
Personalized Community Care
Youth Addiction Treatment
Harm Reduction Model
expansion - home visitation
: Yes, multigenerational programs, art-based or those that incorporate food and our community kitchen, and programs that are in partnership with other service providers 62: filling an existing service gap
We will be competing for new contracts if they come out this fiscal year. This would include Treatment Foster Care. We are also opening a new social enterprise service for young people.

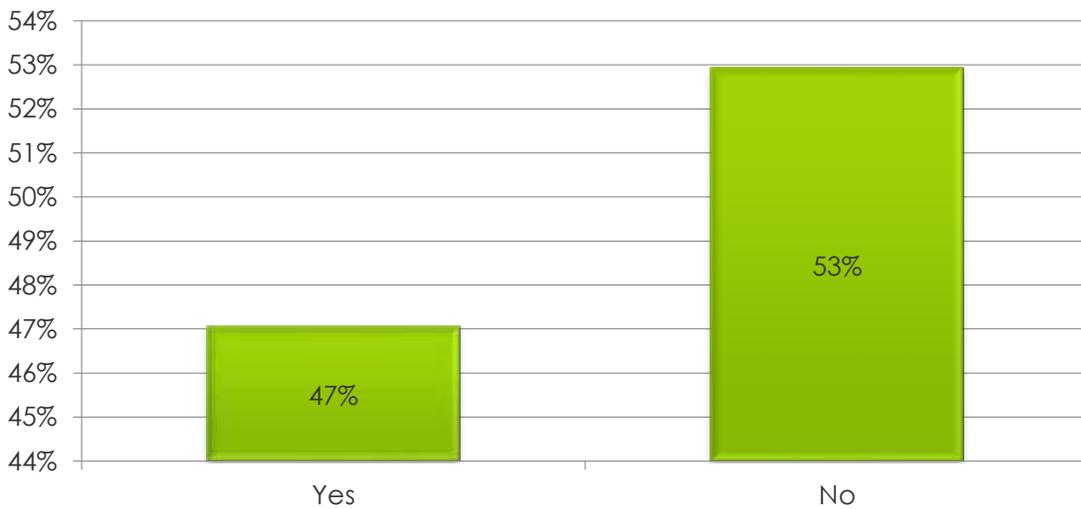
If yes, why are you considering opening a program or new service? (n=20)



Comments:

The complexities of the families and youth served as increase dramatically over the past few years
COVID restrictions lifting
Approached by AHS to do so
To support Children Intervention Services youth in crisis

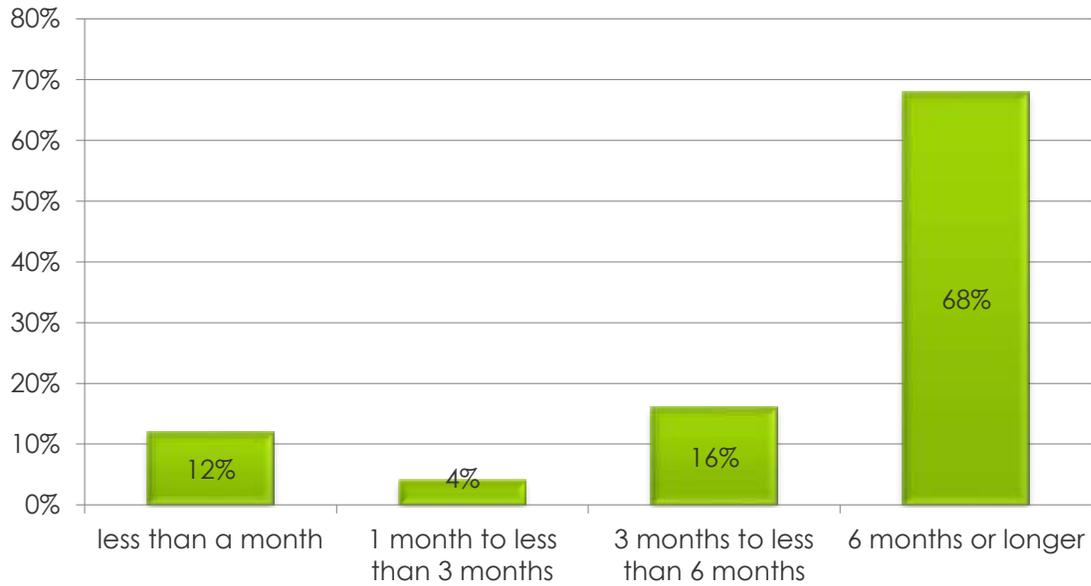
During the past twelve months has your agency/organization opened services to children and families? (n=51)



Comments:

Not any new services
Mental health services Mental Health Program (non CS funded) to support the clients we serve across various programs. We opened the Family Resource Network in April 2020, expanded our contract to Foster Care and received dollars external to Children's Services for PSECA related supports.
FRN HUBs and reopened HV and Family Connection Spoke , expansion of FASD to new region,
Family Success Coach - intensive case management
Our Family Resource Networks and programs launched in the Spring/Summer of 2020.
no NEW services
ECD program under FRN
increased counselling
Youth Shelter Diversion Funded through Homeless foundation, youth outreach therapy, therapy for place based housing, Family Diversion program (diverting from Family shelters)
We were able to expand services to families with children 6-18
Individual Specialized Residential Care
FRN in 7 Hubs/Spoke Areas within Central Alberta
PCC
Personalized community care
Fee for service TCBC program for children under 13
We have opened a housing building for young adults
Safe House for children and youth with COVID
Specialized Contract Placements
basic needs support
virtual, digital, outdoors land based activities
Home visitation
home visitation support for indigenous families

How long has the program been opened? (n=25)



How many children will benefit from the program? (n=21)

250
Mental Health program – 75 PSECA – 50 Foster Care-15 FRN - 600
300+
Child benefits from a healthier parent capacity; increased attachment; access to community resources
300+
80-100
50 plus
families served 88, youth served 170+
700
6
500+
4
4
5 beds
37
1 child/youth per program
Over 800 annually
1-50 per month
unknown at this time
50-100
40

What has been the impact of the program opening? (n=19)

Increased bed capacity of 15 beds in foster care, stronger and more responsive supports for youth impacted by sexual exploitation, increased access to early intervention/prevention supports for children, youth and families at the FRN and increased ability to respond and reduce wait times in order to provide mental health needs to the children and families we support through the addition of Mental Health dollars.
filled gaps and created central referral points (FRN Hubs)
This program is dependent upon referrals from Children's Services therefore the opening has been slow however, the families who are currently involved have seen greater access to information and services in the community; increased confidence in parenting; and found one on one support to address parenting stresses.
Community collaboration through the Hub and Spoke Models, available family services to everyone in Calgary (but this is not bound by geographical location, with the availability of services provided via online platforms), many cultural events and activities for families, etc.
Increased confidence amongst brokers and parents in supporting their children navigate pandemic restrictions and supporting the development of healthy bi-cultural identity in children.
very successful as we have waitlists and need to hire more counsellors
rapid housing for youth accessing the adult shelters – more youth being diverted back to CS for YTA type supports, less youth remaining in the homeless sector, youth receiving accessible support for mental health during a time of social upheaval. Instilling hope for wellness in youth to move forward amidst great uncertainty. Families are diverted from homelessness, avoid eviction, spend less time in the shelter, and avoid unsafe living situations, and families are kept together, divert intake with CS
This is programming in planning because we cant offer in person programming during covid
Huge impacts to children and families of ages 0-18. Universal, Targeted and Intensive programs
no persons served yet, no impact
N/A, in the process of opening
Increased access to TCBC services for children under the age of 13
There has been a reduction in homelessness for young adults
There has been a reduction of critical incidents that have put the child/youth at risk
We have reached more families in all 3 programs than we would have prior to these expansions. We have solidified many new partnerships both as referral streams and in terms of service delivery with each of these new services
families have been able to get their basic needs met while having to isolate
positive and engaging
Increased capacity and increased geographic reach
just at the beginning so too early to tell

What do you anticipate being some longer lasting changes to programming and service delivery as a result of COVID? (n=49)

Increase in Zoom meetings, more online services for clients, more staff working from home.
changes to the sick policy

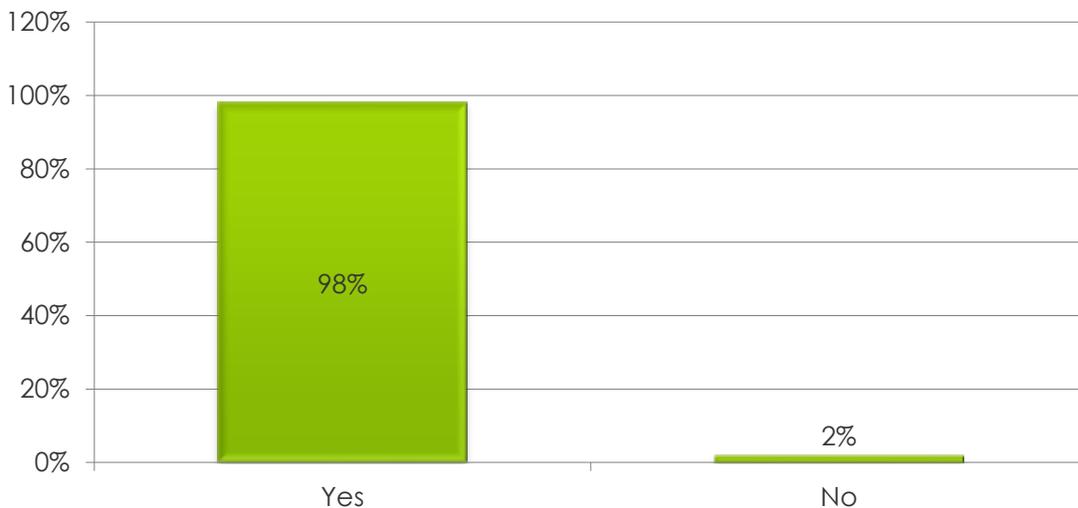
a hybrid version delivery of outreach services, some in-person meetings with the majority of our work continuing to be virtual - this has actually worked well for families over the past year
utilization of virtual platforms to connect with clients
To early to determine
Offering blended programs; decreased travel cost for meetings; change in how office space is used
Remote work, flexibility built into job, increased use of technology, increased virtual meetings, is sick stay home, better recognition of mental health
We do more courses, one on ones etc via zoom
Once the government increases openings domestic violence awareness that COVID created may lose it's front line acknowledgement, and with that will come, reduced funding, and continue forward with zero sustainable funding.
Funding challenges due to increased competitive demand, Potential for ongoing mental health challenges for employees, Programs and services will need to respond and adapt to meet the change in demand and service delivery related to: children and youth falling behind academically, mental health concerns, substance abuse, poor social skill development, financial hardship for families, Family breakdown / increased stress / isolation, Homelessness as a result of Covid.
Positive changes include; increased innovation and creativity in program delivery as a result of being able to pivot and adapt more easily, flexibility in service models/support, increased skill set related to technology for staff and will be reflected in ongoing delivery of programs
Possible Need for Manditory Vaccinations
COVID protocols stay in place, blended service delivery model to ensure engagement, blended work from home for some positions
We will most likely continue to offer some of our virtual programs in conjunction with in-person sessions to ensure accessibility. We will continue to incorporate some of our cleaning routines as best practice
We will continue to offer some services online, where appropriate due to reaching more families and making certain programs and events more accessible to those living outside of the City (e.g., Indigenous Language Classes, some crafting programs, nurturing parenting activities, etc.)
I feel families will require additional supports
An increased need for ECD programming
Increased need for pandemic recovery services including mental health support, domestic violence prevention/early intervention and family financial stability, as well as support for early childhood development after months of isolation.
Yes, I would imagine some working from home, zoom training and slide of ppe
Fewer in-person meetings, more electronic processes and approvals
- anxiety and social disfunction amongst our already vulnerable youth. - increased drug use - increased self-harm - increased suicide and depression. - increased domestic violence amongst our youth and families.

- disentangling the behaviours we have asked of staff (and clients) for the past 18 months.
- determining what the 'rules of behaviour' for our staff, youth and families will be as more, but not all, are vaccinated. Do we have different rules for staff who have been vaccinated as opposed to those who don't or can't. If yes, how to create and implement new 'rules' for staff based on vaccinations.
Remote working and deliver program virtually.
Stress on clients, staff and administration.
Maintained or Increased remote work for some positions.
managing and re-engaging in clients and partners
increased family support to prevent youth homelessness, Enhanced need for mental health support as people navigate the collective trauma of the pandemic, unemployment and inadequate subsidy amounts, increased need for family support
We will continue some on line programs to engage our rural clients, all of our programs will be registered, we won't be offering drop in services
more creativity and connection and the use of technology to create connections for family
Lack of staff, lack of trained applicants
Staff working more from home now that Technology is in place; more and higher need families; virtual in some cases makes it easier more efficient; impact to families economically and emotionally will be long lasting.
N/A
More on-line/virtual programming for community programs and in-home support.
For applicable services, remote and virtual delivery continuation. Will continue to offer remote delivery as an option for families.
i believe we will see an increase in attrition mostly as people have changed their viewpoint on health.
Awareness of safe hygiene practices and distancing protocols when people are sick in any way.
Increased use of virtual platforms for delivery of some services
Virtual Services and increased need
Staff have been working under a great deal of stress during the past year. I anticipate this level of stress will have long lasting impact on many of our staff and their ability to cope and stay in the field.
None other than potential funding or service reductions as the province deals with its financial situation.
Specific pandemic response and crisis response planning
We anticipate that many programs will remain as blended service deliveries with some virtual offerings and some in person services available simultaneously in many programs. While there have been many shifts needed to pivot to virtual services there have been many identified benefits for some client groups so we expect to continue to make these forms of access an option
positive; we can now serve families virtually saving travel and time Negative; really stressed traumatized children and families. They are out of routines and getting them back into routines will be a huge task post covid.
I expect our services will be needed more than ever...
expanded offerings and targeted populations, farther reaching

Continuing hybrid service options to promote engagement and offer services to vulnerable families and children e.g. medically fragile children
Staff burn out. Staff leaving the sector. Can't do some of the things to help clients. This may have a long term effect.
Attracting people to work in group care could be difficult
More virtual counselling for families and youth
used to be able to have children in crisis from separate families share a room, no longer can do this which reduces capacity. Electronic connections to families as an option when families are not feeling up to a full home visit,
Re-visit benefits and wellness to staff
Incorporate digital meeting solutions
Create a paperless and contactless support model for foster care.
Deepening of relationships
To come - test the support model and "risk" perceptions of in-person contact
A continuation of virtual services in some capacity. A significant decrease of young people being able to participate in the job market.
I think that some of our services will remain on-line which we never did before. I think also that meetings may be held online every now and then.

OH&S

Does your agency/organization have an occupational health and safety organizational management system in place? (n=53)

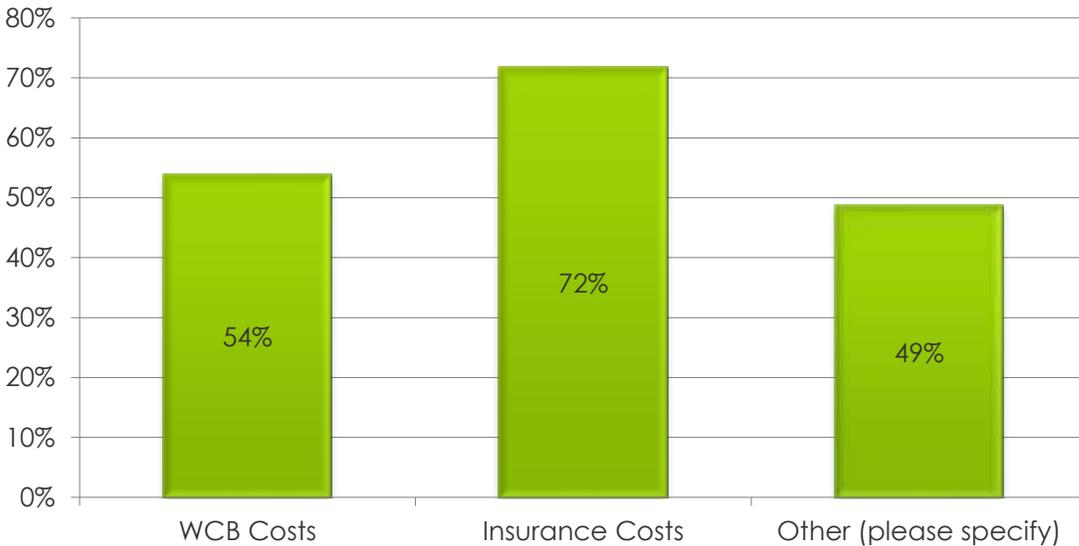


Are there any areas of concern that ALIGN can support you specifically to do with occupational health and safety requirements? (n=40)

No thank you.
We are currently working on and updating an OH&S system so may need consultation.
Advocating or identifying an electronic system (at a reasonable cost) that supports check-ins for staff working alone.
Keeping OHS standards on the work we do with families, we do not operate heavy machinery:)
Availability of affordable, quality training.
Our organization is incredibly grateful to ALIGN especially throughout this past year sharing best practices, recommendations and updated mandates.
No
Continue to support training opportunities to ensure annual requirements are met
Not at this time.
no
nothing
OH&S Policies: development of policies and ensuring that policies are current. Affordable OH&S related training for leadership and agency staff. Mental wellness and stress management in the workplace.
Not at this time
ALIGN has been doing the right things to support agencies in providing training opportunities at reasonable pricing to build robust Health and Safety Programs. I think we have a good handle on OHS requirements, but I do wonder about what supports might look like specific to CI services, in particular Group Care.
Advocacy with OHS Alberta to ensure reasonable requirements are in place for our sector and the work we do. Also special training for Officers is really important so they can conduct their inspections/investigations in a helpful and understanding manner.
Perhaps some type of quarterly presentation/discussion forum specific to OHS could be helpful. Could be provided by an OHS expert who could speak specifically to OHS requirements as they apply to our sector specifically.
too many people required on the OHS team. too many training hours required. Training not terribly relevant to our sector.
Provide updates ,policy and protocol resource materials and trainings
it is a matter of time and money.
Our insurance company would like us to have a better harassment policy that has been professionally developed or reviewed.
Advocacy
support to implement OHS requirements::training and dollars
Stress and managing mental health of employess
ALIGN does a great job in this area

N/A
We have support from Align and really appreciate Cathy!
Implementation of new legislation and assisting enforcers to understand the nuances of our work as it relates to OHS. More specific videos and examples in our sector to train staff on things like Hazard Assessment and Control, investigations, inspections, More relevant examples in the CSSSI manuals. For example, the site specific hazard assessments for home visits was very helpful. We need more specific examples for investigation, inspections, hazard assessment/control. A decision tree for investigations that articulates not only the OHS required reporting, but also the lower level investigations, to support staff understanding. Support with auditing the Health and Safety Management System. More info/training materials on defining workers specific to our sector, such as foster parents, supportive roommates and work experience participants. Info/training on what inspection looks like for our sector (for TCBC, group care, community programs)--specifically what and how to inspect. A community of practice for like agencies specific to OHS.
The support and information provided so far has been extremely helpful. Informing agencies of updates to legislation would be helpful.
We are still in process for developing our systems. Align has been very helpful in providing forms and training. If these can continue that would be helpful.
We have everything we need at the moment.
n/a
no
No
no
working alone; a monitoring system/on-line service for when home visitors are in the field
In the last few years employees are making WBC claims, when in fact they are not claims. WCB is accepting them. Even though it goes against their policies.
Not at this time
: We anticipate a hybrid model of service going forward with groups and individual service available both in person and online as the virtual service delivery model has reduced barriers for service for several families and youth. We also anticipate a need for programs to have a focus on social connection due to the heightened awareness and experience of social isolation among the pandemic. Family mental health, youth mental health and older adult social inclusion will be key areas of emphasis in post pandemic recovery.
no
This is all due to lack of manpower - Align has been excellent in supporting this area
Many systemic concerns and needs exist within our sector. This should be a priority for the current ALIGN board.
Have updates to current information; resources, presentations, access to printed materials.

What are your occupational health and safety concerns? check all that apply (n=39)



Other:

We recognize the value of checking in on employees who are working alone; however the resources it takes is astounding.
Keeping staff and families safe and informed
Ergonomic workstation needs
Training costs
Assessing the safety of staff and clients accessing our building; COVID re-opening strategy, and standard drills and practices (e.g., fire drills, lockdown).
Wellbeing of staff, and staff retention.
Employee health and wellbeing as we move further into the second year of the pandemic.
Employee benefit program
We've been fortunate to manage with in-house supports
Benefits - specifically LT and ST disability costs
Employee training costs (to meet H&S standards), employee involvement times costs (i.e. involvement in H&S committees)
the level of violence staff are exposed to from young people we are serving
Cost of OHS legislation implementation and investigations
psychological health and safety post-covid
Creation of best practices and keeping a health and safety focus while working with high needs, complex behavioural youth
Risk mitigation
demand on administration and management in a small agency
Staff injury and lost time a significant concern. Implementation of a health and safety management system is a complicated and resource heavy process and commitment.
None

Cultural Considerations

What activities is your agency/organization doing or has done to ensure strong cultural connections? (n=52)

cultural training, incorporating cultural teachings in programming, land acknowledgments
We have hosted multi-cultural pot lucks. Many staff have attended Cultural Diversity training in the past. We anticipate doing this again.
Working with a local Elder for individuals that are Indigenous
We have several committees and work with Elders to incorporate strong cultural connections in our organization
PD; Guest speakers; Community programs
in-services, connection with community support
Smudging ceremony monthly
Blanket Exercise
We have an elder that visits regularly for group work
We acknowledge daily at any event the (Amiskwacîwâskahikan), Treaty 6 Territory We acknowledge that Hope Resource Centre is on the traditional lands of First Nations and Métis peoples, referred to as Treaty 6 Territory.
Our office is filled with indigenous art work from a local artist
Ceremony is honored and made available throughout our work with our clients.
We hosted a renaming ceremony for our Indigenous program (not a CS funded program) for homeless youth and involved Elders and Knowledge Keepers in the ceremony as well as renaming of the program – Wicihitowin. We are currently working with Canadian Center for Diversity and Inclusion to support the development of a Diversity and Inclusion Plan for the organization. Foundations of Caregiver Support training to all staff who work in CS programs. Foster Care and Kinship engage in cultural activities/ ceremonies with children/youth in their care and help facilitate increased connection to family / culture through cultural planning.
Training, working with DFNA
Relationship building with the nations and Metis settlements within our region, culturally specific training through our Indigenous contacts, Blanket Ceremony, Indigenous Canada training for all staff, seek to partner with Indigenous contacts to share information, training, and resources
Our internal Cultural Competency Committee actively engages our staff with various resources
(such as relevant movies, presentations, Elder facilitation and relevant activities)
This is a consistent practice at Miskanawah, where Indigenous teachings are directly referenced in our mission and mandate. Culture is one of our four listed values and we have a Cultural Team working with all programs to ensure this is reflected across all programs.
none
translating brochures, offering resources in other languages, etc.

<p>We are currently engaging with CWLC, FNHA of BC, and other indigenous partners to ensure we are remaining relevant in our standards. This is an ongoing process that I hope to continually enhance. This year I am particularly looking at adoption and foster family. We are also partnering with the BC Association of Child Development and Intervention on a project that will look at how a trauma informed and culturally safe lens fits within our standards. This is just in the development phase.</p>
<p>Reviewed the TRC and report on MMIWG and created recommendations for member agencies on how to build stronger relations with Indigenous communities. Enrolled staff and Board Members in Cultural Solutions 101 and 201. Studied ACWS self guided learning on Allying with Indigenous peoples. Supported Indigenous scholar to do research on counselling model for Indigenous women who are survivors of incest</p>
<p>On-line training through the University of Alberta, guest presenters at the agency for staff training, involvement in cultural events, partnership with Indigenous agencies.</p>
<p>In house training, cultural activities in house and in community, ,indigenous staff, families and youth.</p>
<p>We hold 2-3 Indigenous events/year; this summer we are holding 2 additional events. Kids/families take part in Bent Arrow's virtual cultural events, cultural connection is part of all service plans.</p>
<p>We have all staff participate in core training the first year, combination of training and ceremony. All staff receive Omaniwe the second year and ongoing opportunities to attend ceremony. We have a Knowledge Holder who meets with staff upon request to train, teach, and support our staff, building their capacity. We also have teachings every Tuesday for any/all staff teams. We have just hired an Oskapios to support the work of our Knowledge Holder. We have both an Indigenous Advisory Committee, that makes recommendations to Senior Leadership, and a First Peoples Group to provide support for Indigenous staff.</p>
<p>1) Chimo has created a position in the agency for a Kokom with the advice of Chimo's Indigenous advisor.</p> <p>2) Chimo has put into place that staff are to take Indigenous Cultural Training every year; moved from every three years.</p> <p>3) The Chimo Directors meet with the Kokom, the advisor and a Indigenous knowledge holder who sits on the board every three to four months to discuss how going forward with Culture would look like. This process is also part of Chimo's Vision planning.</p> <p>4) Smudging was done in person once per month agency wide until the restrictions came into place. It is now done on Zoom and the agency does it twice per month.</p> <p>5) Medicine picking, starting meetings in Ceremony, celebrating Summer and Winter Solstice.</p> <p>6) Engaging with the youth and families who are invited to all events. One on one with Kokom.</p> <p>7) In our SIL program the Kokom meets with all new youth intakes, regardless of whether they are Indigenous or not, to introduce herself and to offer ceremony - smudge and turtle teaching.</p>
<p>Specific to Indigenous cultural connections: Regular communications and connection with Native Counselling Services of Alberta. Contracted Frank Shannon to deliver Module 1 of</p>

<p>Foundations of Caregiver Support. We also include an Indigenous historical component in our Child Intervention Module in our Foundational Training for Cultural Brokers partnering with reserves in service delivery.</p>
<p>Implementing TRC recommendation agency wide</p>
<p>running cultural groups and activities</p>
<p>We have an Elders Counsel – they support ceremony, various teachings, challenge Trellis to incorporate Indigenous ways of knowing into all levels of the organization. The council is currently working with Trellis to improve our policy manual. Trellis has incorporated circle into our mtgs, with clear protocols. Staff and clients have access to Elder support when needed. Clients can access medicine whenever needed – it will be delivered to those who request/require it. All of our spaces allow for smudging – our offices, group homes, shelters etc. (all staff are provided the teachings for smudge) We have a strong reciprocal relationship with the Siksika Nation through our Strathmore FRN. Various teams/portfolios are hiring Knowledge Keepers to teams to better support those we serve. This is just a sampling of some of the ways we ensure strong connections to the Indigenous community, but we have many more initiatives that we are working on and always looking for ways to expand our knowledge, connections in this area.</p>
<p>Our staff are taking the UofA Indigenous World Views Certification course.</p>
<p>We have several cultural teams that help us keep connected to cultural teachings and events. We have been able to make Indigenous culture a part of who we are.</p>
<p>We have an elder on staff. All children and families are offered access to the elder for support and cultural teachings at the beginning and throughout involvement. We have invited staff and clients to make ribbon skirts over a 2 day training session. We smudge 3x per week. Annual indigenous training for all staff is provided. We support children and families in visiting their reserve. We support children and families with financial support to attend cultural events/offer protocol. We provide weekly cultural teachings and smudge offered to all staff and families (separately). Our Elder supports with Medicine picking. Bannock making with youth. Beading and ribbon skirt making with youth and families. Tipi teaching with youth. We provide smudge kits for anyone who may need one, family or staff. We have medicine in house and it is available to staff, families, and children.</p>
<p>Regular elder contact, practice and observance of Indigenous teachings such as smudging.</p>
<p>Cultural Diversity Training</p>
<p>Aboriginal Awareness Training</p>
<p>Cultural audit, Indigenous leader circle, cultural ally training, participation in ceremonies and events</p>
<p>Participated in Omantiew, Indigenous Thought Leaders day(s),</p>
<p>Contracted Elder</p>
<p>Indigenous liaison worker</p>
<p>onsite cultural activities three days per week</p>
<p>Connecting children/youth with families of origin and encouraging their customs practice. Looking for opportunities to attend indigenous activities. Researching activities that we can do on site. Hiring indigenous resource person to come on site.</p>
<p>We have a Cultural Resources department that offer access and support to cultural activities/elders/ceremonies within programs. Intentional staff training about Indigenous history an culture. Specific programs for Indigenous families (i.e., Braiding the Sweetgrass). Access to smudging, sweat lodge, talking circles, tipis, Indigenous crafts, drumming, time on</p>

land, etc. We have an Indigineous Advisory Committee (HIAC) and have recently stood up an external advisory to support the development of an Indigenous Strategy. We have a cultural hall.
-participated in a community of learning in Ottawa hosted by CWLC
-Indigenous Training for staff and management
We have continued to provide training and working to advance people's understanding and growth. We have hired a designated person to assist in the development of our practices and service delivery
Connect with Indigenous Knowledge keeps and Elders. Staff involved in Rites of passage.
We have performed naming ceremonies with an Elder from our community that included our clients
Began CFS Indigenous Inclusion Journey in 2016, Phase I completed and Phase II underway; seeking partnerships with Indigenous serving agencies i.e. Miskanawah. Beginning stages of engaging with Elders.
workshops and external trainings
We make sure to take any free training available to keep current on cultural standards and issues
too many to mention, evidence and activities daily
Formalizing partnerships with Indigenous agencies, bringing on staff individuals with lived experience, addition of Indigenous voice to board, seeking training for management and staff. Connecting with larger organizations for guidance and support
Access to Ceremony and sweat lodge ceremonies, we developed positive relationships with Elders or knowledge keepers to support staff and families.
We have hired a full time Ingenious Cultural resource person to work with teams, families and communities.
Our organization has engaged in a transformational relational learning framework with Dr. Gabrielle Lindstrom to address the learning and unlearning as an organization to decolonize our service delivery model and provide culturally safe Indigenous programs. We also engage in a Client Directed Outcome model and have embedded a natural supports framework to support a process of the client being heard and being connected to connections and supports in their life that are meaningful to them and will help them thrive.
did an independent study to provide recommendations and are now working through this.
Events
Elders
Training
Policy
In-services and workshops
Support & access to resources
For this past year:
21 Drum Groups
8 Indigenous Rap Sessions

4 Sweat Lodges

1 Medicine Mixing

1 Drum-Making

1 Medicine Wheel Teaching

Tipi Painting

Tipi Transfer

Medicine Walks

4 young people received a traditional name in ceremony

Smudging

Beading

Pipe Ceremonies

Sharing Circles

Hand Games with Elders

Dream Catchers

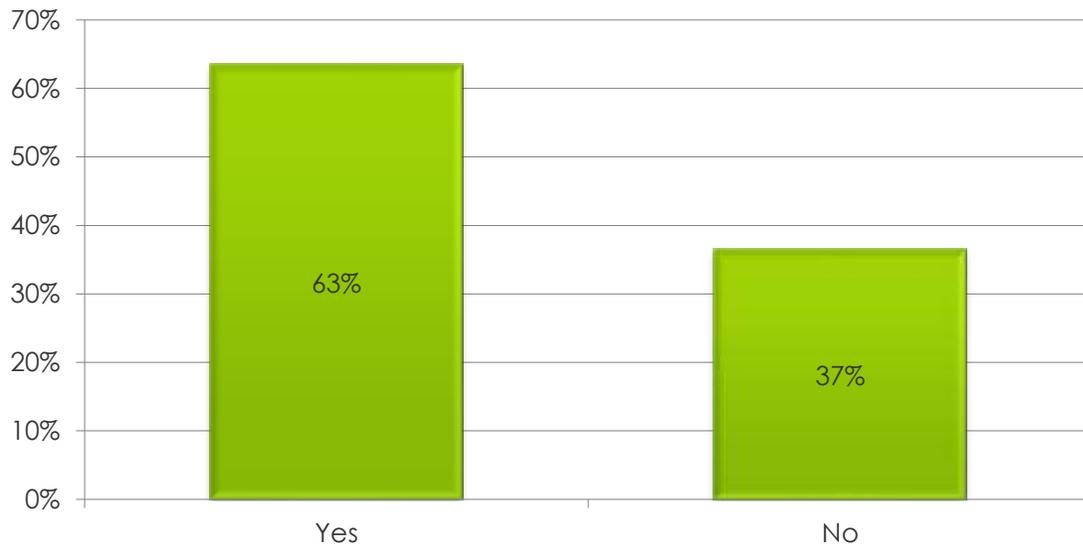
We consult with provincial elders and indigenous consultants.

Board and staff read the Truth and Reconciliation Paper

Will be reading a book by Suzanne Methot

Ensure that we have Indigenous representation on the board

Does your agency/organization practice ceremony (e.g., smudging, sweats etc.)? (n=52)

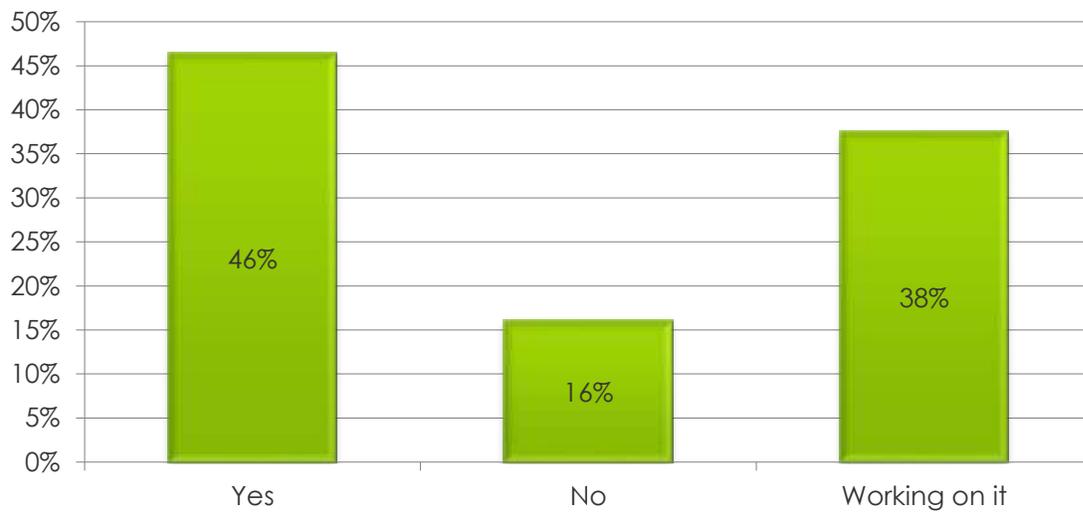


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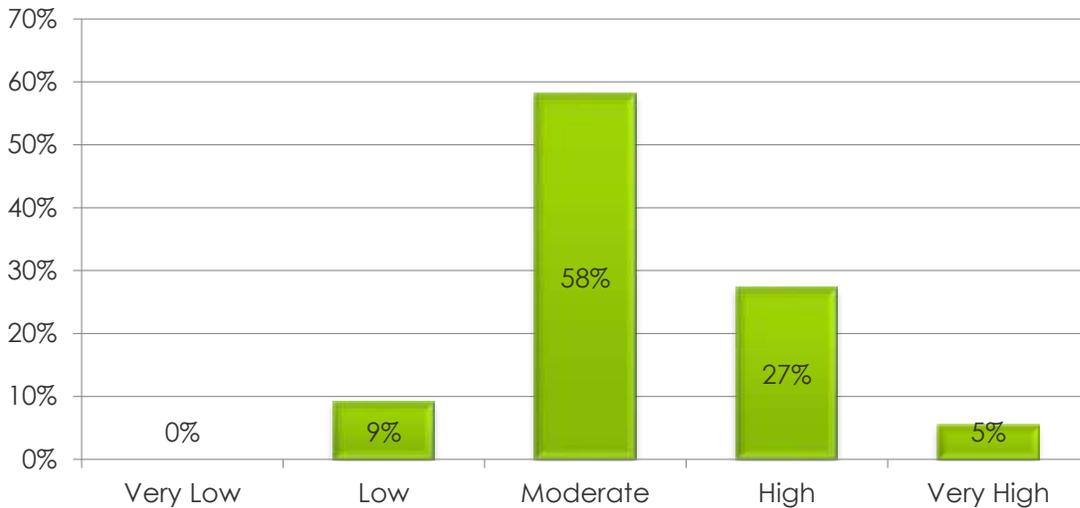
smudging, sweats, cultural teachings are provided as part of programming
Not currently, as the majority of our supported Individuals do not identify as Indigenous
smudging, connection with community elders
We have monthly smudging ceremony and an annual public smudging ceremony with drummers
We do offer Indigenous ceremony and spiritual activities for our clients.
Sometimes with training, or specific meetings, if program participants request it
I practice ceremony under the guidance of an Elder or knowledge keeper when this is part of our meetings. I am the only employee working out of our Edmonton office.
We do smudging but we are inconsistent
We have training and materials available as needed for conducting smudging on-site.
Not at the office. Some families may smudge at home. They may also take part when at cultural events.
We have a daily smudge for all staff. We ensure that ceremonies that are taking place in the community are available to all staff. We also provide ceremony opportunities for our staff (sweats, fire ceremony, medicine picking). We have policy that provides days to attend ceremony as part of work hours.
1) Smudging was done in person once per month agency wide until the restrictions came into place. It is now done on Zoom and the agency does it twice per month. Kokom Smudges with youth when meeting. 2) Picking Medicines in the community inviting youth and families 3) No Sweats during COVID but staff and youth were invited. 4) Tipi raising and Teachings.
Some of our staff are regularly invited to participate in local Indigenous ceremonies, they participate on behalf of our organization.
Smudges 3x per week. Sundance scheduled for June 2021. Support clients attending ceremony.
Smudging, Sweats, Cree Language classes, Dance Troupe

ASC supports ability to smudge within work sites/spaces - but not currently a regular practice.
when we have someone available to lead these.
Although this has been more challenging in the past year.
Not as a routine agency practice; Indigenous Youth Worker has facilitated smudging at Louise Dean Centre for staff and clients
Rarely
As an association we do not have a need to practice ceremony other than at conferences/workshops.

Does your agency/organization have well-developed positive relationships with Elders or Knowledge Keepers to support staff and families? (n=56)



Overall, how would you rate your organizations
KNOWLEDGE of Indigenous Cultural Understanding?
(n=55)



Please describe what resources/training you would find helpful to support the growth of Indigenous Cultural Understanding within your agency/organization (n=39)

We do not seek out referrals for service, they are sent to us via FSCD, PDD and AHS. We have not received a high amount of referrals for indigenous people. Our Alberta Health - Early Intervention Program cannot provide early intervention services on reserves; as they have their own independent funding and services for this support.
Additional training and resources are always helpful.
Shorter information tips and PD
Videos and online supports
Ongoing learning, support urban youth, language supports, reconciliation actions
I have taken extensive cultural training, but with funds permitting there is always more to learn. We are very aware of the genocide that has occurred in this country; passionate about supporting those impacted by this injustice and if funds permitted would continue doing more cultural training.
Staff training relating to Inter-generational Trauma, Residential Schools and Truth and Reconciliation, Access and Engagement of elders
More interactions with Elders for knowledge sharing
Additional training and opportunities to participate and connect
Having access to more video content would be beneficial
Miskanawah has greatly appreciated the opportunity to attend Cultural Solutions 101 and 201. The feedback from these learning opportunities has been outstanding. We are always seeking funding opportunities for our Elders Camps and Miskamaso Days of Learning, a unique opportunity for families and youth to come together and sit with the Elders. Miskanawah works closely with the United Way Wisdom Council to produce culturally appropriate and informed activities, teachings, and events to families.

We don't have any indigenous children in services at this time.
n/a
The training ALIGN has made available has been great and I want to be able to have time to attend more. I do participate in some online trainings and other trainings in various provinces.
We love the Cultural Solutions trainings
Cultural competence in serving Indigenous families in all of our programs to ensure that they have a positive and supportive experience that meets their unique needs.
Indigenous community activities, Zoom activities / training.
always a challenge to equip new staff with an understanding of the history and impacts of colonization. Although the ALIGN courses are excellent, they are too long to be away from the office. Staff returning from the previous sessions (Omantiew) had widely different understandings of what they learned and how to apply it.
Training, support and circles for our Elders and Indigenous resource team.
A list of Band Designates so staff can have a connection on behalf of our families and youth to the First Nation. Connection to the knowledge, the land and to the Elders.
Mutual learnings for front line staff of MCHB and Native Counselling Services of Alberta; beneficial to build relationships with Indigenous FRNs
we need monetary resources to ensure ALL staff can take advantage of opportunities.
Indigenous Evaluation Tools
Increasing participation in ceremony/understanding barriers to participation. Training for greater understanding of the current role of government and children services relating to systemic oppression and racism. Greater understand of barriers to entry for woman and specifically indigenous women.
Improved communication with Community Educators to improve on the numbers of Indigenous Child and Youth Care Workers as well as Supervisory and Management staff positions
Needs to be with specific Indigenous Bands for services to youth we serve.
Opportunities for Board members to grow in their understanding, as well as (relatively new) leadership team members to have opportunities to grow in their learning (i.e. Omantiew), Videos/Webinars (that could be accessed regularly to support new people or new roles, to initiate learning process and somewhat 'catch up' to others' knowledge in the agency, or regularly scheduled in-person learning opportunities to have ease of access in planning to maintain agency knowledge growth and experience. As people change roles or leave the org, the knowledge and experience leaves with them, leaving a gap in collective knowledge.
A consistent resource person (Elder) that we could connect with on a regular basis.
There is much to learn about Indigenous culture and we recognize that there are many different groups/nations that have different traditions and ceremonies. We appreciate when Align offers Indigenous training to agencies as it helps give us a broader perspective and access to new knowledge keepers and information.
History of Indigenous People in Canada
Current Initiatives
We would find resources on caring for indigenous youth most beneficial - including best practices, program information, and help on creating connections with others that provide care to these youth.

Other connections to ongoing cultural practices, a network of cultural caregivers and activities that occur on reserve would help us create strong, robust programs that are culturally sensitive and tied to the client.

- a. HR Practices- Recruitment, Retention and attracting Indigenous staff and volunteers
- b. Continued training offerings
- c. Resources/Training on program evaluation methodologies specific to Indigenous clients
- d. Support in accessing Elders

more workshops, readings and learning opportunity

not sure at the moment

Resource list, Knowledge Keeper and Elders access list

Trauma informed approaches; Indigenous perspectives and world view; Indigenous traditional parenting.

Continue investing in Indigenous and have training available to agencies.

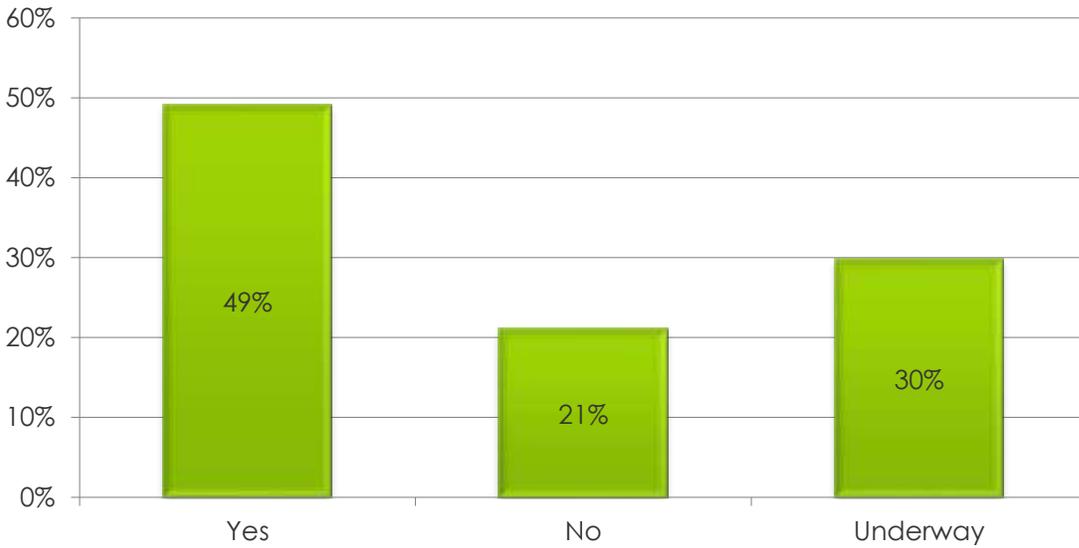
It would be helpful to have support in discussing policy development and building connections to Indigenous Knowledge Keepers and Elders as we seek to enlarge our relationships within the Indigenous community.

Again we have the knowledge but lack the manpower to sustain and create on-going connections.

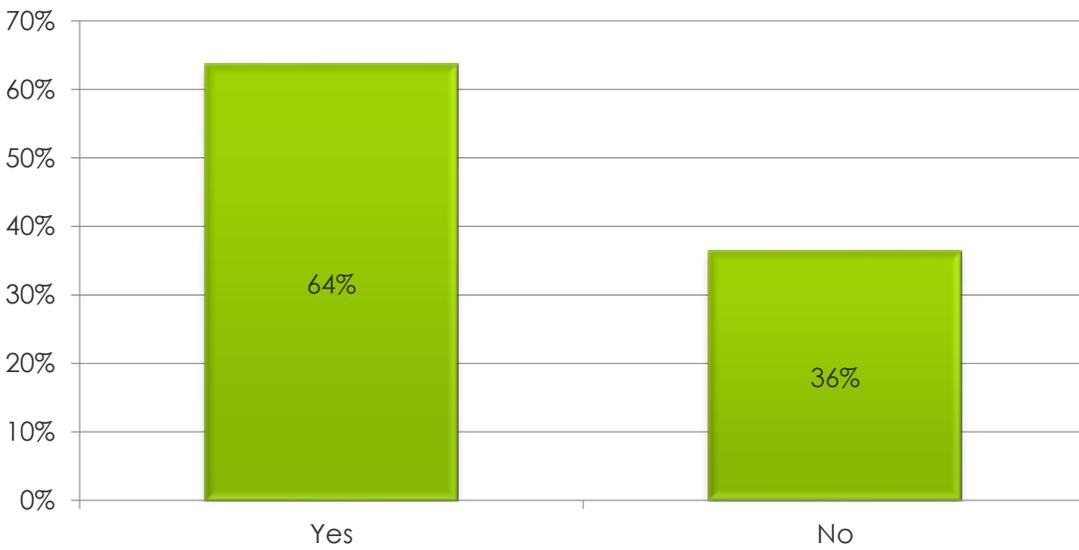
I believe a focus on more sharing and connection between organizations would be helpful. Sharing knowledge and resources.

As an association, we could benefit from ongoing opportunities for various indigenous cultural understanding workshops to offer our members.

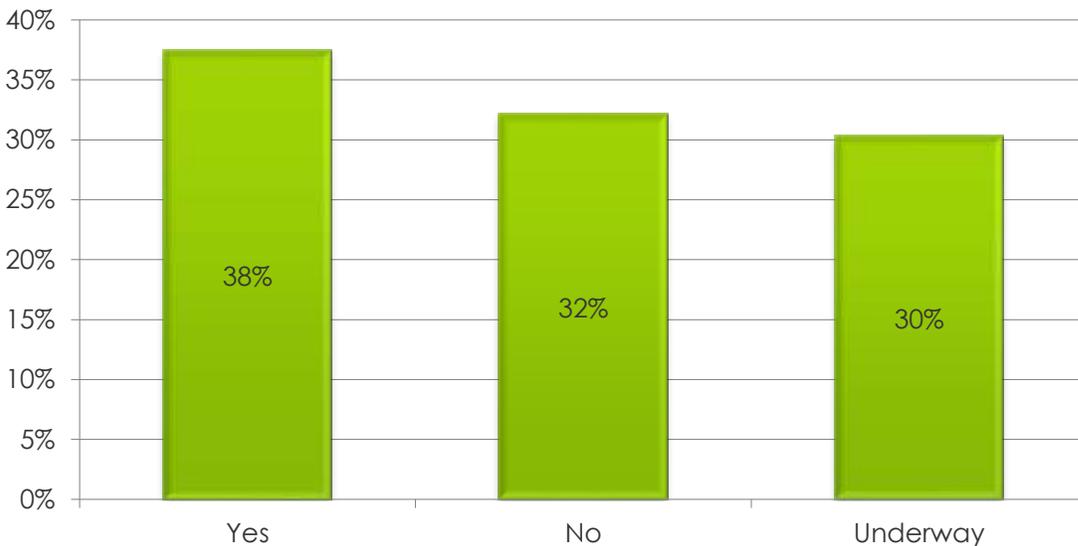
Has your agency/organization developed any policies on anti-racism? (n=57)



If yes, did your organization develop the policies on anti-racism prior to 2020? (n=44)



Has your agency/organization developed any training focusing on anti-racism? (n=56)



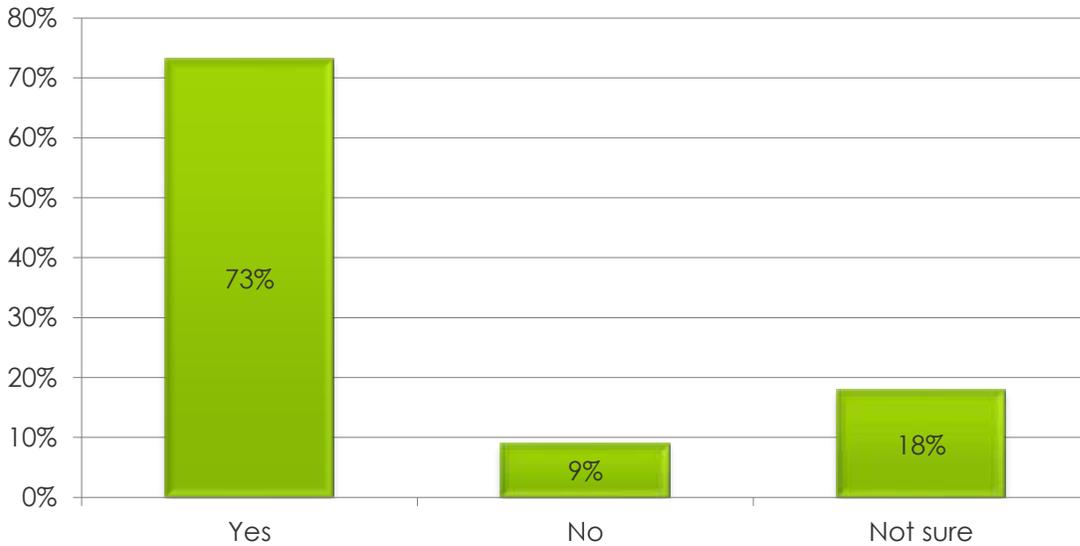
Are there any areas of concern that ALIGN can support you specifically to do with increasing anti-racism or systemic racism? (n=36)

No thank you.
training resources
Not at this time.
FYI - Some racism challenges come from the people who receive services towards their staff.
As previous
affordable training
Training opportunities for staff
Policy writing
Training is always helpful
using social media appropriately to advocate
Not at this time.
no
n/a
Not specifically but I believe always keeping the issue at the forefront is important.
We have hired a consultant who is taking us through an agency audit and helping us to develop recommendations towards anti-racist organizational change.
Training opportunities for front line as well as leadership staff
Not at this time
This has been an area covered within anti Harassment and bullying training in the past. It needs a review with more coverage of systemic racism.
Access to leaders in the field of anti-racism and/or systemic racism. Training, webinars, circles, etc.

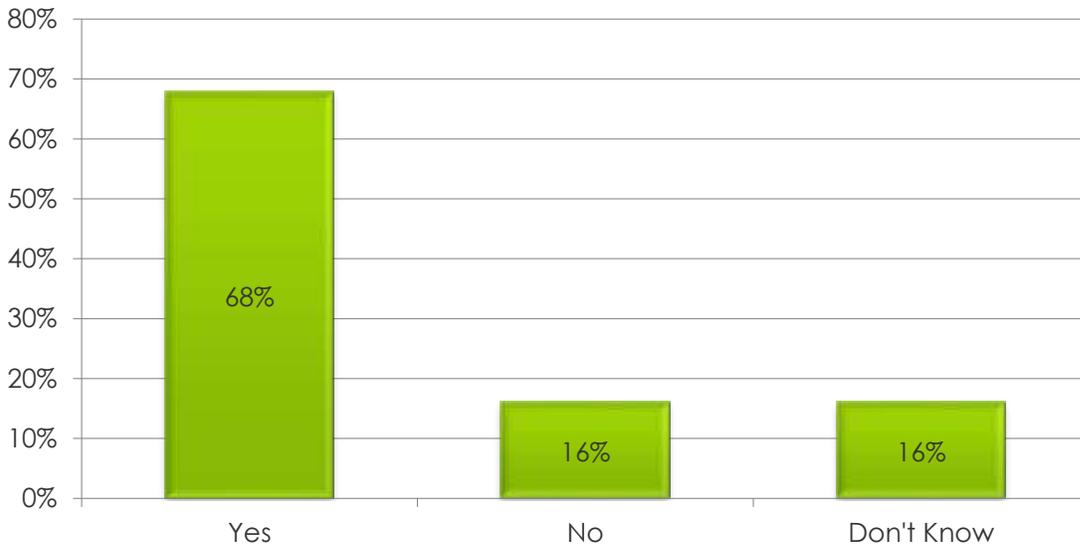
In terms of area of concerns, we are looking forward to working in partnership with Align to provide intercultural competency trainings, and infuse current offerings with curriculum geared to increasing the understanding of the root causes of systemic discrimination as well as skills to create intercultural relationships leading to culturally safe and responsive practices. This will also hopefully, increase Align and its members capacity to collectively address systemic racism and increase anti-oppressive practice.
anything would be welcomed and utilized.
Maybe - I should probably look into this more.
Education
We have offered training and education on Racism but not developed it.
Would be great for ALIGN to offer during Annual Conference or by other workshops.
senior leadership training, policy templates
Help people :
Understand their white privilege
Understanding their unconscious bias
Understanding micro-aggression
Understanding the experience of BIPOC
As our organizations are increasing their diversity, training on how organizations can evolve and be better employers would be helpful.
The majority of our workforce are BIPOC and we are working hard to make sure that we are creating a safe space for them to work in to care for our clients. That being said, as an organization, we are always striving to do better.
We are open to all resources that ALIGN has on this topic in order to bolster our internal policies and help us create training.
a. HR Practices- Recruitment, Retention and attracting diverse talent.
b. Continued training offerings
more learnings
No
This is an area that we have just begun thinking about. With the demands of the past year and development of the FRN model etc. it has been difficult to consider needs in this area. Racism and the Indigenous experience training would be appreciated .
Training for Agencies
Support with policy development
A focus on policy would be helpful and to support conversation and sharing would be helpful.
Perhaps we can collaborate training opportunities
Regular,1 - 1.5 hour, free presentations on racism

About ALIGN

Has ALIGN advocated for your needs in the previous fiscal year? (n=56)



In the past fiscal year have you/ your agency participated in the advocacy process? (n=56)



Comments:

Participating in information sessions and workforce challenges meetings that provide an opportunity to advocate.

Letters and meetings with MLA, attending ALIGN meetings, meetings with community partners and funders

writing letters to mla and ministers

FSCD committee representative
correspondence with government
advocating for Indigenous programming specifically HV on rural nations, advocated for funds to support program participants during COVID - transportation, phone, and internet and basic needs support
letter writing
CARF is not an advocacy based company and therefore I do not participate in advocacy efforts. I do appreciate the work of ALIGN in this area.
We meet with politicians and policy analysts; we write briefs and letters to same
Leadership role with ALIGN Chapter and ALIGN Board, FCSS Advocacy Committee
Sending letters, completing surveys and questionnaires, attending meetings, connecting with our MLA etc.
writing letters to MLAs, attending ALIGN meetings, participating in agenda forums, Board of Directors training
attend meetings, forums, etc.
letter writing, mtg with the Minister (site visits), attending various Align mtgs
Attended Align meetings
Critical Worker Benefits for non-ACS contract staff
letter writing; meetings with MLA / Minister
Our CEO is on the Government Relations Committee
Attended ALIGN advocacy meetings, participated in sector/regional meetings (strategic planning groups). In the past the agency has advocated with local MLA's but during COVID, not only challenging to meet in person, but other priorities took precedence
meetings with ministry personnel, social media campaigns, connecting with provincial Politian's and their staff
Letter writing; attending some meetings
Contact with MLAs and letter writing.
We attended ALIGN meetings and had conversations with our MLA
Active social media participation in the 200000 campaign
letters to MLA's
committee's and advocacy with MLA's
Part of the Board and other committees
attending meetings
GR
Board member of ALIGN and committee member with ALIGN government relations. Have worked with our board to make connections with government members at all levels. Have signed an agreement with a lobby group.
Our association has contributed to advocacy by way of sharing Aligns posts via social medial and our website, and we have written letters.

Please recommend any advocacy efforts that are needed for ALIGN in the coming year. (n=31)

Pay equity and benefits for community support workers in the children sector.
Unsure. The meetings i have attended with Align are very focused on child protection and child services. There has not been any support for programs for children with disabilities.

The Leadership training that was once available to services funded by community and social services has not been available.
GOA relations; Early Intervention, standard of living increases
If foster care is going to be a viable and offered service delivery model it needs to be better funded and supported. Current funding model is insufficient and does not allow for responsive and therapeutic service delivery. Many expectations for our caregivers and they are too high for the training and remuneration they are receiving. Foster care must be held in a more positive light to support the caregivers and children/youth in it.
We partnered heavily with Children Services as COVID increased family safety needs. Our local CFS office submitted our safety plans for parent and child to the Ministry of Alberta and we were recognized for our advocacy efforts as we incorporated a relationship based focus on the standardized SOS safety plan model. This led to an invitation from CFS to be interviewed with the caseworker we partnered with and have this presented to the regional CFS conference.
Continue building on what you're doing, i.e meeting/educating with ministers, government officials etc.. Community of Practice groups have been helpful to serve as a voice, contribute to recommendations/changes required and facilitate increased representation at a government level.
Continue to look for ways to influence policy change and reform especially as it relates to Bill C92
increases in cost of living for contracts /grants
In light of the recent and devastating news of the residential school in Kamloops, Miskanawah hopes ALIGN will continue to advocate for and support our Elders + Residential School Survivors. In particular and when it is safe to do so, supports that bring our Elders together in a natural and culturally-informed setting. Land-based healing camps and activities for Elders and families are so crucial right now. To ensure the continuation of ceremonies that have tremendous healing impacts for our families.
The gaps in services that have come up as a result of our PLC closing, and the new FRN not providing enough for our community.
Advocacy for funding to better support operations, cost of living increase and COVID recovery programming.
Not sure
more realistic funding.
I know it will be hard in the midst of the economic hits created by COVID but salary/wages continues to be an issue for our staff and our sector. This topic has all but been ignored since Allison Redford was premier.
FRN - EI funding increase, Children's Services has the mandate to support early intervention and advocate for legislation that requires resources to be invested in early intervention and prevention. Advocate with the GOA to require the collection of race-based data and to include minoritized communities in analyzing the disaggregated data. Advocate with the GOA to train all Human Services staff in trauma-informed practices. Advocate with GOA to focus on Social Determinants of Health, especially anti-poverty and housing and food security initiatives. Advocate with GOA to access Federal supports for affordable housing and childcare to the fullest extent possible.

Maintaining or increasing cost of living increases for wages/benefits and operating.
Monitoring the expectations on agencies to ensure the resources are in place to meet them.
Pls continue advocacy with the Ministry to ensure youth and families are at the forefront when making decision that directly impact Albertans
Child and Youth Care registration.
Cost of doing business increases are pushing many programs to a point where returns cannot offset expenses. Insurance, Fuel, Food and Utilities have all seen double digit increases this past year
ALIGN is on top of everything we see as important
Continuing do what we've been doing and maintain relationship with the ministers
I think OH&S needs for agencies continue to be vastly underfunded. We need to continue to have these issues brought forward. The cost for professional registration for our staff is also an issue that is at the for-front for many of us as our frontline staff will find it challenging to cover these costs.
Salary Increases. Opposition to the re-tendering of existing services. These services do not need to be re-tendered; the contracts need to renegotiated and amended.
We would like to see advocacy efforts around wage costs and PPE.
The cost of labour is always increasing as well as the supply costs of PPE; how can we approach our payors to effectively advocate for increased wage inputs? Will our payors be covering the costs of PPE going forward in this COVID-19 environment?
Many of the families we serve have challenges that are addressed by multiple ministries. Cross-ministerial solutions are needed to address these challenges. I would like to see ALIGN work with Children's Services to build bridges between the relevant ministries (Addiction and Mental Health; Community and Social Services; Multi-Culturalism and the Status of Women; etc)
to better understand the needs of disability services.
Let the ministry of Community and Social Services know how important little agencies are in the social service continuum
Ability of agencies to retain at least some of any surplus'.
Continuing to engage in advocacy for the long term family and youth mental health needs as a result of the pandemic and adequate resourcing of organizations to respond effectively. Connecting older adult mental health needs is also important as many older adults are natural supports to youth and their families yet seem to not have had the same level of awareness with respect to the impact of social isolation during the pandemic
Continued support at the Ministry level
Cost of living a
Fair wages comparable to GOA
Foster Care Tender is long overdue and underfunded
Reconnecting to the Advocate Office to create better partnership to accountable practice
procurement still continues to be a considerable problem. Wages for our sector, flexibility of contracts, inconsistency of service delivery across the province. OHS a considerable concern

and should be a priority for our sector and ensuring responsibility of our funders to support improvement.

Continued advocacy for salary line increases and overall program funding increases instead of program cuts/closure.

Advocacy for early intervention programs/support/training etc.. as well as child intervention. Both need resources and support in order to eventually one day see a decrease in the need for child intervention.

Measurement & Evaluation

*What tools does your agency/organization use to measure change in children and families?
(n=50)*

Annual service survey is conducted to measure service area changes.

program evaluations, community input and parent feedback

Qualtrics, CAPES-DD

Stakeholder engagement and survey's

database, surveys, checklists

In-house developed tool

Hope Resource Centre uses confidential tracking mechanisms to monitor client needs, specifically tracking the forms of abuse, referrals in and out, community partnerships responses and awareness activities to engage the public in addressing family violence. These statistics are crucial in not only measuring volume, evaluating needs and collaborative services, but enable us to effectively respond with customized programs and supports effectively responding to individual client needs with appropriate responses.

METHODS used will be:

Surveys and Questionnaires

Interviews

Focus Groups

Home Visits

Program Observation

Pre-surveys and Post-surveys

Using Community Measures

Participatory and Creativity

The surveys include mostly multiple choice questions but also some open-ended questions. As the target population is women who have experienced domestic violence and abuse, many of the survey questions are of a personal nature. These personal questions help determine whether the target population is reached. The questions also help guide our approach to the educational topics and ensure they are relevant to the participants. This helps us provide the most effective programming and provide a service that makes a positive difference in the participants' lives. Data from the surveys are analyzed using descriptive statistical methods. The open ended questions are analyzed using thematic analysis.

Further evaluative measurements will include statistics indicating the numbers of clients who have successfully begun the process of rebuilding their lives, including employment success, comprehension of the cycle of violence, completion of danger assessments, safety plans in place and ongoing counseling and/or support

Ages and Stages Questionnaire (ASQ-3/SE2) FDP, Kinnections, Foster Care, P-CAP EE, FRN

Casey Life Skills (CLS) YTA, Foster Care

CAFAS Manhattan Place

Child and Youth Resilience Measure (CYRM) FRN

Connections Scale All

Family Assessment Form (FAF) Milestones

Family Advocacy and Support Tool (FAST) FDP, Kinnections

Outcomes Star (Homelessness) Hope Homes, James House

OQ-45.2 (Clinical) Under consideration for Milestones Counselling

Pediatric Symptoms Checklist Foster Care

Protective Factors Survey (PFS) FRN

PSECA Acuity Scale PSECA

Sexual Exploitation Risk Assessment Form (SERAF) PSECA

Well Being Indicator Tool for Youth (WIT-Y) MAPS

Youth Acuity Scale YTA, Hope Homes, YAP Caseworker

Life Skills Assessments and Track CIR
Goal tracking, PICOLLO, surveys
Family & Community Support Service's measures bank
Miskanawah Indigenous Evaluation Framework; Wellbeing and Resiliency: the miyo Resource; evaluation and outcome tracking will be recorded via Sharevision and this information will be pulled according to our program needs specifically for our CSD programs and FRNs.
satisfaction surveys
Surveys/evaluations
As an accrediting body we provide standards for organizations to assist them in this area.
We do not provide direct service to children and families.
ASQ/ASQ-SE, PAPF, Outcome Star, Pre-post Learning Survey, FSII
Various agency tools
Just in the process of switching over to the CARE model.
we have criteria in our service planning software that measures change and progress
Adult Resiliency Measure, Child/Youth Resiliency Measure, Outcomes Rating Scale, Relationship Rating Scale, Agency-developed satisfaction and growth questionnaires, Lifelong Connections Scaling
ASQ
circle of courage
iRelate parent and child rating and assessment
Casey Homes youth assessment
our database is ETO
Currently, reflective practice supports where we identify where things are going well, individually and collectively, are embedded in our day-to-day practice as our primary and most effective form of evaluation and learning,; we often use detailed case stories to support this reflective practice. In home visitation, we also use the LookSee assessment. As hub to the Intercultural FRN, we are developing a comprehensive evaluation framework using developmental evaluation and outcome mapping. In this process, we are endeavoring to align our efforts with some of the core concepts in the miyo resource. Our values in this process are: anchoring in light, rehumanize, and the multiple realities of families
We have built our own CaseManagement and outcome tracking software - FOCUS
All Trellis programs operate under a theory of change with a program design and use a logic model to guide outcome evaluation. Our assessment tools capture a combination of qualitative and quantitative data to evaluate our impact. Where possible, we use evidence-based tools in our programs such as CAFAS, Devereaux Student Strengths Assessment (DESSA), Child and Adolescent Needs Assessment (CANS), and Casey Life Skills Assessment to name a few. To ensure we have captured client feedback regarding their experience of change, we also strive to ensure that every program administers both a worker rated tool and a client rated tool. This client rated tool can be as simple as a client survey designed to capture the impact of the program services or a modifying an existing tool to suit unique client needs. To evaluate our Indigenous programs, we also incorporate Indigenous

ways of knowing such as ceremonies and talking circles with Elders and clients to capture their feedback in the oral tradition.
North Carolina Family Assessment Scale Child and Adolescent Functioning Assessment Scale Care Model
Outcome measurement
Many tools ASQ; FAF; PSSF; RRS; Resiliency; Developmental Assets; Lifeskills; Preparing for Independence; etc
Outcomes in Sharevision
CAFAS (changing to CANS). Protective Factors, Ages and Stages
Service Delivery pre and post assessments; Triple P clinical tools; Behavioural and Developmental Service Plans, ASQ and ASQSE; Observation checklists, online scoring and reporting applications, service plans (goal outcomes); pre and post protective factors survey; Developmental Service Plans and Progress Reports
CAFAS SAC CGAS Organizational Social Context University of Tennessee (Third Party) CARE - Staff and Youth Survey (Third party)
Client Satisfaction Survey Client Needs Assessment CIR analysis Stakeholder anecdotal feedback
We use the Performance Measurement and Management Plan (PMMP) to plan, monitor, and evaluate our goals, targets, measurements, outcomes, and data management processes (as per CARF requirement) Measurements we use to determine the outcomes: <ul style="list-style-type: none"> • Critical Incidents pre and comparative analysis • Daily Stabilization Index • Rapid Relationship Inventory

- Child and Adolescent Functional Assessment Score (CAFAS)
- Preschool and Early Childhood Functional Assessment Score (PECFAS)
- Family Advocacy Support Tool (FAST)
- ASQ & ASQ-SE
- Personal Wellbeing Index
- Child and Adolescent Needs and Strengths (CANS)
- Adult Needs and Strengths Assessment (ANSA)
- Dialectical Behavioral Therapy (DBT)
- NMT Metric (Brain mapping)
- Surveys (Youth, Family/Caregiver, Caseworker)
- Mandated online outcomes report as funder requirement (United Way & FCSS)

CAFAS, pre-post surveys, satisfaction surveys, psychological testing (variety), assessments, treatment service action plans, school performance measures...

We use several over different program. YOQ; Casey, CAFAS

Goal attainment scales. Needs assessment. North Carolina Family Assessment. Client Assessment Functional Awareness System. Ages and Stages. Child and Youth Resiliency Measure. Critical incident analysis.

We are exploring:

- Neuro-relational Framework
- Therapeutic Crisis Intervention
- North Carolina Family Assessment Scale (NCFAS)

Surveys (pre/post, post-only) client satisfaction surveys, client testimonials

We hire health care clinicians, there are many formal and informal assessments completed regularly as well as quarter and annual service plan updates. and

We have no tools

Colab, share vision, FAF, Oral truthing & validation ceremonies

Parents Assessment of Protective Factors; ASQ3 and ASQSE2; Life Skills Progression; PSI Short Form; HVORS; Parent Satisfaction Survey; Edinburgh Postnatal Depression Screening; AHVNA Family violence screening; self-report.

Efforts to Outcomes (ETO)

Family Resiliency

Protective Factors Survey Traditional Vs 2nd Ed.

OQ 45

Y-OQ 2.01 64

Y-OQ SR 64

Client Outcome Measure – Youth

Client Outcome Measure – Caregiver

Family Self Report

Therapist Outcome Measure

GAIN-SS

DERS

ORS

SRS

Child ORS

FSII 019 – Family Cohesion Questionnaire

FSII 038 – Youth Grades 7 – 12 Questionnaire

The Marschak Interaction Method (MIM)

Program specific resilience pre-post questionnaires

Could upload a list if needed

Needs assessment

Surveys

Evaluations

Outcomes under Wellbeing, Safety, Belonging and Family Community Support

Pre/Post measures

Satisfaction Surveys (child, young person, caregiver, guardian)

Client Experience Surveys

Vineland 3

ACE

BFDS Access Family Distress Scale

HoNOSCA

Distress Scales

TAF - Triage Assessment Form

CAFAS

Ages and Stages

Family visit forms

Mediated visit forms

CGAS - Children's Global Assessment Scale

SCORE - 15 - clinical evaluation scale

CYRM - R - Resiliency tool

Y-OQ

behavioural school tracking

CANS

Session Rating Scales

GAD-7 - anxiety severity

PHQ-9 - Depression Severity

CWL - caregiver capacity

Addiction Severity Index

Personal drug use questionnaire

CBCL

PROFESOR - Sexual risk/recidivism

TSCC - Trauma symptomatology

ASQ

FAF

J-SOAP

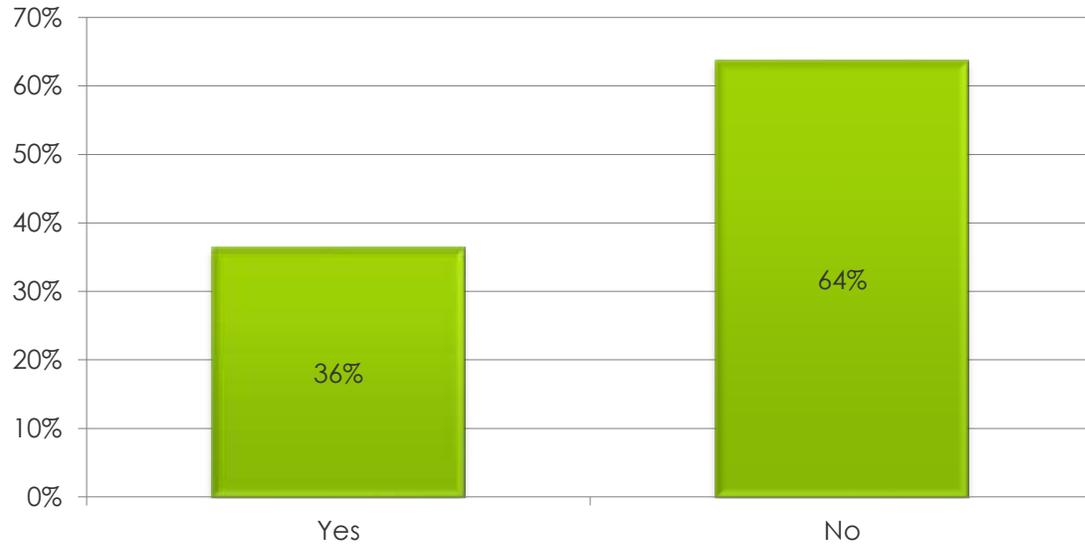
n/a

The Protective Factors Survey

ASQ

The Youth Resilience Measure

Does your agency/organization have an evaluation specialist on staff? (n=55)



Comments:

no
Not funded to have such a position
Yes, we have a Manager of Outcomes and Evaluation and a Director of Services and Quality Services. Both have numerous years of experience in evaluation and research.
Yes
No. We have a Director of Quality Improvement and a Manager of Evaluation.
no
several staff have evaluation as a part of their role. In alignment with our key principle of being responsive to lived realities of the families we serve, most of our staff have direct engagement with families and communities. In addition to direct engagement with families, six staff members also support development and implementation of evaluation activities; at times, we also work with external evaluators.
No
YES. Trellis has a robust Impact and Evaluation department with five full-time staff dedicated to ensuring we have accurate, reliable, and valid data with which to report on our outcomes to funders. This team works to improve the agency's ability to provide streamlined, innovative, data-driven and client-centered services. Through an overarching agency lens, this team uses research, data, evidence-based evaluation tools, clinical practice models and targeted training to ensure that our services are in line with emerging best practices and offer relevant supports

to persons served. Through data analysis from the Impact and Evaluation team, staff are supported to reflect on program deliverables, outcomes, feedback and client experiences in order to make real-time changes to service delivery. This team is responsible for program design, evaluation framework, performance metrics, outcome measurement, data collection and analysis, accreditation and overseeing client management database software systems.
No
100,000 plus
Quality Assurance in general and we have 3 FTE
Sr. Specialist and a Data Specialist
Yes
A mix of outcomes/data/evaluation/reporting
Evaluation and quality improvement.
Yes
We have a continuous quality assurance staff positions that oversees organizational evaluative processes
yes
Yes, constantly looking at outcomes and reports.
Carya restructured a leadership role to focus on evaluation and data analysis to support development of evaluation frameworks, outcomes reporting, learnings, and surfacing themes in our data and demographics.
yes. we have a research department with 5 full time staff
n/a

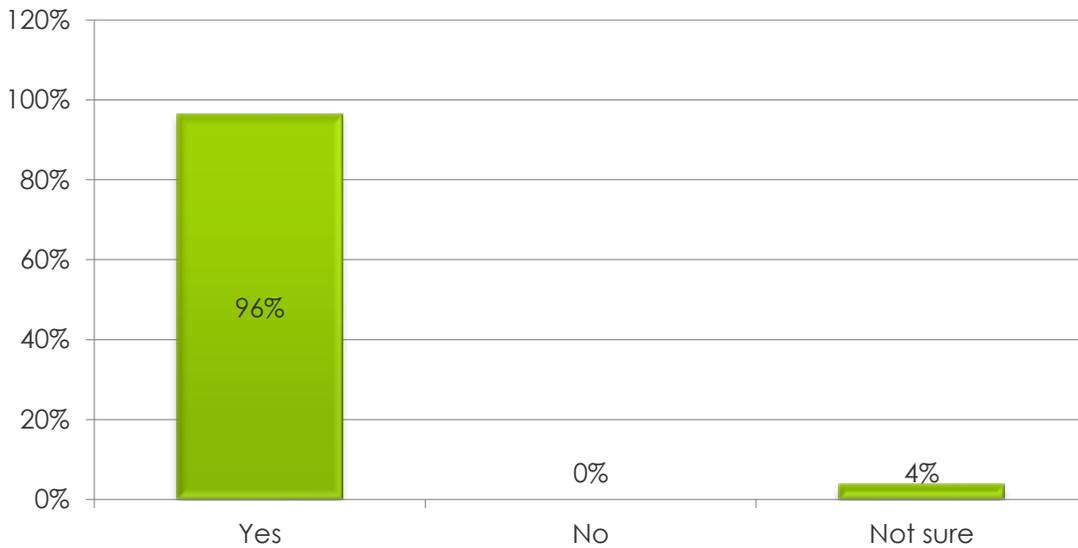
Are there any areas of that ALIGN can support you specifically to do with measurement and evaluation? (n=31)

Each agency may want to measure and evaluate various strategic outcomes. Having a tool or standardized
questionnaire by be useful for some agencies.
not sure
does ALIGN have templates, or suggestions for evaluation tools
All help would be beneficial; not even sure where to start
not sure - likely yes
Would need to know what you could offer.
Being such a small agency guidance in what is of most importance to measure
training is helpful
Not at this time. Thank you.
no
This is not really applicable to us.
We contract with an evaluation specialist
More discussion, learning opportunities and agency sharing around tools being used and evaluation methodology would be very welcome.
No

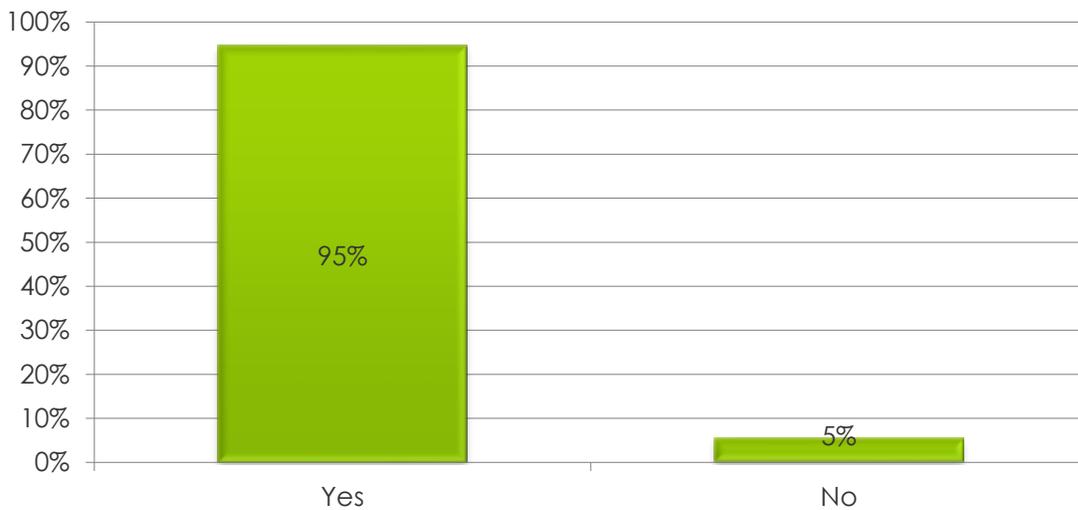
Someone who could review what we do, and how effective it is.
Possibly develop something additional or tweak our existing processes.
Reminding the Ministry and Regional staff that many of the outcomes for children are outside the control of the Agencies.
Continued advocacy for the GOA to embrace diverse and anti-oppressive approaches to evaluation
Would love to know if there are best practices or recommendations for outcome measurement tools for children in care (foster care and group care) particularly for ages 0-5 years. Currently Children Services mandates the use of ASQ-3 which is an excellent screening tool but is not an outcome measurement tool.
Not sure - we should look into this especially in conjunction with the FRN Implementationl.
An evaluation tool library would be helpful
Generic Training on Outcome Measurement and specific Wellbeing Measures
Unsure? Management training on measurement and evaluation;
Knowledge bank of specific sector measurement/evaluation tools used; Potential development of a community of practice within a sector? Sharing in the knowledge of agency partners and the data systems they use?
Often there are a variety of data collection and monitoring systems available to invest in, but difficult to choose which would be the best investment to meet the needs of program(s).
Continue to share information around best practices is helpful
It would be very useful for ALIGN to share examples of tools and models and how to use them. What does the road to success look like for the agencies implementing them, what was their impact, positive and negative during implementation?
What was the financial impact/breakdown for other agencies upon implementation of models such as CARE or Sancutuary (or others)?
a. Evaluation related to diverse populations
no
No
Not at this time. We have taken initiative to develop a Community of Practice with similar organizations using the same CRM database to discuss evaluation and data.
Again, with adequate funding staff can be put in place to improve. To effectively advocate, we need accurate data and the resources to track it.
not sure
I am not sure if this is possible, but I would like to look at measuring/evaluating critical incidents in programs. Particularly, I would like to look at critical incidents pre Registration of Child and Youth Care Counsellors and conduct a post-evaluation of each year following legislated Registration. I predict that Registration will increase the knowledge, skill, and attitude of child and youth care staff resulting in lower critical incident reports.
Absolutely. Anything and everything pertaining to this area would be welcome.

About ALIGN

Do you receive adequate information in terms of updates, events, current actions, etc. from ALIGN? (n=56)



Have you or some of your staff participated in any training or conferences offered by ALIGN over the last fiscal year? (n=55)



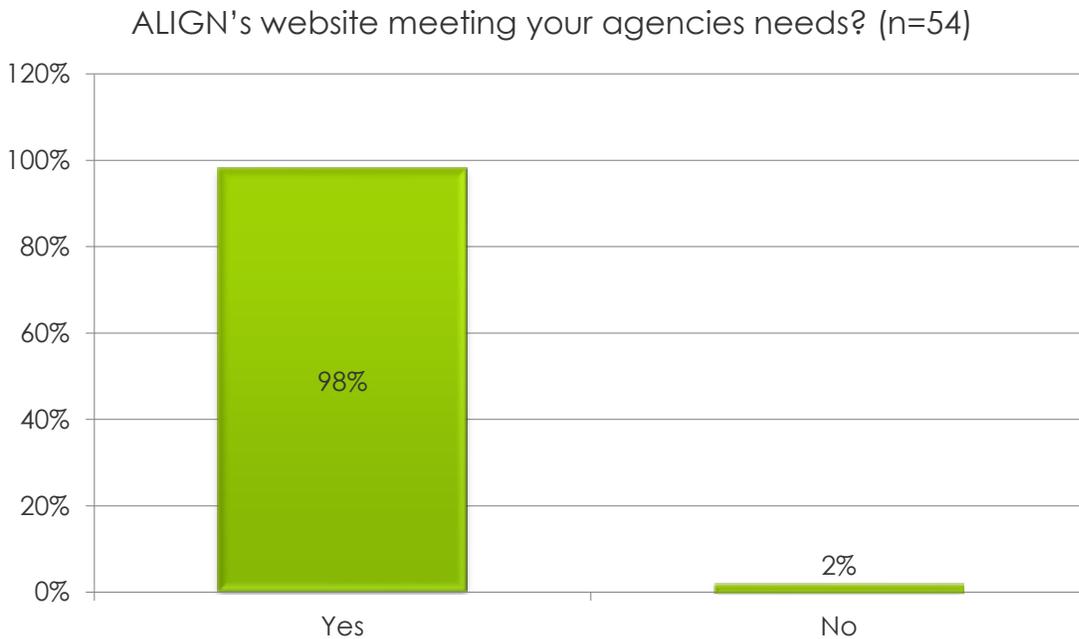
Please identify any additional training opportunities you would be interested in ALIGN offering. (n=25)

leadership, HR, supervision, and training focused on working with families who have children with disabilities and who are grieving.

Outcomes, Accreditation or similar activities; Leadership (practical e.g. reading financial statements, etc)

good options offered
Diversity and anti racism
OHS, Indigenous, racism,
Perhaps more on detection and conversation around ACEs,
Continued opportunities to learn from our Elders. As mentioned, Cultural Solutions has been a tremendous support to Miskanawah.
None at this time but the speaker series was amazing! I love this format!
Love the Cultural Solutions
More leadership-level training would be welcome. Some sessions on making use of technology to support human service work (software, apps, zoom, etc.) would be great as this type of training is either expensive or not well suited to our sector and type of work.
Or sure
Our staff would love more access to Jodi Carrington.
We are looking forward to working in partnership with Align to provide intercultural competency trainings, with curriculum geared to increasing the understanding of the root causes of systemic discrimination as well as skills to create intercultural relationships leading to culturally safe and responsive practices.
there has been improvement to the trainings that have been offered through the virtual platforms. Having the flexibility of online trainings has allowed us to offer the time for training to all of our staff rather than to just leadership etc. I hope that as we come out of Covid restrictions that some of the online offerings will remain. Leadership training at a more entry level so staff who are interested in advancement can start to take those sessions. More diversity and anti racism offerings. More online offerings for caregivers (foster parents) that can be accessed at a time that is convenient for them.
It would be valuable to have access to specialized expertise and /or an inventory of resources (perhaps drawing on our members experience) to support increasingly complex issues that organizations are facing. Helpful resources for ACR would be those related to the process of transitioning an organization into a NFP along with providing resources around complex HR issues, Human Rights claims, PRAT processes/experiences etc. (This is a small sample of the increasing complexities of operating in the world of Children's Services).
January conference
Managing employee Mental Health
Michelle Ray Leadership Training
not sure
Foundations of Caregiver Support
Train the Trainer
Cultural Connections and Culture Solutions have been fantastic - more of those please!
not sure at the moment
Continue training in leadership
Advocacy (political)
Media
Leadership skills
Working with youth 7-13 years & 14-18 years and the differences

Youth mentorship
 Youth Support groups
 Working with LGBTQ youth



Comments:

As the new Executive Director for Family Centre, and no prior interactions with Align, I found the website easy to access and informative
Cathy did a great job holding things together and getting info posted in early COVID. We're glad that Starr is well enough to come back.
During the early days of Covid you did a great job getting information out and using your site. You continue to share relevant info through your site
We only became aware of ALIGN because of becoming an FRN and I really have not had enough time to fully look at what ALIGN offers or what we can take part in yet.
Regularly updated with current information
Sometimes it is a little bit hard to navigate HOWEVER there has been so much information this past year and that is very appreciated
Please make a page that succinctly describes ALIGN's purpose and essential activities - the about us page has too much content.

What, if any, additional information, or activities could ALIGN provide members? (n=16)

none
Sharing information on funding opportunities? -- it would be helpful if ALIGN shared funding opportunities to supplement government contracts. In particular, for community-based initiatives, cultural events and activities.
None
None very through
More context to our answer of not having an explicit anti-racism policy: No explicit policy on anti-racism, however, anti-racism is infused in all we do, cultural brokering acknowledges asymmetrical relations of power between minoritized and dominant individuals, communities and systems. By providing cultural guidance to all sides of interactions, we attempt to bring people into relationship, mediate and balance power so as to catalyze individual, community and systemic change in the direction of more just relationship. Interculturalism is a foundational concept in all we do. The vision of interculturalism is defined by mutuality, reciprocity and equality. Interculturalism sees cultural minorities being both empowered and expected to contribute their unique gifts to strengthen families, communities and broader society. At the same time, host society institutions are empowered and expected to value diversity as a source of enrichment, encourage cultural exchange, and undertake adaptations that overcome linguistic and cultural barriers. (Definition from the United Church of Canada). Interculturalism means that there are mutually reciprocal relationships among and between cultures; people from different cultural groups interact with one another, learn and grow together. No one is left unchanged in the intercultural process and racial and cultural power imbalances are addressed. Intercultural is not a substitute for "ethnic" as we are all cultural beings, instead it encourages us all to explore our respective cultural lenses. The nature of cultural brokering means that all of our internal training, structures, and values are infused with anti-racism and interculturalism.
More trainings at low cost that appeal to our entire team – Trauma Informed, Anti Racism, Diversity, Indigenous Teachings from different perspectives (different bands across Canada etc). continued advocacy with the various Ministries – engaging all Align members to ensure you are receiving a diverse feedback,
It would be valuable to have access to specialized expertise and /or an inventory of resources (perhaps drawing on our members experience) to support increasingly complex issues that organizations are facing. Helpful resources for ACR would be those related to the process of transitioning an organization into a NFP along with providing resources around complex HR issues, Human Rights claims, unfunded liabilities, PRAT processes/experiences etc. (This is a small sample of the increasing complexities of operating in the world of Children's Services).
Funding opportunities
If there was an mechanism (a forum through the website) to communicate with members provincially, pose questions, request/share info, etc?
Hoping to see specific support around CYCC profession implementation and support with government to understand the increased costs/burden to organizations that this may entail.
The information regarding Covid 19 has been excellent this past year. I have also found the information for training opportunities has been good
I'd love to see a page on Children's Services - e.g. organizational chart, contact information, recent press releases, etc
not sure
Grant writing, outcomes reporting, partnership development
More detail related to advocacy work and systemic connections with Children's Services.

I haven't looked extensively at the website but what about a resource bank on the topics listed above?

What is ALIGN doing well in serving your agency? (n=45)

A great source of information, resources and advocacy
Advocacy for the Sector with Government.
Resources
Training opportunities
Keeping us informed of govt changes
Communication; Website
Information sharing, Covid support was strong, work place safety very helpful
ALIGN has been an invaluable support and reference tool, especially this past year. The timely emails were easily and quickly accessed to keep us focussed on safety mandates, the training and funding updates are very helpful. This past year we were SO grateful for our ALIGN membership as it became a daily source of updates; reliable, accurate and supportive!
Advocating on behalf of the sector and those we serve, leadership bursary opportunities, training opportunities, enhanced government relations and overall updates
The updates that were provided during COVID were awesome!
Keeping us in the loop, hosting meetings and advocacy.
Training opportunities, collaboration with other community service providers, the ALIGN Leadership Bursary.
Providing a wide range of information and resources
Providing helpful resources, updates, and training opportunities.
As an associate member, our involvement is minimal
Love the support of ALIGN - everything including training, timely information and guidance, connecting agencies, advocacy, capacity-building, OH&S advancement, leadership and collective voice in our sector, and learning bursaries is greatly appreciated.
Training, advocacy, support, research and more
ALIGN does an excellent job keeping Ministry people aware that there are differences in how things are done in Agencies.
The collaborative work done on COVID has been excellent.
Advocacy, training, and providing information
The COVID information and conversations/meetings with agency and GOA leaders has been immensely valuable.
Advocacy
Training
leadership bursary
support and information
Appreciate the updates, especially when Covid was at its worst. Did a great job adapting and getting everyone together to problem solve and support one another.

Align has supported a process of navigation throughout the pandemic and has done this with significant skill. As an overall process of guidance, support and advocacy, Align did an exceptional job of mitigating the risks, promoting collaboration and advocating (while still maintaining relationships with the Ministry).
Advocacy.
Leadership on emerging issues.
Advocacy for funding
Advocacy and relationship building with CS System; represent our needs and wants; training and education is huge
Joint agency advocacy; training opportunities; indigenous support
Support with advocacy, OHS, training opportunities and sharing information
Leadership Bursary.
ALIGN is a strong advocate, continually keeping up with changes in government policy and personnel. Providing opportunities advocacy and providing opportunities for indigenous learning growth.
Advocacy and relationships with government leadership.
Resources available
Training opportunities, leadership bursary, COVID-19 support, advocacy/visibility/promotion of the sector, the important work we do and the needs of those we serve.
The information, advocacy and support provided during the pandemic has been exceptional.
Training, information sharing, advocacy and representing agencies to the ministries
Everything that ALIGN does serves our agency well. The advocacy, the training, the information.
We have not been utilizing the training supports ALIGN offers due the high cost of these training services.
We are very thankful to have received the leadership bursary this year to complete a rapid assessment of an emerging leadership model. Very helpful!
offering training and keeping us informed
not sure
advocacy, communications, leadership, resource access
Appreciate Aligns advocacy and perspectives, particularly when in conversations with CS - Align is able to say things that an agency might not feel comfortable saying. Feel that Align also keeps CS in balance and offers perspectives and considerations that CS does not/may not recognize.
Continue being a advocate for agencies. Continue leadership and Indigenous training
Advocating and training
The regular Chapter meetings with sector agencies create great collaborative conversation and relationships, integration of connection time with CS leadership, and ongoing opportunities to discuss and address challenges and celebrations. I have also appreciated the relationship building in Covid. The learning bursary also provides assistance in growing as leaders. The emails are formatted well to provide pertinent information in an accessible way with the target audience clearly noted.
Consistent and rich information
Would have been lost in COVID without you

Strong & Effective Advocacy
Advocacy for out sector is excellent. Covid response has been excellent.
Collaboration
Offering webinars, presentations and trainings.

What could ALIGN improve upon to better serve your agency? (n=24)

I am uncertain. I am new to this position and have only attended a handful of meetings and none of them have really focused on anything that is helpful to our agency as of yet. We paid the membership for another year and will assess fit this upcoming year.
n/a
Shorter more focused meetings; less lengthy introduction activities, (introductions are important but shorten)
Strengthen support for foster care - there have been some people in leadership that do not support it as a service delivery model which is ok from their organizational standpoint but can not enter into their Align roles. Also kinship and foster care while similar have distinct differences and should not always be lumped together.
Continue building on the work you're doing. Increased two way communications to allow agencies to provide input and feedback.
So much is geared to non-profits as they make up the majority that sometimes the little guy feels lost. Maybe share info that can help the little guys move forward
See above.
We are satisfied
Continue to take a broad approach that supports the many different areas and types of services that our member agencies represent.
Not sure
Rhonda, Nicole and Cathy (and Board members) have done fabulous work. We are blessed to have a group of such intelligent, thoughtful and hard working people sharing our stories.
Keep offering trainings online - create a catalogue that members can access when they have time. Would love to offer Awake Overnight staff and those working various shifts the opportunity to engage in some of the great trainings that are being offered.
What Align could provide for ACR would be to either provide directly, or facilitate a connection to resources and expertise related to the process of transitioning an organization into a NFP along with resources around complex HR issues, Human Rights claims, unfunded liabilities, PRAT processes/experiences etc.
Communication after Covid-19
Nothing more at this time..... keep advocating for regular review of Contracts under the Contracting Umbrella
Keep doing what you are doing so well!
Services that ALIGN could offer to better serve us would be to provide best practice documents, perform advocating regarding the increase of labour and supplies costs with our payors, offering lower-cost training sessions, and being more informed on the procurement process best practices (i.e. what should be included when responding to RFP/RFI)
Only streamlining content suggestions as described above.
more of a focus on disabilities. I don't attend chapter meetings because it is all children services, although I probably should to educate others on disability needs. b.

let the ministries know how valuable small agencies are in the overall continuum of services to children and families

: I wonder about working committees at the local level to tackle specific areas related to Group Care, Foster Care, Early Intervention etc.

Keep up the good work!

More involvement by Chapters - asking for advice, involvement in advocacy, strategic decision making.

Above

