

# Neighbourhood Support

Led by: Director of Community Strategies

## Service Description

Neighbourhood Support builds the capacity of Calgarians to maintain neighbourhoods that foster social inclusion, economic participation, and sense of belonging. We work to understand and meet the specific needs of neighbourhoods so that no resident or neighbourhood is left behind. We support community associations and social recreation organizations by contributing funding to activate local spaces and support a variety of local programming to develop social connections among neighbours. By supporting residents, community leaders and community organizations in navigating and aligning City resources, we increase the social wellbeing of Calgarians.

## Service Updates

### Key service results

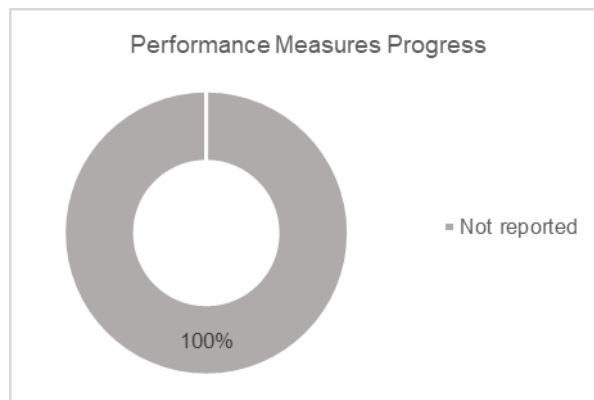
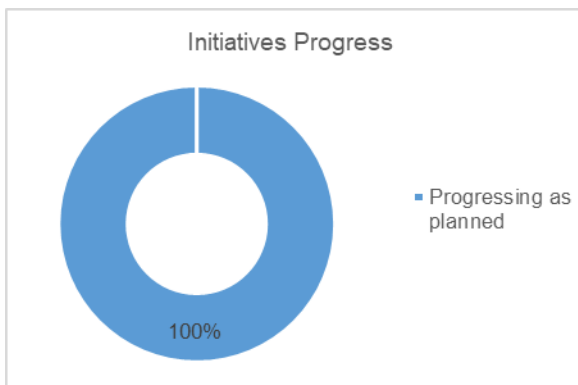
The Neighbourhood Support service works to meet evolving community needs, to ensure the feedback of Calgarians is incorporated into service improvements and gather and disseminate beneficial community-building resources, so that no resident or neighbourhood is left behind.

Using funding from the Government of Alberta, The City has now hired a total of 22 Community Connectors, who complement the existing Community Social Work and Neighbourhood Partnership programs and help develop residents' capacity to organize and to work on the community issues they want to address. (Initiative 1)

A free toolkit was launched in May to develop residents' community development skills. (Initiative 9)

So far in 2024, The City's Inspiring Neighbourhoods Grant (ING) program has invested in 11 Community Associations for community-led projects and initiatives. These include gathering spaces, recreational programming and community engagement. Improved grant assessment tools have enabled greater flexibility in adjudicating ING grants when an application requires greater than 50 per cent of total project costs to be funded. 2024 applicants are benefitting from the added flexibility. (Initiative 2)

### Progress summary



### Risk(s) impacting the progress

Decreased Program Grants/Funding to The City or Community Partners

Ability of The City to Meet Increasing Service Demand and Expectations

Community partners/organizations' capacity to partner with The City to meet the increasing needs of Calgarians for social supports



## Measuring Our Performance

**Legend**

— Actuals

■ Expected Future Performance

➔ Progressing as planned

⊖ Not progressing as planned

Due to service data collection timelines, data from partners, community associations and social recreation organizations are not available for the 2024 Mid-Year Progress Report. All updates on performance measures will be included in the 2024 Year-End Progress Report.



# Progress on Service Delivery

## PROGRESS STATUS



Completed



Progressing as planned



Not progressing as planned



Not started

## FUNDING TYPE










Capital



Operating

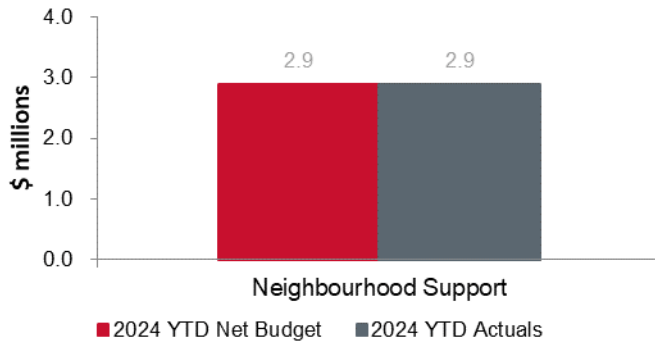
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|---|---|-------------------|
| Initiative 1  | Impact Area:<br>City-wide   | Funding Type:<br> |
| <b>Increase the social inclusion and economic participation of residents in neighbourhoods experiencing high levels of inequity through intentional community development including neighbourhood assessments and community-led initiatives.</b>  |   |                   |
| UPDATE<br>  | With funding from the Government of Alberta, The City has hired 22 Community Connectors in 11 neighbourhoods who collaborate with Community Social Workers to engage residents, provide opportunity for them to connect with neighbours, access supports and services (such as the Calgary Community Development Learning Initiative), create opportunities to participate in community life, and help residents to see themselves reflected in the makeup of the community.  |                   |
| Initiative 2  | Impact Area:<br>City-wide   | Funding Type:<br> |
| <b>Foster vibrant and connected communities by strategically investing in community-based organizations and projects through micro-grants and the Inspiring Neighbourhoods Grant.</b>   |   |                   |
| UPDATE<br>  | To date, the Inspiring Neighbourhoods Grant has distributed almost \$58,000 to 11 community-initiated projects with the potential to reach 82,000 residents. This grant has a total annual budget of \$150,000.<br><br>A new grant assessment tool allows the granting committee to more easily evaluate community projects requiring funds in excess of 50 per cent of total project costs. This program improvement has enabled a 2024 applicant to receive funding for their project at 82 per cent of total costs and has improved the service's ability to strategically invest in community projects. |                   |
| Initiative 3  | Impact Area:<br>City-wide   | Funding Type:<br> |
| <b>Engage with community partners to help address and meet the changing needs of their residents by providing information, advice, and support in navigating City and community resources.</b>  |   |                   |
| UPDATE<br>  | The service intentionally gathers and disseminates information and resources of benefit to key community contacts, Community Associations and Social Recreation Organizations. This includes both City-sponsored and external resources, such as where to access free organizational resilience toolkits, program opportunities available through other City business units, Established Areas growth planning, construction updates, profiling external funding opportunities including four new external funding/grant sources and many other opportunities which may benefit our community partners.     |                   |
| Initiative 4  | Impact Area:<br>City-wide   | Funding Type:<br> |
| <b>Increase the financial health and organizational resilience of community associations and social recreation organizations by providing in-depth and tailored guidance to strengthen their structure and processes, as well as overseeing compliance of the conditions within the lease or license of occupation.</b> |   |                   |
| UPDATE<br>  | Neighbourhood Partnership Coordinators lead a multi-department Capital Committee, leveraging expertise on capital and funding that can benefit Community Associations and Social Recreation Organizations.<br><br>Neighbourhood Partnership Coordinators work year-round with Community Associations and Social Recreation Organizations to embed community-specific needs into support processes, assess their financial health and support risk management strategies, which contributes to the high number of groups operating on City-owned land with a "low risk" rating for organizational health.    |                   |
| Initiative 5  | Impact Area:<br>City-wide   | Funding Type:     |

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|---|--|---|
|   |  |                            |
| <b>Improve a sense of community belonging and safety by supporting and advocating the activation of safe and inclusive spaces in collaboration with community residents, and internal and external partners.</b>  |  |   |
| UPDATE<br>   | <p>The Inspiring Neighbourhoods Grant (ING) supports community projects and initiatives to improve a sense of safety and activate inclusive spaces for residents. These include art projects, improved communications in technology, community engagement and new programming. Three ING-funded projects in 2024 focused on the creation of accessible and livable public spaces.</p> <p>The Finance and Grant Committee continuously reviews community feedback and actions granting process improvements at year-end.</p>  |   |
| <b>Initiative 6</b>   | <b>Impact Area:</b><br>City-wide   | <b>Funding Type:</b><br>   |
| <b>Increase a sense of belonging for local residents, particularly those experiencing vulnerabilities, by creating opportunities for them to connect through community hubs.</b>  |  |   |
| UPDATE<br>   | <p>A governance refresh of the Community Hubs Initiative is currently underway and on track to reflect the current context and stage of maturity of the Community Hubs initiative. The outcome of this work is expected in 2024. Additional operational changes have been implemented, including hiring of the Community Hub Connectors as City employees and the implementation of evaluation and communication strategies.</p>   |   |
| <b>Initiative 7</b>   | <b>Impact Area:</b><br>City-wide   | <b>Funding Type:</b><br>   |
| <b>Increase social inclusion of populations experiencing vulnerabilities by engaging with, and facilitating the input of residents and other community groups into the development and implementation of strategies and practices that contribute to social well-being.</b>   |  |   |
| UPDATE<br>   | <p>The input and experiences of residents is captured through conferences, collaborations and conversations about racism, newcomer experiences, basic needs deficits and environmental issues. Together with analysis of emerging social issues at the neighbourhood level, these efforts have informed the strategies of the Anti-Racism Strategic Plan and processes of the Calgary Local Immigration Partnership, the Community Safety &amp; Wellbeing Committee and the Calgary Police Service, and are shared with the Government of Alberta through our funding partnership for the community connector program.</p> |   |
| <b>Initiative 8</b>   | <b>Impact Area:</b><br>City-wide   | <b>Funding Type:</b><br> |
| <b>Support the social resilience of Calgarians by implementing social wellbeing strategies at the local level such as poverty reduction and Calgary's Mental Health and Addiction Strategy, and through the consideration and inclusion of the needs of diverse populations such as Indigenous and Racialized people.</b> |  |   |
| UPDATE<br>   | <p>The Community Social Work program is piloting a Neighbourhood Grants funding stream designed to increase the capacity and participation of Indigenous and Racialized Calgarians in 2024.</p>  |   |
| <b>Initiative 9</b>   | <b>Impact Area:</b><br>City-wide   | <b>Funding Type:</b><br> |
| <b>Increase the strength of local neighbourhood and community connections for Calgarians by piloting a Connected Communities Program using an asset-based community development approach to complement the existing Community Social Work and Neighbourhood Partnership programs.</b>                                     |  |   |
| UPDATE<br>   | <p>A toolkit was launched in May to support Calgarians in building connected communities. The toolkit is free for public access and consists of six modules that contain videos, tools and resources to adapt Asset-Based Community Development for local use.</p> <p>New investment approved by Council in 2023 November, to build strong community connections through Asset-Based Community Development, was implemented through a call for funding proposals, open from May 9 to June 20, 2024. Funding is available for project implementation in the community and a developmental evaluation.</p>                   |   |



## Service Updates on Financial Performance

### Net Operating Budget and Actuals as of June 30, 2024



### Operating Budget Updates - 2024 YTD net operating budget vs actuals:

Neighbourhood Support service has no operating budget variance for the reporting period.

As of June 2024, Neighbourhood Support service operating spending is on target, with all initiatives and measures on track.

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### Capital Budget Updates - 2024 total capital budget vs 2024 YTD spend:

Neighbourhood Support service has no capital budget in 2024.