

# Airdrie FCSS FAQ

Browse the questions below to find answers to common questions.

Further questions? Contact the FCSS team at 403.948.8800 ext. 8451 or [social.planning@airdrie.ca](mailto:social.planning@airdrie.ca).

## About FCSS

### What is FCSS?

Family and Community Support Services (FCSS) is a partnership between the Province of Alberta, municipalities and Métis Settlements to develop locally-driven, preventive programs to enhance the well-being of individuals, families and communities. Check out “What is FCSS?” on the Airdrie FCSS Portal under “Agency Resources” or, if you are logged in, under “Help & Resources.”

### Where can I find out if my program qualifies for FCSS funding?

Your agency must be a non-profit society registered under the Societies Act or have a non-profit fiscal agent to apply for Airdrie FCSS funding. Your program(s) must serve mostly Airdrie residents and be eligible for funding under the FCSS Act and Regulation (check them out visiting the Airdrie FCSS Portal “Agency Resources” or <https://www.alberta.ca/family-and-community-support-services-fcss-program.aspx>). The Airdrie FCSS team also welcomes your questions.

## Using the Airdrie FCSS Portal

### My agency is applying for Airdrie FCSS funding for the first time. Where do we start?

Programs funded through Airdrie FCSS are generally granted a three-year funding term. The next application cycles are set for 2023 and 2026. Applications are done online through a Portal, and usually open in the late spring or early summer preceding the start of the first year. To begin, first register your agency on the Airdrie FCSS Portal at <https://fcss.airdrie.ca>, click “Register Your Agency” under the Log In button, then follow instructions. Your agency must be a non-profit society registered under the Societies Act or have a non-profit fiscal agent to apply. Your program(s) must serve mostly Airdrie residents and be eligible for funding under the FCSS Act and Regulation. Your password must include a capital letter, a special character (such as @ or ?), and a number. Once registered, click “Programs” and “Start New Program Application” to begin.

## Okay, I'm registered. How do I add other staff members?

Once you are registered on the Portal, you may give access to other agency staff members by logging in, clicking "Agency Details," selecting the "Accounts" tab, and adding their names and email addresses. Once you click "Add Account," they will receive an email notification that will prompt them to set a password and log in.

Airdrie FCSS recommends only adding staff members who will be entering data into the Portal.

## I've forgotten my password. What do I do?

Visit <https://fcss.airdrie.ca>, click "Forgot your Password?" underneath the Password box, and follow instructions.

## Does the Portal allow us to limit a given staff member's access to our information?

Yes – the Portal allows two levels of administrative access: full access (where a staff member may view and edit all information, and submit documents such as the Letter of Intent, Application and reports) and partial access (where a staff member cannot view or edit program budget information, can edit but not submit documents such as the Letter of Intent, Application and reports, and has read-only access to agency details).

Staff members with Portal accounts are given full access by default, but they may have their access limited by a member with full access. To do this, log in, click "Agency Details," click the "Accounts" tab, unclick the "Agency Admin" checkbox beside their name and click "Save."

For a full list of permissions, see Appendix A of the "Letter of Intent & Application Guide" by clicking the "Agency Resources" link on the Airdrie FCSS Portal, or – if you have an account – by logging in and selecting "Help & Resources."

## I cannot view budget information for my program, and/or submit my Letter of Intent or Application, and/or edit agency details. What is going on?

Someone in your agency may have limited your access to the Portal (see question above). Speak to someone in your agency with full access to have them grant you full access.

# Applying for Funding

## What is the funding term for Airdrie FCSS?

In general, programs funded through Airdrie FCSS are granted a three-year funding term, while reporting periods occur yearly (each year, agencies are required to submit mid-year and final reports). Exceptions may be made to the three-year funding term at the discretion of Airdrie FCSS (for example, Airdrie FCSS may choose to fund your program on a yearly basis). The next application cycles are set for 2023 and 2026.

## What is the application process for Airdrie FCSS?

The application process has two parts: a Letter of Intent (LOI) and full Application.

The purpose of the LOI is to check that your program meets basic FCSS eligibility requirements and allows the Airdrie FCSS team to discuss any major concerns with you before you submit a full Application. The full Application, usually due about one month after the LOI deadline, includes some components of the LOI (which you may edit and overwrite) and some more in-depth questions. Funding assessments are based on the Application.

For guidance on applying, see the “Letter of Intent & Application Guide” by visiting the “Agency Resources” link on the Airdrie FCSS Portal, or – if you have an account – by logging in and selecting “Help & Resources.”

## Can my agency apply for funding for more than one program?

Yes, your agency may apply for funding for more than one program in a given application period. If you are considering this, Airdrie FCSS recommends you consider the distinct need, goals, strategies, and rationale of each program. In general, a program appears stronger if it focuses on a single goal, target population and strategy, rather than two or more of these elements. Each program must meet the basic eligibility requirements and have a prevention focus.

## How will my application(s) be assessed?

Applications are assessed using a standard set of criteria to ensure a fair process. For a summary of the Airdrie FCSS Assessment criteria, see the “Application Assessment Tool Summary” in the “Agency Resources” link on the Airdrie FCSS Portal, or – if you have an account – by logging in and selecting “Help & Resources.”

## Does Airdrie FCSS require a Theory of Change in its program application process?

Yes, the Theory of Change is the cornerstone of the Airdrie FCSS funding application. A Theory of Change is more than an evaluative tool for funding allocation: it is also intended to support you in recognizing the strengths and weakness of your program, and help you improve your program over time.

For more information on Theories of Change, see “Theory of Change Resources” in “Agency Resources” link on the Airdrie FCSS Portal, or by logging in and selecting “Help & Resources.”

## Does Airdrie FCSS have funding priorities?

Yes! First, programs must have a prevention focus, by supporting individuals, families, or communities in achieving social well-being and preventing social problems at the earliest opportunity. In addition, Airdrie FCSS focuses its prevention work in three priority areas:

- Social inclusion for socially vulnerable populations
- Positive child and youth development, and
- Capacity to meet needs

In the application, you are asked to describe how your program aligns with one of these priority areas and one strategy within that priority area. To learn more, click “Airdrie FCSS Funding Model” on the Portal under “Agency Resources” on the main page or in “Help & Resources” upon logging in.

## Is a Program Logic Model required at the Letter of Intent stage?

Yes. Airdrie FCSS requires a Program Logic Model (PLM) to be submitted with the Letter of Intent. The PLM may be a draft, and an updated copy may be submitted at the Application stage.

You may download and use a template provided by Airdrie FCSS (in the “Agency Resources” link on the Airdrie FCSS Portal, or – if you have an account – by logging in and selecting “Help & Resources”), or you may use your own format. The PLM can be uploaded to the Portal in the Letter of Intent under the “Documents” section. You may upload in PDF, Word or JPEG format, but PDF is preferred.

## Does the Portal auto-save my work?

No. Make sure to manually save all your work before closing your page or leaving the Portal. At the end of each section in the Letter of Intent, Application, Mid-Year Report and Final Report, there is a “Save” or “Save and Continue” button. Click this button before exiting the page or leaving the Portal.

We recommend you type your applications and reports into an offline document such as Microsoft Word, so you have a separate copy should anything happen with your Portal entries.

## What documents are required at the Letter of Intent and Application stage?

When you first register for a Portal account, please click on “Agency Details” to upload the following agency documents:

- Insurance Certificate
- Certificate of Incorporation under the Societies Act
- Constitution and Bylaws
- Optional: Organizational Chart of Agency

At the Letter of Intent stage, you will be asked to upload a Program Logic Model for your program. At the Application stage, you may upload a revised Program Logic Model that overwrites the Program Logic Model you submitted with your Letter of Intent.

## Once You Are Funded

### When are the Airdrie FCSS deadlines?

Airdrie FCSS posts its Administration Calendar in the “Agency Resources” link on the Airdrie FCSS Portal, or – if you have an account – by logging in and selecting “Help & Resources.”

### My program was funded, but my program is in “Budget Review” on the Portal. What does this mean?

A program enters “Budget Review” when it was funded a different amount than was requested in the Application. Before you can access the Outcome Measures (survey data entry section) or Mid-Year Report (due approximately mid-year), you must update your budget line items to reflect the amount your program was actually funded.

Log in to the Portal, click “Programs,” select the relevant program, and update your Expenditures line items so that their total equals the amount in grey under “Revenues,” City of Airdrie FCSS for the current year. Click “Submit Updated Budget” at the bottom of the page. Airdrie FCSS will review your update and in most cases, approve it. If there is an issue, they will contact you (usually by email) and re-open “Budget Review” for you to make corrections and submit again.

## Does Airdrie FCSS require us to collect data from our program clients?

Yes, as part of the agreement between the Province and municipalities, Airdrie FCSS must collect and report data from all of the programs it funds – currently in the form of surveys. The Province is seeking positive change from clients that suggest that the program is achieving its goal to improve the well-being of individuals, families or the community. Airdrie FCSS will meet with you before your program starts to discuss outcome measures in more detail.

## What reporting is required by Airdrie FCSS?

At mid-year, usually around July, a mid-year report is required. A final report is due at the end of the year.

## Does Airdrie FCSS provide support to agencies?

Yes! Airdrie FCSS wants its funded programs to succeed, so the team provides various types of support to agencies. Airdrie FCSS delivers detailed reports to its agencies on their outcome data, so that agencies may learn from the data to help improve their programming.

Airdrie FCSS also provides capacity building support in the form of training by staff or experts (on topics such as Theories of Change and Program Logic Models), compiling and creating helpful resources, and answering any questions that may arise throughout the funding term.

The Airdrie FCSS team encourages agencies to be proactive: if you have any questions or concerns, do not hesitate to reach out!

## How can I learn how to use the Portal, and what if I have other questions?

A Portal Guide is in development, but until then, you may contact the Airdrie FCSS team by calling 403.948.8800 ext. 8451 or [social.planning@airdrie.ca](mailto:social.planning@airdrie.ca). The team would be happy to answer any questions you may have.