

**2024 FCSS & United Way / Chestermere Partnership Grant
Proposal Information Package
Funding Period: January 1 – December 31, 2024
Total Funding Available: \$183,394.00**

The City of Chestermere is inviting project proposals for the provision of social services to the residents of Chestermere. Through the Human Services Advisory and Grant Funding Adjudication Committee, we are looking for partnerships to offer a wide range of services that advance equity and social inclusion through the following goals:

- Healthy, Connected and Engaged Individuals & Families
- Vibrant Connected, and Engaged Neighbourhoods & Communities
- Positive Mental Health

Annual funding is available through Family and Community Services (FCSS) and the United Way Partnership. All final funding decisions are further subject to change based on confirmed Provincial and Regional funding.

INTRODUCTION

1. Please read ALL of the information carefully prior to completing your submission.
2. **INCOMPLETE PROPOSALS WILL NOT BE ACCEPTED.**
3. An applicant proposing to deliver multiple services/programs must complete a Part B response for **EACH** unique service/program, including separate budget sheets.
4. Service Providers may be required to make a presentation on their proposal.
5. Proposals will be reviewed as quickly as possible and all Service Providers will be contacted once funding decisions have been made.
6. Successful Service Providers will be required to sign either a Memorandum of Understanding or a Letter of Agreement with the City of Chestermere. This agreement will include details of payment, financial and program reporting, along with other funding conditions.

SUBMISSION

Electronic submissions must be received **no later than 4 pm Friday, March 31, 2023**. An email confirmation will be sent no later than two working days after submission.

LATE PROPOSALS WILL NOT BE ACCEPTED.

Email: grants@chestermere.ca

INQUIRIES

For inquiries, please connect with:

Muriel Gavilan
Community Grant Coordinator
Phone: (403) 207-7050 ext.7063
E-mail: mgavilan@chestermere.ca

SCHEDULE

The City of Chestermere, Community Services, reserves the right to change the Schedule as needed.

Release of Documents	4:00 p.m., Monday, January 30, 2023
Deadline for Proposals	4:00 p.m., Friday, March 31, 2023
Notification of Awards Issued	Tuesday, May 23, 2023
Project Period	January 1, 2024 – December 31, 2024

RESOURCES

The following documents are referenced throughout the Information Package, Proposal Template, Part B Additional Programs Template and Social Investment Framework. All of these documents are attached and will assist in the completion process.

[APPENDIX A](#)

City of Chestermere Social Investment Framework

[APPENDIX B](#)

FCSS Funding Criteria and Guidelines

[APPENDIX C](#)

United Way Funding Criteria and Guidelines

[APPENDIX D](#)

Diversity and Inclusion Policy

[APPENDIX E](#)

Community Social Needs Assessment

[DEFINITIONS](#)

Comprehensive list of terminology located in the proposal and all supporting documentation.

GENERAL TERMS

Proposed projects may be enhancements of an existing program or a new program.

Service Providers may submit a proposal for one project or for multiple projects, however a Part B of the proposal must be submitted for each project separately (Part B Additional Programs and Budget Templates). Each project proposal's Part B will be evaluated separately.

Selection Criteria and Procedures

Eligibility

Eligible Service Providers:

- Not-for profit organizations
 - Non-profit organizations
 - Registered Charities
- * United Way funding requires charitable status

Evaluation Criteria

The Committees and Boards Bylaw, Human Services Advisory and Grant Funding Adjudication Committee Terms of Reference guides the responsibilities and the mandate of the committee. This includes the mandate to, inform the equitable allocation of funding for quality programs across the priority outcomes outlined in the Social Investment Framework and allocating no more than 35 per cent of available funding for each eligible grant stream per agency. The following criteria will complement this practice and be considered in the evaluation of all proposals (reference documents and definitions are attached where applicable):

- a) Organizational capacity;
- b) Provision of previous year's financial statements, review engagement or audit;
- c) Alignment with a priority area identified in the City of Chestermere Social Investment Framework (**See [Appendix A](#)**);
- d) Fulfill an identified need for service enhancement or gap;
- e) Inclusion and safety practices;
- f) Collaborative approach with existing community assets;
- g) Quality and logic of designed initiative;
- h) For FCSS funding, program meets FCSS mandate;
- i) For United Way funding, program meets United Way mandate;
- j) For past projects, review of performance and social impact;
- k) Primary client population of program are residents of Chestermere; and
- l) Demonstrated capacity to achieve Priority Outcomes as identified in **[Appendix A](#)**.

Confidentiality and Security

Authority

All proposals shall be signed by an authorized employee or Board member.

Use of Documentation

This document or any additional information may not be used for any purpose other than the submission of proposals.

Access to Documentation

Access to this document, and any additional information gained while completing the funding process must be strictly controlled to maintain the confidentiality of the information.

Confidentiality

Information pertaining to the City of Chestermere obtained by the Service Provider as a result of participation in this project is confidential and must not be disclosed without written authorization from the City of Chestermere.

Freedom of Information and Protection of Privacy Act

All documents submitted to the City of Chestermere are subject to the protection and disclosure provisions of the Freedom of Information and Protection of Privacy Act. While this Act allows persons a right of access to records in the City's custody or control, it also prohibits the City of Chestermere from disclosing your personal or business information where disclosure would be harmful to your business interests or would be an unreasonable invasion of your personal privacy as defined in sections 15 and 16 of the Act. Service Providers are encouraged to identify what portions of their submissions are confidential and what harm could reasonably be expected from its disclosure.

The purpose of collecting the personal information required in the 2023 FCSS and United Way/Chestermere Partnership Grant Proposal is to enable the City of Chestermere to ensure the accuracy and reliability of the proposal, to evaluate your proposal and for other related program purposes of the City of Chestermere. You may contact the FOIP Coordinator at 105 Marina Road, Chestermere and (403) 207-7050 if you have any questions about the collection of information pursuant to this proposal.

General

The following terms will be enforced if the Service Provider is successful in securing funding through this proposal process. Service Providers submitting a proposal agree to the following terms as a condition of their submission:

Occupational Health & Safety

The Service Provider shall comply with the provisions of the Occupational Health and Safety Act, Statutes of Alberta, 2000, Chapter 0-2, and amendments there to and regulations there under, and shall at all times ensure that all equipment and manpower at the work site shall comply with the requirements of the said Act and regulations there under. This includes Work Place Violence and Working Alone Policies.

Insurance

The Service Provider shall provide the following insurance, to be placed with a company and in a form as may be acceptable to the City. This insurance shall remain in force until the termination of the agreement, unless otherwise stipulated, and shall provide for THIRTY (30) days prior notice of cancellation, lapse or material change.

Comprehensive Insurance

Comprehensive General Liability Insurance protecting the Service Provider, their respective servants, agents or employees and to indemnify and save harmless the City of Chestermere from and against all claims, losses, demands, actions, payments, suits, recoveries, judgements, or settlements of any kind brought against or recovered from Chestermere in any manner directly or indirectly caused, occasioned, or contributed to in whole or in part of any act, omission, fault, or negligence whether active or passive of the Agency or of anyone acting under its direction or control or on its behalf in connection with

or incidental to carrying out the Programs. Such indemnification shall survive the termination of the Agreement.

This insurance shall be for the amount of no less than TWO MILLION DOLLARS (\$2,000,000.00) inclusive per occurrence and shall include a standard form cross liability clause (naming the City as an additional insured on the policy).

Licensing

The Service Provider is responsible to ensure that all the licenses that are required by any and all regulatory bodies are applied for, approved and maintained in compliance with the appropriate legislation.

No Subcontract

The selected Service Provider(s) will provide all services and will not subcontract or otherwise assign any of the work awarded through the Agreement without formal, written consent from the City. If subcontracting is permitted, the above standards for Insurance and Licensing is also applicable to those providers.

Funding Duration

The contract duration will begin on January 1, 2024 and end on December 31, 2024.

Additional Requirements of Successful Proponents (Agreement Terms)

The conditions successful Service Providers are subject to, for FCSS and United Way funding including financial and project reporting requirements, insurance and participation requirements, are governed by formal written agreement. A general summary of these terms are as follows:

Required:

- a. To keep proper accounting records;
- b. To complete and submit reporting requirements in a timely manner including:
 - i. Annual Organization Financial Statements;
 - ii. One Progress Meeting and/or a Mid-Year Presentation to the Board highlighting project milestones, outputs and expenditures to date prior to July 29, 2024;
 - iii. Year End Project Budget and Expense Report due by January 31, 2025 for United Way and FCSS funded agencies;
 - iv. Annual Outcomes Measures Project Report due by January 31, 2025 for United Way and FCSS funded agencies;
- c. To apply revenue raised through the Project to the expenses of the Project;
- d. To limit significant changes to the budget within or between major categories to no more than 20% of the total project budget;
- e. To limit administrative expenditures (Administrative staff salaries, insurance, office equipment etc.) to a maximum of 10% of the overall budget (to be reported separately as costs line by line within the Administrative Section of the Project Budget or charged directly as an Administrative Fee);
- f. To give immediate notice in writing (minimum of 30 days' notice for FCSS Funding and minimum of 30 days' notice for United Way funding) if the organization discontinues or intends to discontinue the Project;
- g. To consistently give public recognition to Chestermere FCSS or United Way/Chestermere Partnership; and,
- h. To comply with all laws, including the Freedom of Information and Protection of Privacy Act and the Personal Information Protection Act (Alberta).

To Provide Upon Request:

- a. Information concerning all services provided by the organization;
- b. Details of all sources of revenue and listing of expenses for the organization;
and,
- c. A complete list of the members of the organization's Board of Directors and other officials.

Monitoring and Reporting:

As a continuation of practice, throughout the duration of this funding term (January 1 – December 31, 2024) the Human Services Advisory and Grant Funding Adjudication Committee will be provided with a record of each funded organization's reporting responses. To ensure best use of resources, funded organizations that fail to meet deadlines, attend required meetings, submit incomplete reporting or fail to report in the required templates may jeopardize their funding within the terms of the Funding Agreement.

APPENDIX A: SOCIAL INVESTMENT FRAMEWORK

City of Chestermere's Social Investment Framework - *Achieving Shared Community Outcomes through a Collective Impact Approach*

The Social Investment Framework (SIF) is an overarching vision created to coordinate funding and shape social programs offered to individuals, families, and community groups who call Chestermere home. At a local level, a mixed service delivery model is practiced by the City of Chestermere allowing the municipality to provide services directly to residents, as well as, facilitate funding partnerships between the City's Community Services department with other levels of government, charities, non-profits, and businesses. These actions contribute to advancing equity and social inclusion through the following goals:

- Healthy, Connected, and Engaged Individuals & Families
- Vibrant, Connected, and Engaged Neighbourhoods & Communities
- Positive Mental Health

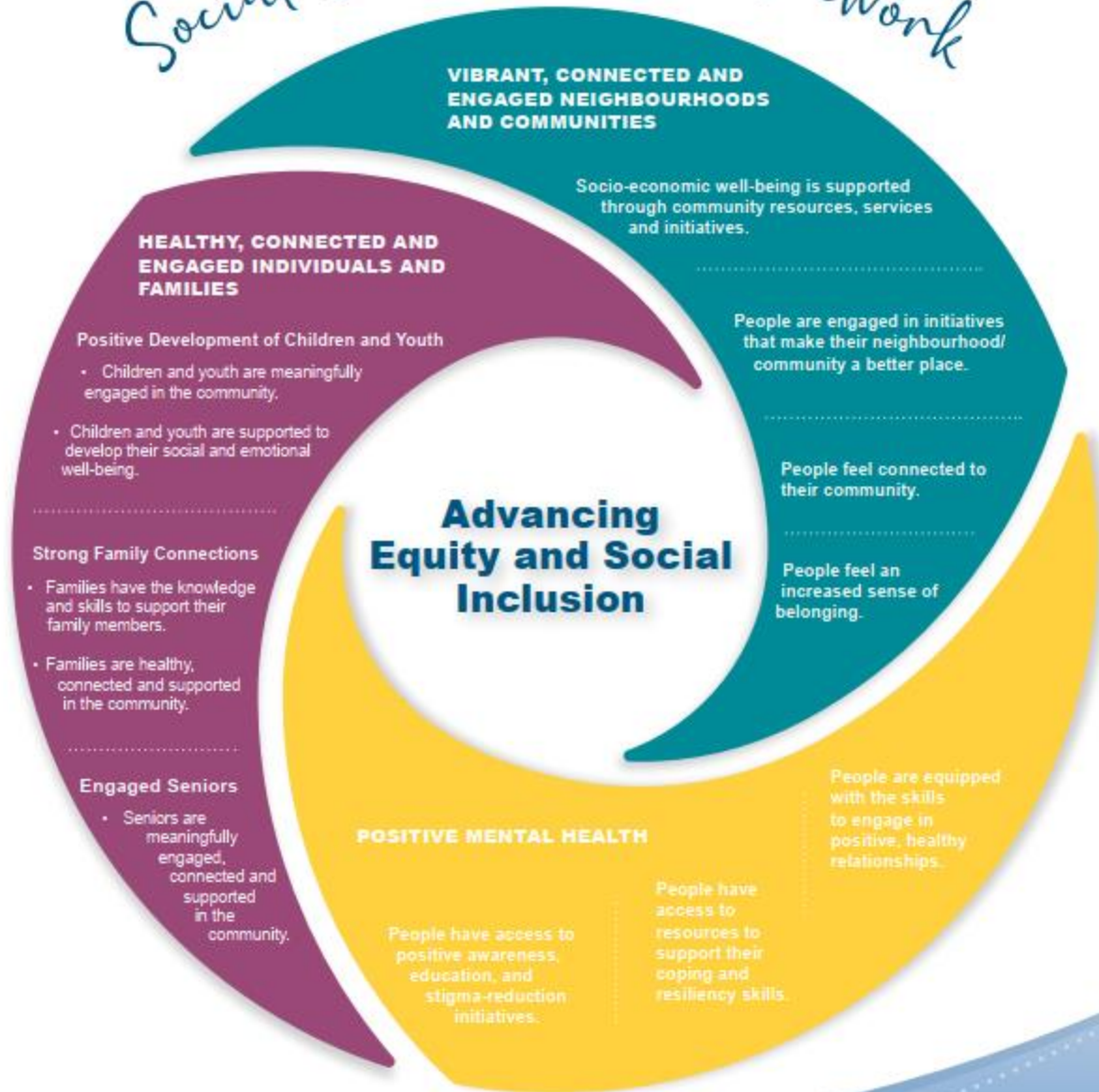
The intent of this framework involves two core functions: 1) standardizing funding practices, and 2) informing decision making related to the allocation of investments to priority areas and social programming initiatives. The SIF also embodies the mandates of its funding sources, these being the Provincial Family and Community Services program and regional United Way/Chestermere Partnership. Through this joint endeavour, the municipality and its community partners are enabled to flexibly offer programs and services through [prevention](#), [early intervention](#) and/or [community development](#) service delivery strategies. Furthermore, investing in programs that enhance the well-being of individuals, families, and communities also complements and aligns with all of the City of Chestermere Council's Priorities and Outcomes: Pathways to Amazing Chestermere.

This investment framework contributes to Chestermere's social fabric by supporting the development of local social infrastructure, strengthening the local social safety net, and increasing social inclusion. By leveraging financial resources in achieving the identified key priority areas, our community will be better equipped in increasing protective factors and reducing risk factors as it relates to addressing social issues occurring at individual and community levels. Through a collective impact approach, partnerships can reduce the impact of systemic factors that create conditions of vulnerability and further perpetuate them.

Overarching Goals and Priority Outcomes:

- Healthy, Connected, and Engaged Individuals & Families
 - Positive Development of Children and Youth
 - Strong Family Connections
 - Engaged Seniors
- Vibrant, Connected, and Engaged Neighbourhoods & Communities
- Positive Mental Health

Social Investment Framework



Grantmaking through the Human Services Advisory and Grant Funding Adjudication Committee – *Investing in a Healthy, Connected, Engaged, and Socially Inclusive Chestermere*

Adjunct to the Community Services department, the Human Services Advisory and Grant Funding Adjudication Committee is comprised of community members and two City Councillors. Members are responsible for advocating locally, regionally, and provincially for enhanced social infrastructure that will benefit the community, while actively seeking out information from the general population related to perceived community needs. On an annual basis, the board is responsible for reviewing, assessing, and approving funding proposals to achieve the SIF's overarching goals and priority outcomes.

Alignment with Local, Provincial, and National Strategies – *Leveraging Practices to Achieve Systemic Change*

The Community Services department undertook a community social needs assessment to broaden our local understanding of Chestermere's social landscape. This journey involved engaging community stakeholders through open house dialogues and a community survey to augment what frontline staff and funded agencies were seeing day to day. As a result of this process, the Social Investment Framework now reflects a broader community perspective on social priorities founded on program evaluation, community data and trends, and local narratives. Going forward, community engagement will occur on a regular basis to capture the voices of community stakeholders. By doing so, this will ensure social initiatives are relevant and reflective of the current and developing priorities impacting individuals, families, and community groups residing in Chestermere.

Additionally, several resources have been scoped as recommendations for partnering service providers to embed into their programming, whilst strengthening their alignment with priorities of the Social Investment Framework. These reference documents include:

- City of Chestermere
 - 2017 Living Wage
 - 2020 Community Social Needs Assessment
 - Community Social Profile
 - Council Task Force on Seniors: Final Report, January 2020
 - Diversity and Inclusion Policy
 - Seniors' Housing Needs Assessment
- Government of Alberta
 - Social Policy Framework
 - Children's Services Well-being and Resiliency: A Framework for Supporting Safe and Healthy Children and Families
 - Children's Services Well-Being and Resiliency: The miyo Resource
- Government of Canada: Status of Women Canada's Gender-based Analysis Plus (GBA+)
- Truth and Reconciliation Commission of Canada: Calls to Action
- Search Institute: Developmental Assets Framework
- Characteristics of a Welcoming Community Report

The intent of including these reference documents is to encourage a practice that is contextual, respectful and supportive of the diverse experiences, personal identities, and life stages impacting our community members. These resources can enhance program design to challenge root and systemic issues, and do so in a collective and coordinated manner. Furthermore, utilizing the above reference documents (where appropriate) will support progress towards shared language amongst service providers who are contributing to the goals outlined in the SIF.

Guiding Principles – *Mobilizing a Culture of Social Innovation*

The Social Investment Framework is governed by the following guiding principles:

- **FACTS AND KNOWLEDGE:** Our grant making process is informed by evidence-based research, including emerging, best and promising practices. We also value knowledge from different cultures and vantage points.
- **EQUITY AND INCLUSION:** We strive to advance equity in our communities by making programs and services accessible to the various needs of our community members, especially for diversity groups that experience exclusion.
- **DIVERSITY AND RECONCILIATION:** Our framework recognizes the unique strengths of our many diverse community groups. By fostering relationships that help heal the past, we work with our whole community to move forward with shared understanding and respect.
- **PARTNERSHIP AND COLLABORATION:** By practicing broad base community action we are able to leverage local talent and achieve greater social impact. We value engaging with individuals with lived experiences and community partners to tackle complex problems. These relationships are reliant on learning from each other and developing solutions.
- **ADAPTIVE ACTION:** To enhance our effectiveness, we observe what patterns emerge from our practices, as well as from external changes, and adjust our strategy accordingly. We learn from our actions, and we act on our learnings.

Acknowledgements - *Appreciating and Acknowledging How We Got Here*

With gratitude, thank you to program participants who partake in programs being offered through the Community Services department and/or by our funded agencies. Your invaluable feedback on the positive changes programming has had on your social well-being demonstrates the importance of delivering appropriate and relevant services.

To our community partners, through collaborative and collective efforts, we have been able to meet and evaluate the social needs of the broader community. By tackling these complex, social issues through intentional approaches, our work has shifted from focusing on symptoms and working more effectively in tackling root causes.

We thank the Human Services Advisory and Grant Funding Adjudication Committee who continues to advocate for quality social programming and services through their volunteer efforts. Throughout the year, they diligently review program proposals and reports to support in the development and vibrancy of Chestermere provision of services.

With much appreciation, the support and partnership we have received from Council to deliver these services as Administration has been instrumental in progressing towards Council's desired priority outcomes. Thank you for your leadership.

Additionally, we would like to acknowledge and thank all of the individuals and organizations who have shared their knowledge, experience and feedback in the ongoing development of this framework.

Please note: This is a living document and may change over time in order to incorporate leading practices and learnings from ongoing implementation.

APPENDIX B: FCSS FUNDING CRITERIA AND GUIDELINES



All projects, programs and services must be delivered using a prevention, early intervention or community development approach to achieve one or more of the overarching goals and priority outcomes described in the Community Services Social Investment Framework.

Under the FCSS Act, services provided must do **one or more** of the following:

- a) Help people to develop independence, strengthen coping skills and become more resistant to crisis;
- b) Help people to develop an awareness of social needs;
- c) Help people to develop interpersonal and group skills which enhance constructive relationships among people;
- d) Help people and communities to assume responsibility for decisions and actions which affect them;
- e) Provide supports that help sustain people as active participants in the community.

Services provided under the program must **not**

- a) Provide primarily for the recreation needs or leisure time pursuits of individuals,
- b) Offer direct assistance, including money, food, clothing or shelter, to sustain an individual or family,
- c) Be primarily rehabilitative in nature, or
- d) Duplicate services that are ordinarily provided by a government or government agency.

Expenditures of the program shall **not** include

- a) The purchase of land or buildings,
- b) The construction or renovation of a building,
- c) The purchase of motor vehicles,
- d) Any costs required to sustain an organization that do not relate to direct service delivery under the program (i.e. rent),
- e) Municipal property taxes or levies.

APPENDIX C: UNITED WAY FUNDING CRITERIA AND GUIDELINES



UNITED WAY/CHESTERMERE PARTNERSHIP

The allocation of United Way Partnership funding in Chestermere is informed by the United Way of Calgary and Area's Community Investments.

POVERTY, KIDS AND COMMUNITY

a new way forward for Individuals, Families and Indigenous Communities

- Socio-economic well-being
- Mental Health
- Social Inclusion
- Healthy Relationships
- Equity and Diversity
- Innovation

The basic criteria that guides investment decision are:

- Alignment with the United Way focus areas (see list above)
- Addresses policy, systems or institutional change
- Engages and mobilizes community
- Addresses need(s) in the community
- Applies evidence-based effectiveness
- Addresses underlying causes of social issues
- Demonstrates measurable impact
- Organization or initiative exhibits excellence in performance, partnerships, and leadership
- Organization or initiative exhibits strong governance.

United Way **does not** fund the following entities, clientele or in the listed circumstances:

1. Non-registered charities
2. Hospitals
3. For-Profit Organizations
4. Political Parties
5. Religious Activities
6. Capital Expenditures
7. Individuals
8. Deficit Funding

DEFINITIONS

Term	Definition
# of Community Development Initiatives	Community development initiatives include, but are not limited to, community assessments, mobilization, and collaborative and/or advocacy initiatives. The desired outcomes are identified, with measurable indicators of progress reported. Initiatives reported are limited to those that are organized and led by your organization.
# of Community Development Clients	Participants who are actively engaged in the community development initiative. They are counted only once and are counted as Community Development Clients.
# of Information Referrals	The number of times contact information such as an organization's name, contact person, phone number, days and times of service, brochures, business cards, etc. are provided to a community member, client or program participant that connects them to a service in response to their request (unsolicited information your organization provides is counted as a promotional activity). Note that these clients may not be identifiable (e.g. information service, one-time phone conversation, email, etc. No demographic information about such persons is collected).
# of Volunteers	An individual who has provided support from which your project or service has benefited and who is willing to work on behalf of others without the expectation of pay or other tangible gain. Each individual volunteer is only counted once.
# of Volunteer Hours	The total number of hours all your volunteers have worked on behalf of your project during this reporting period.
# of Unique Individuals	Individuals who receive direct service through funded projects and services for whom there is a measurable impact. Each individual is counted only once in this reporting period (if service is provided to a family unit, all individuals for whom there is a direct measurable impact should be recorded as individuals).
Activities	What the project does to achieve its goal(s). Activities include the services provided or actions undertaken by the project.
Adults (19 to 64):	Individuals between the ages of 19 and 64 years (up to the 65th birthday) who receive direct service.
Administrative Expenditures:	Expenses incurred in controlling and directing an agency as a whole as opposed to expenses related to individual departments or programs. Eligible administrative expenditures include: management fee, salaries and benefits of positions where the individual is not participating in direct program service, bookkeeping/admin, audit fees, bank fees, general liability insurance, photocopying/printing, office supplies, other costs as approved by the funder. <i>Note: Where an employee performs both administrative and program functions, split the expenditures in ratio to match the division of duties between administrative and program delivery.</i>
Assets	A useful or valuable quality, person, or thing; an advantage or resource.
Broad Strategy	In general terms, how the project will address the specified community need.
Children (0 to 5 years):	Individuals between their date of birth up to the day before their 6 th birthday who receive direct service.
Children/Youth (6 to 12 years):	Individuals between their 6 th birthday and up to the day before their 13 th birthday who receive direct service.

Client	Any community member or program participant receiving services from your organization as a result of the project.
Client Capacity	The total number of unique individuals that are expected to be served as a result of your project.
Community Assets	Community assets are the collective resources which individuals and communities have at their disposal; those which can be leveraged to develop effective solutions to promote social inclusion and improve the health and well-being of citizens. Assets include organisations, associations and individuals.
Community Development	Efforts made by professionals and community residents to: enhance the social bonds among community members; motivate citizens to self-enhance; develop responsible local leadership; and create or revitalize local institutions.
Direct Service	Engagement between staff members and clients.
Evaluation	How to determine how well a project has achieved its goal(s).
Families	A family unit is self-defined and can contain multiple generations and configurations. This includes biological or adoptive parents, extended family members, other relatives who are providing direct care to children, etc. If families are your program's primary target population, then the individuals reported under families should not be counted under Unique Individuals. If families are not your program's primary target population, then families are treated as a subset of your Unique Individual count.
Formal Partnerships	Formal partnerships involve an exchange or sharing of resources, with both parties involved in the planning and delivery of the services provided through the partnership. A written agreement is in place outlining the roles and responsibilities of each partner.
Full Time Equivalent (FTE)	An FTE is the hours worked by one employee on a full-time basis. The concept is used to convert the hours worked by several part-time employees into the hours worked by full-time employees. On an annual basis, an FTE is considered to be 2,080 hours, which is calculated as: 8 hours per day x 5 work days per week.
Funded Full Time Equivalent	The total number of FTE's that have wages/salaries being paid with the grant funding for the project.
Informal Partnerships	Informal partnerships involve informal, unwritten agreements with other community services and agencies for sharing of space, services and/or resources.
Mission Statement	A statement that defines what an organization is, why it exists, its reason for being. At a minimum, a mission statement defines who the primary target populations are, the products and services produced, and describes the geographical location in which an organization operates.
Non-Profit Organizations	"Non-profit" and "Not-for-profit" are often used interchangeably to refer to organizations that do not redistribute profits or funds to owners or shareholders. Non-profits usually carry out larger, more organized activities that focus on environmental, social, political, or economic missions.
Not-For-Profit Organizations	"Non-profit" and "Not-for-profit" are often used interchangeably to refer to organizations that do not redistribute profits or funds to owners or shareholders. Not-for-profits often carry out smaller group activities that focus on sports, hobbies, or special interests.

Organizational Capacity:	Demonstrated organizational experience and staffing model required to support the proposed initiative, in addition to existing programs
Outcomes	The benefits or changes for individuals, families, communities or populations that result from participating in a program or project activities. For FCSS purposes, outcomes specifically relate to changes in knowledge, attitudes, values, skills, behaviour, condition, status or other attributes.
Outputs	The direct products of project activities. Outputs usually are measured in terms of the volume of work accomplished. For example, the numbers of classes taught, counselling sessions conducted, educational materials distributed, and participants served.
Primary Target Population	The population your project has been designed to serve directly and specifically, these individuals experience a measurable impact. This would be one of the following: children, adults, seniors or families. Other populations may be impacted by the program, but they are secondary, not the primary target population. For example, Youth programs may support the family, but youth are the identified target.
Primary Target:	Individuals who receive direct service through funded projects and experience a measurable impact. Each individual is counted only once in this reporting period. If service is provided to a family unit, all individuals for whom there is a direct, measurable impact should be recorded as individuals.
Project	A set of inputs and outputs required to achieve a particular goal.
Protective Factors	Protective factors are those qualities or situations that help alter or reverse expected negative outcomes. Stress-resistant or “invulnerable” individuals have common protective factors operating as two broad sets of developmental strengths: <ol style="list-style-type: none"> 1. external factors such as family, peers, school and community, and 2. internal factors or personality characteristics such as empowerment, self-control, cultural sensitivity, self-concept and social sensitivity.
Risk Factors	Risk factors are disabling, cultural, economic, or medical conditions that deny or minimize opportunities and resources for optimal human development. Risk factors can be internal (within the person) or external (involving the family, school/work, and community).
Seniors (65+)	Individuals over the age of 65 years who receive direct service
Social Well-Being	A sense of involvement with other people and with our communities. Many researchers believe that well-being is not just about being happy or content, but also about being actively engaged with life and with other people.
Unique Individuals	Individuals who receive direct service through funded projects and services for whom there is a measurable impact. Each individual is counted only once in this reporting period (if service is provided to a family unit, all individuals for whom there is a direct measurable impact should be recorded as individuals).
Vision Statement	An inspirational and aspirational description of what an organization would like to achieve or accomplish in the mid-term or long-term future. It is intended to serve as a clear guide for choosing current and future courses of action.
Volunteers:	An individual who has provided support from which your project has benefited and who is willing to work on behalf others without the expectation of pay or other tangible gain. Each individual volunteer is only counted once.

Youth (13 to 18 years)	Individuals between their 13 th birthday up to the day before their 19 th birthday who receive direct service.
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