Guide for Completion of the 2015 FCSS B.C. Questionnaire

Questions that request information for a particular year refer to the government's fiscal year, e.g., April 1, 2008 to March 31, 2009 is shown as"2008". The majority of the questions are required which means that the information needs to be inserted into the box in order to proceed. Please consult this guide as you are responding to the questionnaire.

1. This question asks whether the organization on whose behalf the participant is completing the questionnaire is currently a member of the Federation of Community Social Services of B.C.
2. Several organizations in the social services sector are registered charities. This question asks for the specific date, in terms of month and year, when your organization was registered as a charity. If your organization is not registered but is planning to become registered as a charity please identify the month and date when this registration is planned to occur. If your organization is not a charity and does not plan to be registered as a charity please indicate "never".
3. This question refers to staff that was paid a salary by the organization. The two separate columns differentiate between those staff that were considered full time or worked a standard 40 hour work week and those staff that were considered part time or worked less than the standard 40 hour work week. If staff did not work a full year, please enter an estimate of the amount of the year worked, for example, an employee who has worked 8 out of 12 months would be indicated as 0.67. If your answer is 0 for any box below please enter the 0 rather than leaving the box blank.
4. For this question, please enter the total number of volunteers in the year requested regardless of the time spent or the work completed by the volunteer during that year. For example, 5 volunteers who helped to decorate a facility for an event would be added to the total as 5. If 3 of these volunteers also helped the organization in other ways they would not be counted again.
5. In this question, the first column refers to the number of times an existing client has received a particular type of program related service. For example, an individual attending 3 different types of workshops offered by the organization would be counted as receiving 3 services regardless of how many days or hours each individual workshop lasted. If the client attended the same workshop twice in one year you would indicate 2 services were provided. A client may be receiving support services and may require monthly follow-up calls or visits. In this case the support service is what counts not the number of follow-ups. Services do not include administrative activities such as connecting with a colleague in a different organization to request information about a client.

   The second column refers to new clients, i.e. a client who has not received any services from this organization in previous years. For instance, a new client who is seen by a counsellor in May 2010 and then attends a training session offered by the same organization in October 2010 this would be counted as 2 for the second column row 2010. In the following years the same client would be referred to as a "past client".

6. When responding to this question, please count the number of different clients served by the organization regardless of whether they are new or past clients or how many times they were served. Enter the total number of clients into the first column according to the year in which they were client. The client should have received at least one service or follow-up service during the year to be considered a client for that year. Clients may be entered for more than one year, e.g., 2008, 2010, and 2011.

   Choices have been offered to allow you to categorize how clients may have changed over the years. Please select at least one option. "The same as previous year" category indicates that the clients are approximately the same as they were in the previous year. "More complex" refers to the types or severity of problem(s) of the client and behavioural aspects of the client. "More situationally challenging" refers to the situation or context of the problem(s) the client is facing.

7. In items 7 and 8. Programs are defined as "a planned, coordinated group of activities, procedures, etc., often for a specific purpose". Please list all programs, whether ongoing or new, for which your organization delivered services during 2008. You should list at least one program, otherwise use as many boxes as you need to identify all the organization's programs. Please identify one program per box. If you had more than 6 programs during 2008 use the last box to name the additional programs offered.

9. Items in 9 and 10 follow from 7 and 8. For each of the programs you have identified in the previous questions calculate the amount of funding provided and then divide this number by the total funding the organization had received for that year.

11. The first part of this question asks you to enter the total amount of money, out of all the funds received by the organization, spent on delivering programs each year. The total cost of all programs per year should be inserted into the first column. In the second column, the total costs for non-program costs, such as for administration or fundraising per year needs to be identified. For instance, a program may consist of delivering a workshop and a seminar and the development of a pamphlet. The program costs could consist of 1.5 staff person, office supplies, and graphic design/printing costs. Multiple programs would require the addition of the cost of each program. Non-program costs would likely consist of staff time, rent, office supplies, perhaps accounting or legal fees, and potentially others.

12. Items 12 and 13 relate to the money spent for specific types or categories of costs such as salaries, facility maintenance and rent. Please specify the category name under the column "Type of cost" and the amount spent on that cost under the category "Amount". Use one category per box and one amount per box. Please do not include categories of costs that account for less than 10% of the total costs of the organization. Use as many boxes as needed.

14. The items in questions 14 to 21 ask you to identify the name of the program in the first column, and in the second column indicate all government related funding sources for that particular program. For example, the name of the program may be XYZ and it may

be funded by two different ministries. You would identify program XYZ in both the first and the second rows of the first column.

In the first row of the second column you would list the first ministry and in the second row you would list the second ministry. The amount of the funding from the first ministry would then go into the third column first row and the amount of funding from the second ministry would go into the third column second row.

Finally, the last column requires you to indicate the average cost per each client for that particular year that is served by the program. So, if the total cost for the program XYZ was $50,000 and during that year 100 clients used the program you would divide $50,000 by 100 to come up with the average cost per client ($5,000) . This number should be placed in the first row of the last column. The next row in the same column would be left blank as it is the same program.

Government related sources of funding include all funding that in some form originates from a government body, for example, community gaming grants are funds provided from money ultimately collected by the government. The number of clients used in the calculation for the fourth column are the total number of clients served in that year - one individual is only counted once as a client (this is the same number as total number of clients in question 6).

22. This question is looking for information on other, non-government related, sources of funding. Select the year from the drop-down menu in the first column, moving down chronologically, i.e., if you have two sources of funding that are not government related in 2008, the first two rows should indicate the years 2008 and then the third row starts with 2015. The second column would identify the source of funding, for example, a foundation and a fundraiser may provide funds. The name of the foundation would be listed in the first row of the second column and the amount provided would be listed in the first row of the third column. The public fundraiser would appear as “public fundraiser” in the second row second column and the amount would be presented right beside it in the last column.
23. Your organization may keep a waiting list of specific clients who would like to or need to be served by the organization but the organization is unable to serve due to resource restrictions. This question asks you to identify the approximate number of individuals that have been on this waiting list each year for the last several years. If a waiting list was not kept or is no longer available please estimate the size of the waiting list. Please note that this is not a request for the number of individuals in general who could have benefited from the service.
24. This last survey question asks for the identification of the most significant issues that are currently affecting the organization. Please list only one issue per box and use key words to identify the issue, for example, “ability to access client information from other social service sector agencies” or “time needed to fulfil reporting requirements to funders”.
25. This area provides space for additional comments.