

Practice Name:**Date Created:** 26-May-09**Author:****Last Updated:****Abstract:****GENERAL INFORMATION**

Name of Practice	Community Resource Officer
Date	24-June-08
Name of Municipality	Flagstaff County
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THE ISSUE**Abstract:**

What is the practice you developed or are developing (brief abstract)?

Please briefly describe the final practice developed. (e.g. if you developed a new Council agenda, list the agenda items, or if a new communications plan was created, provide a summary of the plan's goals, objectives and highlights.)

Flagstaff Family and Community Services consists of representation from the County and 10 towns and villages. The municipalities partnered with an additional 17 agencies and private industry to support a position for a Community Resource Officer which promotes a motto, Peace in the Home, Peace in the Community.

Need:

Please describe (just a couple of sentences or bullet points) why you needed to create this practice (policy or process).

What issue made it necessary? (e.g. “We needed a comprehensive plan to deal with...”, or “We needed an annual forecasting tool because...”)

Provide support to our FIRST program (Flagstaff's Initiative to Relationship and Spousal Trauma) which supports a police team in domestic violence, family violence and bullying.

Provide a role model for the youth through participation in educational programs within the schools.

Create safety plans for family therefore reducing risk and promoting healthy families.

Another prime focus was to address the concern of alcohol issues in vehicles from a youth perspective.

CREATING YOUR PRACTICE**Research:**

How did you obtain information to help design your practice (including consultation with stakeholders, formal and informal research)?

Please include any research documentation you can share, or give us a source reference (e.g. Web site, literature, “We reviewed the bylaws from other municipalities in the area...”).

Process:

How did you go about designing your practice? For instance, did you create a team, hire a consultant, borrow something ready-made from another jurisdiction?

Describe briefly who did the design work and what process they followed.

Alberta's Children Services (Prevention of Family Violence and Bullying) along with FIRST (Flagstaff's Initiative to Relationship and Spousal Trauma) used historical information from the community to determine the increasing need for this type of position.

The Director from Flagstaff Family and Community Services and the Sergeant of the local RCMP detachment were the lead managers for the project. They recognized and supported the need and worked diligently to secure funding from various sources for this very meaningful position.

GETTING APPROVAL FOR YOUR PRACTICE**Authority:**

Whose/what approval did you need to create and implement the practice?

We required approval from the County, all ten towns and villages, the local RCMP Detachment and the Flagstaff Family and Community Services board. Their approval for the resource officer position was subject to obtaining funding from additional provincial and private funding sources.

Reporting:

How did you inform the decision-maker(s) about the practice and your need for their approval?

Please note the name of any documents provided to the decision-makers that you would be willing to share.

Each municipality is represented at the Flagstaff Family and Community Services Board. It was their responsibility along with the FFCS Director to solicit financial support from each town and village and provide the merits of the project to gain their approval.

Consultation:

Did you consult with stakeholders as part of your approval process?

Stakeholders were involved throughout the process. They understood the need and the benefits of having a Community Resource Officer and when the RCMP decided not to dedicate one of their specific members to this position, the community, FFCS director and the local RCMP Sergeant were passionate about this important gap which needed to be filled.

If so, how? If possible, attach a copy of templates, surveys or other documents you used as part of your consultation.

IMPLEMENTING YOUR PRACTICE

Plan:

Describe the process you went through to implement the practice. If you used an implementation plan, please note it here.

We identified three areas of focus:

1. Continue to enhance coordinated community response to family violence
2. Continue to promote healthy relationships among school aged children and youth.
3. Strengthen the conditions that foster healthy relationships in the community.

Policy:

What changes to bylaws, regulations or procedures were needed to implement this practice and how did you deal with them?

An agreement was entered into with the RCMP to hire and fund an additional RCMP member to act as the Community Resource Officer within the Community.

Please attach a copy of the change in bylaw, policy or procedure.

When:

When did your municipality begin to use the practice? Was it implemented all at once or in stages?

The position began in 2007 and continued into 2008.

Who:

Who was responsible for implementing the practice?

The FIRST board is responsible to ensure the funding continues to enable this important project to continue.

If someone else is responsible for ongoing management, who is it?

Flagstaff County has entered into a Memorandum of Understanding with the RCMP to cover the financial aspects of the Community Resource Officer's position. The funding is received from the FIRST Board.

RESOURCES REQUIRED

Budget:

How much did it cost you to design and implement your practice (i.e. We saved/spent \$XX per year)?

The first year budget was \$260,000. This included the Resource Officer, support staff and other related expenses.

What are your ongoing operational and capital costs, if any?

Staff:

What human resources did you need to design, implement and manage your practice? (e.g. "It took X staff member (s) X months on this" or "This is part of normal staff duties.")

The project was initiated by the FIRST board and the partners who dedicated many hours meeting with interested parties, presenting the business case and the need for community support.

Infrastructure:

What "capital costs" (such as information technology, other equipment or building assets) did you need to design, implement, manage, and/or evaluate your practice?

The only capital cost was the police vehicle which was required to be supplied to the Community Resource Officer.

EVALUATING YOUR PRACTICE

Formal:

If you did a formal evaluation (e.g. user satisfaction survey, analysis of annual expenditures or number of rate payers served) for your practice, please describe the evaluation tool and the process used.

We applied to the Federal government for funding to develop an evaluation framework to assess how our community has changed as a result of these efforts. The Federal government announced funding for this type of project through an effort to address family violence.

Tell us who was involved.

Informal:

If you did an informal evaluation, describe what you did (such as discussing the practice with people in the office or on the street, or letters/comments received).

An event announcing the success of the hiring of an officer was held in celebration of the beginning of a very exciting and well supported venture. Positive comments were received from all the communities and interested participants.

Performance measures:

Please list the performance measures for this practice (i.e. reduced number of complaints, money saved, or change in equipment life expectancy.)

Howard and Associates has performed an evaluation but it has not been released.

Please list the process you used for measuring performance, (i.e. We do annual surveys on...) examples include:

- collecting data
- establishing a baseline
- applying the measures
- results
- follow up

Another evaluation tool used was the Canadian Outcomes Research Institute and this information is not yet available.

Changes:

Our expectations have been met.

(a) Based on the evaluation (formal or informal), describe any changes you have made, or would like to make, to

your practice as a result. (e.g. "After implementing this practice, we decided that it would be better if...")

-or-

(b) Has your practice met your expectations and if so, how?

LESSONS LEARNED / BENEFITS RECEIVED

Benefits:

What are the benefits of this practice to your municipality? (eg. Preparation of Council agenda packages now requires less time, etc.)

Providing support to youth and all citizens subjected to violence in their relationships is an effort which benefits all of our communities. It has given our community a safe and caring element which is an attraction to our area.

Key Lessons:

What key lessons have you/your municipality learned through the process of:

- designing;
- obtaining approval;
- implementing; and
- evaluating your practice?

One extremely important lesson was the value in creating partnerships, believing in your project and approaching the challenge with enthusiasm, with all moving towards the same goals. It also leads us to the belief that there are many other areas in which we can partner together to achieve many other goals or objectives.

Include any problems, surprises, and unanticipated benefits. (e.g. "We realized that we needed to spend more time...")

Advice to Municipal Peers:

What advice would you give to another municipality that is considering adopting your practice? Is there anything you might have done differently?

The cost of this type of position is not a major factor in comparison to the benefits received. There is a lot of work involved in maintaining this position but all municipalities view this as a tremendous benefit to all our communities.

PRACTICE UPDATES

New Information:

There may be some new information to add since this practice was first posted. This is especially true if:

- a new process has been implemented in your municipality;
- there are new practice evaluation results; or
- there has been a change affecting organizational direction. For example, explain how new economic conditions or a new vision/strategy affect the practice.

Please indicate those changes here. Don't forget to list any new documents that may be useful to your peers. Then go to "Other Information" to attach the new documents.

OTHER INFORMATION

Suggestions:

Please list relevant information sources that others might use or you would be willing to share (courses, Web sites, literature, experts).

Documents & Attachments:

Please attach (using the "Browse" button below) any documents you would be willing to share with others interested in your practice (e.g. a bylaw, a policy, approval documents, templates).

* Note: If you do not have an electronic copy of a document, please send Municipal Excellence a paper copy for scanning to:

Alberta Municipal Affairs
Municipal Excellence Network
17th Floor, Commerce Place
10155-102 Street
Edmonton, AB
T5J 4L4

Nominations:

Do you have any suggestions of other individuals or municipalities with municipal practices that we should add to the Municipal Excellence network? Please list their practice, municipality, and contact information.

Or, e-mail menet@gov.ab.ca and let us know about a municipal colleague that has a really good way of doing things.

COMMENTS

Have we missed something; anything you'd like to add to the areas we have touched on, or an area we have not mentioned?