



REGULAR BOARD MEETING AGENDA

January 16, 2019

9:30am

Meeting Room
Green View FCSS Building

#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES		
		3.1 Regular Green View Family and Community Support Services Meeting minutes held October 17, 2018– to be adopted.	1
		3.2 Business Arising from the Minutes	
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
	NEW BUSINESS		
#6		6.1 FCSS Manager Report	5
		6.2 FCSS Coordinator, Adult	22
		6.3 FCSS Coordinator, Community Resource Center	27
		6.4 FCSS Coordinator, Support	34
		6.5 FCSS Coordinator, Youth	38
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	IN CAMERA	9.0	
		10.0	
#10	ADJOURNMENT		

Minutes of a
REGULAR BOARD MEETING
GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES
Green View Family and Community Support Services Building
Valleyview, Alberta, on Wednesday, October 17, 2018

1: Chair Perron called the meeting to order at 9:30 am.
CALL TO ORDER

PRESENT Chair, Member at Large, Greenview Roxanne Perron
Board Member, Member at Large, Greenview Trina Parker-Carroll
Board Member, Member at Large, Greenview Tammy Day
Board Member, Town of Valleyview Councillor Tanya Boman
Board Member, Greenview Councillor Roxie Rutt
Board Member, Greenview Councillor Shawn Acton
Vice Chair, Member at Large, Town of Valleyview Teresa Plontke

ATTENDING FCSS Manager Lisa Hannaford
Recording Secretary Corinne D’Onofrio

ABSENT

#2: AGENDA
2.0 GREEN VIEW FCSS AGENDA
MOTION: 18.10.62 Moved by: BOARD MEMBER, SHAWN ACTON
That the October 17, 2018 agenda be adopted as presented.
CARRIED

#3.1 REGULAR MEETING MINUTES
3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES
MOTION: 18.10.63 Moved by: BOARD MEMBER, ROXIE RUTT
That the Minutes of the Regular Green View FCSS Meeting held on Wednesday, September 19, 2018 be adopted as presented.
CARRIED

#3.2 BUSINESS ARISING FROM MINUTES
3.2 BUSINESS ARISING FROM THE MINUTES:

#4 DELEGATION
4.0 DELEGATION

#5 OLD BUSINESS
5.0 OLD BUSINESS

#6 NEW
BUSINESS

6.0 NEW BUSINESS

6.1 FCSS MANAGER REPORT

MOTION: 18.10.64 Moved by: BOARD MEMBER , TANYA BOMAN
That the Green View FCSS Board accept the October 2018 Manager's report as presented for information.

CARRIED

MOTION: 18.10.65 Moved by: BOARD MEMBER, TRINA PARKER-CARROLL
That the Green View FCSS Board accept the revised Home Support policy number 5000 with the addition of the definition of essential services.

CARRIED

Chair Perron called the meeting to recess at 11:26 am.
Chair Perron reconvened the meeting at 11:32 am.

6.5 FCSS COORDINATOR, ADULT

MOTION: 18.10.66 Moved by: BOARD MEMBER, TAMMY DAY
That the Green View FCSS Board accept the October 2018 Adult Coordinator's report as presented for information.

CARRIED

6.6 FCSS COORDINATOR, COMMUNITY RESOURCE CENTER

MOTION: 18.10.67 Moved by: VICE CHAIR, TERESA PLONTKE
That the Green View FCSS Board accept the October 2018 Community Resource Center Coordinator's report as presented for information.

CARRIED

6.7 FCSS COORDINATOR, SUPPORT

MOTION: 18.10.68 Moved by: BOARD MEMBER, ROXIE RUTT
That the Green View FCSS Board accept the October 2018 Support Coordinator's report as presented for information.

CARRIED

6.8 FCSS COORDINATOR, YOUTH

MOTION: 18.10.69 Moved by: VICE CHAIR, TERESA PLONTKE

That the Green View FCSS Board accept the October 2018 Youth Coordinator's report as presented for information.

CARRIED

#7 MEMBER REPORTS

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER PARKER-CARROLL

- No report at this time

BOARD MEMBER DAY

- No report at this time

BOARD MEMBER PLONTKE

- No report at this time

BOARD MEMBER RUTT

- No report at this time

BOARD MEMBER ACTON

- No report at this time

BOARD MEMBER BOMAN

- No report at this time

CHAIR PERRON

- No report at this time

Member Plontke exited the meeting at 12:10am.

#8 CORRESPONDENCE

8.0 CORRESPONDENCE

#9 IN CAMERA

9.0 IN CAMERA CONFIDENTIAL ITEM

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, December 19, 2018 at 9:30am.

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 18.10.70 Moved by: BOARD MEMBER , TANYA BOMAN
That this meeting adjourn at 12:14 pm.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

UNADOPTED

REQUEST FOR DECISION

SUBJECT: **Managers' Report**

SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 16, 2019
GM: MANAGER:LDH

DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES
PRESENTER:LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2019 Managers report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Managers reports are provided to the Board for information.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the report is to update the Board on services provide by the Manager.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to accepting the report.

ALTERNATIVES CONSIDERED:
N/A

FINANCIAL IMPLICATION: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:

Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Managers report



Managers Board Report – Regular FCSS Board Meeting January 16, 2019

Happy New Year Board Members,

I hope you all enjoyed the FCSSAA conference in November. It has been a busy time at the office and while I know we will have opportunity for discussion at the meeting on the 16, the report below will provide an overview of what has taken place since November.

On November 26, FCSS administration provided the MD of Greenview Council with an overview of FCSS costs, specifically focusing on Town of Valleyview resident participation in FCSS programs, respective costs associated, and the Towns financial contribution. Council directed administration to inform the Town Administration of the intent to set up a meeting between both councils to review the agreement and funding terms, in the hopes of negotiating a more equitable outcome. The initial meeting between respective administrations took place on December 6, 2018. Administration is organizing a meeting between the two councils to take place in the New Year.

A Mental Health First Aid Seniors course was offered to the community on December 6, 7. This is the first workshop of a series of mental health education FCSS will deliver at the Community Resource Centre. While this course focussed on seniors and dementia, a second mental health first aider-basic course covering all age groups will take place February 28, March 1.

An additional training offered out of the Community Resource Centre took place on December 13 focussing on healthy relationships. Content included characteristics that make up and abuser; creating boundaries, consent, and positive aspects of relationships. 10 people attended the training.

Administration is organizing additional ESS training for FCSS staff. Emergency Social Services general training offered through the Alberta Emergency Management association is scheduled for February 5th at the Green View Community Resource Centre, and Group Lodging training, offered through the Justice Institute of BC, will hosted on February 25 in Clairmont.

We have been informed that the Mental Health therapist from Alberta Health Services will be limiting walk in mental health services offered out of the Community Resource Centre to the last Tuesday morning of every month. This is a reduction in services from 2x per month, and is based upon the limited availability of the therapist.

An interagency meeting was held on January 8. The intent of the monthly interagency is to share programs offered by the myriad of social services agencies in the area. This information sharing and networking opportunity ensures all agencies have a good understanding of the programs and services available to residents in the area.

A HEART meeting was held January 8. The committee is focused on the planning of the 3rd domestic violence conference that will held at the Memorial Hall in Valleyview May 1, 2. Collaborating partners include Green View FCSS, Valleyview Victims Assistance, and Child and Family Services. This conference is subsidized by the Family and Community Safety Grant program.

The provincial government has distributed a new round of grant funding under the Family Community Safety Grant for the 2019 year. The HEART team submitted a new grant proposal in November 2018, however we have not been notified if we were successful for the 3rd time. The focus of this new grant will be to continue the services of an Odyssey House Outreach worker to visit clients 2 times per month out of Valleyview, as well as providing the services of a trauma informed counselor one time per month.

The Homelessness estimation, in partnership with FCSS and the Alberta Rural Development Network, is complete. 85 respondents completed the Rural Homelessness survey, and 61% of survey respondents indicated housing was either unstable or they were unsure of their housing stability, 39% reported housing stability. Reasons for housing instability was “job loss” 32%, “low income” 21% and “unable to pay rent or mortgage” 11% were the top three reasons for housing instability. A complete report detailing survey analysis is available for anyone requiring further information.

Manager of FCSS will resume duties on the Family and Community Support Services Board of Alberta, with the next meeting held on January 25.

The FCSSAA has distributed some key messages to advocate for the program that has surpassed its 50-year anniversary in the province. These include:

1. FCSS changes lives and communities. But it needs steady funding.
2. FCSS programs are at the centre of a volunteer network that keeps Alberta communities resilient.
3. Ask. Do you support FCSS funding?
4. Ask your candidate to promise budget dollars for FCSS.

The Alberta Works Employment contract ends March 31, 2019. Administration is working on submitting a new Request for Proposal, which will be submitted to the province prior to the closing date of February 8th, 2019.

On a final note, Green View FCSS is poised to oversee FCSS operations in Grande Cache at the beginning of the New Year. The FCSS offices have been working together for years, and have developed excellent rapport. I anticipate the same moving forward, and am excited about the opportunities to join, teach, and learn from the newly expanded team.

The Family and Community and Services ministry has been informed of the dissolution of Grande Cache and steps have been taken to revise the funding agreement and ensure allotted provincial funding to Grande Cache is redistributed to the M.D. of Greenview. The new funding agreement, including Grande Cache residents, will increase from \$231,000.00 to \$387,161.00.

Included in this report is a list of programs and services currently being offered in the Grande Cache area; a thank-you note from John Howard Society; Susa Creek Outcome report; and an updated strategic plan.

I look forward to seeing you on Wednesday January 16, at 9:30.

Warm regards,

Lisa

Strategic Plan 2018-2020

A. Goal: To provide services that enhance the well-being of individuals, families and community through prevention.

1. Strategy: Develop programs and services to promote positive development for children and youth.

Programs may be implemented in the Valleyview, Ridgevalley and Grovedale schools for the youth between six (6) to eighteen (18) years of age. All programs may be provided upon the request of the individual schools requirements in consultation with the principal. Summer Day Camps may be initiated in Valleyview, DeBolt, Grovedale, Little Smoky, Sunset House and New Fish Creek.

Time Frame	Action	Status as of Dec 2018
School year 6 week program	Deliver the "I Can Handle Anger" program.	Completed in OAP and St. Stephen's School
School year 10 week program	Deliver the "Why Try" program.	Scheduled in St. Stephen's School
School year 6 - 10 weeks program	Deliver the "Girls Circle" program.	Completed in spring at Hillside Jr/Sr High, St. Stephen's and Ridgevalley Schools
School Year 5 week program	Deliver the Stress Resilience Program	At school request
School year 10 week program	Deliver the "SKILLS" program.	Completed in Nov. Hillside Jr/Sr High, St. Stephen's and Ridgevalley School in spring 2018
School year 1 day program	Deliver the "Cool Camp" program.	Scheduled for Penson School for spring 2019
School year 2 day program	Deliver the "Home Alone" program.	Completed in June 2018 Ridgevalley, Grovedale and all grade 4 classes in Valleyview
School year 4 – 8 week program	Deliver the "KIDO" program.	Scheduled in Harry Gray and St. Stephen's School spring 2019
July and August	Deliver the "Summer Day Camps" program.	Held in New Fish Creek, Little Smoky, DeBolt, 2 x in Grovedale and 2x in Valleyview
Annually	Deliver the "Grief and Loss" program.	Completed in OAP in spring 2018
School year	Coordinate/fund guest speakers for presentation at all schools.	Funding available for 2019
School Year	Pink Laces/Souls	Scheduled Spring 2019
2/3 times per year	Coordinate Babysitting Courses in Valleyview and DeBolt.	Completed in May 2018 and January 31, 2019
School year 6 – 8 week program	Deliver "Friendship Groups".	As requested by schools
School year 4 week program	Deliver the "Hands are Not for Hitting" program.	Completed in November at OAP and St. Stephen's School
School year 6 – 10 week program	Deliver the "Boys Council" program.	Completed in Ridgevalley spring 2018
School Year 4-6 sessions	Deliver Mind-Up Program/Sparks Fly Bikes	Scheduled in St. Stephen's School in spring of 2019



2. Strategy: Develop programs and services to enhance the lives of individuals and families within the community.

Enhance the lives of adults and families to promote economic, mental and physical wellbeing. Programs may be available annually and are based upon the needs and requests of clients.

Time Frame	Action	Status
Annually	Coordinate the FCSS Baby Book Bags.	<i>ongoing</i>
Annually	Deliver the "Growth Circle" program.	<i>Delivered in Nov 2018</i>
Annually 6 week program	Deliver the "Mother Daughter Circle" program.	<i>Completed in May 2018</i>
Annually 6 week program	Deliver the "Finding Our Voices" program.	<i>Completed in Oct 2018</i>
Annually 4 week program	Deliver Building Strength	<i>Did not run in 2018</i>
Annually	Deliver Employment Supports.	<i>Daily & ongoing</i>
Annually	Coordinate access to Income Supports.	<i>Daily & ongoing</i>
Annually 3 blocks of 6 sessions	Coordinate the "Computer Basic" program.	<i>Did not run in 2018</i>
Annually	Deliver the "Income Tax Program."	<i>Clinics available year round, Volunteers utilized in March and April. 540 returns completed in 2018, 102 volunteer hours</i>
Spring and Fall Sessions Annually	Coordinate the "Balance" program.	<i>20 sessions completed in DeBolt and 50 in Valleyview in 2018</i>
Annually	Deliver Emergency Preparedness Workshop	<i>Will run in 2019</i>
Annually	Distribute Baby Boxes	<i>ongoing</i>
Annually	Coordinate Breakfast With the Guys	<i>Completed in November 2018</i>
Annually	Deliver Intergenerational Healing Parenting	<i>Completed in March 2018</i>

Annually	Deliver Ready to Rent	<i>Provided in Ridgevalley in March 2018, Offered on a one on one basis in office</i>
Annually One day per year	Deliver the "Older Adult information Day."	<i>Delivered at the GRM in 2018, over 50 participants</i>



3. Strategy: Develop programs and services to enhance the lives of adults and seniors within the community.

Enhance the lives of adults and seniors to promote economic, mental and physical wellbeing. These programs may be delivered annually as part of the ongoing operations.

Time Frame	Action	Status
Annually	Deliver Caregiver Workshops	<i>No Workshops currently schedule One on one supports as required</i>
Annually	Deliver the Home Support program.	<i>currently 70 clients</i>
Annually	Deliver the "Wheels for Meals" program within the Town of Valleyview.	<i>12 clients currently receiving meals, 1400 meals delivered in 2018</i>
Annually	Deliver individual support with forms and subsidy applications.	<i>ongoing</i>
Annually	Deliver Finding Balance Workshop	<i>Not currently scheduled</i>
Annually	Deliver Just in Case File workshop	<i>Not currently scheduled</i>
Annually	Deliver the Aging in Place workshop	<i>Scheduled to run in 2019</i>



B. Goal: Promote and provide services with various stakeholders for the benefit of residents within the community.

1. Strategy: Explore partnerships with various stakeholders so as to meet the residents' needs.

Partnerships are vital in the community so as the residents' needs may be addressed in cooperation with various stakeholders. The stakeholders may be consulted on an annual basis to review possible partnership opportunities.

Time Frame:	Action:	Status:
Reviewed annually	Alberta Health Services Partnership - "Mental Health Services" and "Better Choices and Better Health; Lunch and learns	<i>Completed in 2018</i>
Reviewed annually	Town of Grande Cache and AWN Nation to provide Home Support services within the co-ops.	<i>Ongoing</i>
Reviewed annually	Town of Grande Cache and AWN Nation to administer the Aboriginal Community Activity Fund program within the Co-ops.	<i>Ongoing</i>
Reviewed annually	Victims Assistance	<i>Ongoing</i>
Reviewed Annually	Northern lakes College	<i>Ongoing</i>
Reviewed annually	Alberta Health Services-Mental Health Therapist	<i>Ongoing</i>
Reviewed annually	Red Willow Lodge- Wheels for Meals	<i>Ongoing</i>
Reviewed annually	Alberta Works Contract- Employment Services	<i>Ongoing</i>
Reviewed annually	Provide Preventative Community Grants to non-profit agencies or organizations.	<i>Ongoing</i>
Reviewed annually	Northern Gateway School Division	<i>Ongoing</i>
Reviewed annually	Holy Family Catholic School Division	<i>Ongoing</i>
Reviewed annually	Peace Wapiti School Division	<i>Ongoing</i>
Reviewed Annually	Northlands School Division	<i>Ongoing</i>
Reviewed annually	Grande Yellowhead School Division	<i>Ongoing</i>
Reviewed Annually	Odyssey House- Outreach worker services	<i>Ongoing</i>
Reviewed annually	PACE	<i>Ongoing</i>

Reviewed annually	Seniors Outreach	<i>Ongoing</i>
Reviewed annually	ESSNA-Emergency Social Services Network of Alberta	<i>Ongoing</i>
Reviewed annually	Parent Link	<i>Ongoing</i>
Reviewed annually	Peer Support Services for Women-Sagesse	<i>Ongoing</i>
Reviewed annually	W.J. Stelmach and Associates (WJS)	<i>Ongoing</i>
Reviewed annually	Town of Valleyview Library	<i>Ongoing</i>
Reviewed annually	Royal Canadian Legion	<i>Ongoing</i>
Reviewed annually	Suicide Prevention Resource Center	<i>Ongoing</i>
Reviewed annually	Calgary Legal Guidance	<i>Ongoing</i>
Reviewed annually	Sturgeon Lake Cree Nation	<i>Ongoing</i>
Reviewed annually	Valleyview and Districts Agricultural Society	<i>Ongoing</i>
Reviewed annually	Town of Valleyview	<i>Ongoing</i>
Reviewed annually	RCMP	<i>Ongoing</i>
Reviewed annually	Mountain Metis Association	<i>Ongoing</i>
Reviewed annually	Child and Family Services	<i>Ongoing</i>
Reviewed Annually	Service Canada Outreach	<i>Started in 2018</i>

2. Strategy: Explore opportunities that may enhance resident access to services within the community.

Create a relationship with all relevant stakeholders so as programs and services may be coordinated to meet the community's needs.

Time Frame:	Action:	Status:
Annually September to June	To participate in interagency meetings to share information and identify social service gaps within the community.	<i>Ongoing-first Tuesday of every month</i>
Annually 3 to 4 meetings per year	FCSS Manager be a member of the Directors Network Society as to represent the residents of the community.	<i>Minimum 3 meetings per year, first meeting in 2018 complete</i>
Annually Twice a month	Host an Odyssey House support worker	<i>ongoing</i>
Annually	Deliver the "Welcome Basket" program.	<i>Ongoing-upon request</i>
Annually	Host Service Canada Outreach Clinics in the CRC	<i>First one in Nov 2018</i>
Annually	Coordinate the Community Information Board.	<i>Ongoing</i>
Annually	Deliver Information and Referral services.	<i>Ongoing</i>
Annually	Host Community Training Sessions.	<i>Ongoing</i>
Annually/ weekly	Coordinate Mental Health Services out of the CRC.	<i>Tuesdays for ½ of 2018, waiting to hear about a new schedule</i>

C. Goal: Provide opportunities whereby residents are actively engaged within the community.

1. Strategy: Promote resident participation and engagement within the community.

Community engagement and connection contributes to improved social wellbeing. Residents are encouraged to assist in various deliverable opportunities.

Time Frame:	Action:	Status:
Annually	Deliver the "Celebration of Cultures" program.	<i>Did not run in 2018</i>
Annually / November	Deliver the "Red Silhouette" program.	<i>Completed in November 2018</i>
Annually / April	Host Volunteer Appreciation events.	<i>Completed in April 2018</i>
Annually	Provide residents with volunteer opportunities to assist with various deliverable programs.	<i>7 volunteers assisting with programs</i>



D. Goal: Provide service excellence to residents within the community.

1. Strategy: Develop actions that enhance Green View FCSS service deliverable excellence.

Time Frame:	Action:	Status:
Annually	Review the Green View FCSS Strategic Plan annually.	<i>Reviewed January 2018</i>
Annually	Provide measurable outcomes where applicable for programs and services.	<i>Ongoing</i>
Annually	Ensure that staff has access to effective training opportunities.	<i>Ongoing</i>
Annually	The Green View FCSS Board will draft and present the annual budget to the respective Councils.	<i>2018 update complete.</i>
Annually	Staff performance appraisals will be administered annually to all staff.	<i>Completed for 2018</i>

Grande Cache FCSS Programs and Services

1. Alberta Rural Homelessness Estimation

We conducted the estimation in late 2018. We have yet made decisions on how to best use the information to motivate change in our community.

2. Aboriginal Community Activity Fee Assistance Program

This program provides clients with 3 month Recreation Centre facility passes. At the end of the term a reassessment is completed to see if the client requires additional assistance. Being a resident of the Municipal District of Greenview is one of the criteria that must be met to access this program along with one or more of the following presenting issues: addictions recovery, healing after a traumatic experience, adjusting to drastic life changes, physical disability, and mental health issues or diagnosis.

3. Active Parenting

Amber is a certified Active Parenting facilitator for families with children ages 5 – 12. Active Parenting Canada programs empower families by providing parents with the skills to help their children survive and thrive in our changing world. Active Parenting is a parent education program that emphasizes non-violent discipline, mutual respect, and open communication

4. Ages and Stages Developmental Screening and Ages and Stages Social Emotional Screening

An effective, efficient way for professionals to check a child's development, help parents celebrate their child's milestones and know what to look for next, and determine whether follow-up steps are needed. It's also an essential first step toward identifying children with delays or disorders in the critical early years, *before* they start school.

NOTE: Parent Link Center also offers this service, however our service to utilized by Creative Kids Preschool and available to clients uncomfortable accessing the Parent Link Center. Amber is a certified trainer for this program.

5. Baby Box distribution

"The Baby Box Co. is not just about babies or boxes. It's about creating a safer world for children by supporting parents. Our community is your safety net, bringing you expert information and trusted products so you can protect the ones who matter most. We provide the parenting education you need before you even know you need it, so you can conquer uncertainty and win the day—or at least the hour. From pregnancy through infancy and early childhood, we deliver what you need to parent with confidence and raise safe, happy kids."

6. Babysitting Course (ages 10+)

We teach the Canadian Safety Council version. Program is offered twice a year – course fee is waived for families that are unable to afford it.

7. Boys and Girls Lunches in partnership with Grande Cache Victims Services

Offer to grades 5 & 6 and grade 7 & 8. The focus for grades 5 & 6 is safety (personal and community) while the grade 7 & 8 focus is dating violence and healthy relationships.

8. **Canadian Volunteer Income Tax Program**

Offered every year during tax season. FCSS staff take the training and will assist any individual that meets the federally mandated criteria to access this service. There is no charge for this service.

9. **Creative Kids Preschool (licensed)**

Operating for 20 years in the community first, under a Child and Family Services early intervention contract, then subsidized by FCSS and the Town for the last 15 plus years. The focus of the program is social emotional development of children ages 3 – 5, engaging parents as partners in their child's learning, and in the non-school year providing preschool aged programming. Our program has a Memorandum of Understanding with Grande Yellowhead Public School Division as the service provider for Program Unit Funding students.

There is also a parent fundraising committee that raises money to assist with expenses.

Current enrollment: 40 students (prior to the coal mine closure enrollment was as high as 96 students).

The program has a teacher, teacher assistant, and aide for PUF students. The cost of the PUF aide are invoiced to GYPSD.

10. **Community Connections (annual event)**

Once a year, in September, we invite and coordinate agencies, organizations, sports teams, clubs, and local businesses with a recreation/health/wellness focus to participate in an information night.

Participation has increased from 25 tables in 2014 to over 55 in 2018.

11. **Early Childhood Coalition (Growing Grande Children)**

In addition to holding the grant from ECCA Amber sits on the Provincial Coalition Outcomes Working Group and sub-committee Knowledge Mobilization. She chairs the meetings and is responsible for hiring and overseeing the coordinator.

12. **Eating for Your Well-Being**

Clients are given a cookbook that contains one month's worth of recipes. There are recipes for breakfast, lunch, dinner, and snacks. Originally designed to be accessed by individuals in active addictions recovery, this program is now available to any who can benefit from it.

The recipes are written at a grade 6 level, with pictures prompts, so those with low literacy rates can competently use the tool.

If an individual is struggling financially, through partnership with the Grande Cache Food Bank and donation from New Horizon's Coop, we can supply food for the first week of recipes.

NOTE: we do not advertise the food provision due to limited resources, however if a client is identified as in need, we will go with them to shop for the food.

13. **Emergency Social Services**

Maintenance of the plan and volunteer recruitment.

14. Forms Assistance

Available to all and like many FCSS offices we will help clients complete forms and navigate the government process.

NOTE: our office is the back up location when Alberta Supports is not in town. This is an informal agreement entered into 2 years ago with a promise from Alberta Supports to increase services in our community. To date we have not seen them increase service provision to match the local need.

15. Home Alone

We teach the Canadian Safety Council version. Program is offered twice a year – course fee is waived for families who can not afford it.

16. Home Support (previously referred to as: Give Me a Break)

Offered to residents of the Municipal District of Greenview. Being a resident is one of the criteria that must be met to access. However, for certain special circumstances we have provided the service for community members who have relocated to within the Town of Grande Cache.

There are three branches in our program:

- Inside the home – basic cleaning, light meal preparation, and transportation to Grande Cache for essential needs (i.e. doctor appointment, banking, groceries, etc.)
- Outside the home – cutting of wood at the client's home, basic yard maintenance, snow shovelling of main walkway and entry to the home
- Elderly Aboriginal Outreach Worker – home visitation, transition assistance to Whispering Pines Lodge, connecting aboriginal youth and elders for joint learner, transportation to Grande Cache for essential needs (i.e. doctor appointment, banking, groceries, etc.)

17. H.E.L.P. (Hope Exists in Lots of Places)

Offered to anyone who would benefit from a free one-hour consultation with a mental health professional. It is not intended to be long term, nor does it provide individuals with a diagnosis. This service was previously a grief and loss counselling service, however with the long waiting list to access Alberta Mental Health, we adapted the program. We now provide service for individuals in need while they wait to access Alberta Mental health.

18. Interagency

We host the monthly Interagency meeting and act as the conduit for information sharing with the group.

19. Kids Conference

A 2 ½ day conference for kids ages 5 – 12. The format is similar to adult conferences and children have a total of 27 different sessions to choose from. There are three streams of learning: physical literacy, life skills, and unique expressionism (aka creativity). The first conference held in 2018 sold out with 50 participants our second conference is slated to run on spring break.

20. Meals on Wheels

Service is available to everyone. The menus and meals are prepared by Alberta Health Services. We pick up the meals from the local hospital. There is a \$10.00/meal charge and arrangements to access the service are done through our local FCSS office. Volunteers deliver the meals.

21. Mindful Meditation

One on one meditation consultation. The instructor will converse with client to determine the most suitable mode of mediation to help individuals build resiliency. There is no charge for this service.

22. Parent to Parent

This program is an unstructured evening of parents sharing their struggles at home. The program is for parents with children 6+ years in age. Content is decided by the participants and FCSS help facilitate the conversations plus provide resources for parents to access.

23. Resource Library

Community members are welcome to borrow from our library. Books include several topic areas like; parenting, anger management, self help books etc.

24. Seniors Learn at Lunch

Working with the Big Horn Golden Age club with deliver learn at lunch opportunities for local seniors. Topic matter is determined by the club we assist by providing food and coordinating professionals or experts when needed.

NOTE: Jupiter Resources provided us \$1000.00 for 2019 to help with the cost of food.

25. Snow Angels

Recruiting coordinating volunteers to assist those in need with snow removal.

NOTE: we were unable to find volunteers for this winter and the program is not being offered for that reason.

26. Triple P Level 4 – Teens

Consultations with families containing teenage children. This is a 6-week program that works primarily with the parents, but with the teen as well. This is not a group program; family units are assisted privately.

November 5, 2018

Lisa Hannaford

Greenview FCSS

RE: Susa Creek 2017/18 Grant

Lisa, sorry for the delay in getting back to you, I had some health issues.

Outcomes from the 2016/17 grant are as follows:

1. Two (2) Desk Cycles that have a book holder on the handlebars, these worked wonders for our ADHD kids and for our Grade 7/8 PE routine on the bad weather days.
2. Where the Aide was used we had an increase in our Literacy scores as follows
 - a. Student A Reading Level 11 end of year Level 26
 - b. Student B Reading Level 12 end of year Level 23
 - c. Student C Reading Level 5 end of year Level 28
 - d. Student D Reading Level 6 end of year Level 17
 - e. Student E Reading Level 1 end of year Level 16
 - f. Student F Reading Level 3 end of year Level 24
 - g. Student G Reading Level 6 end of year Level 20
 - h. Student H Reading Level 0 end of year Level 5
 - i. Student I Reading Level 12 end of year Level 23
 - j. Student J Reading Level 12 end of year Level 23

The normal increase in reading is 3 to 4 levels.

Thank you for the 2017/18 Grant. Any assistance in the future would be greatly appreciated.

Sincerely,

A handwritten signature in black ink, appearing to read "Brian J. Dewar". The signature is written in a cursive style with a large, stylized initial "B".

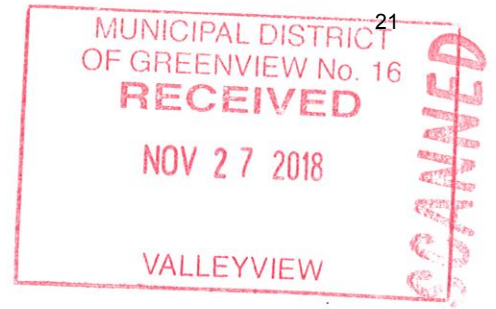
Brian J. Dewar

F-11

JH John Howard

Society of Grande Prairie

#200, 10135 - 101 Ave, Grande Prairie, AB T8V 0Y4
P 780.532.0373 • F 780.538.4931



October 23, 2018

Green View FCSS
Box 1079
Valleyview, Alberta
T0H 3N0

Dear Lisa,

We received your letter advising that the Board has approved an operating grant of \$7260.00 for the EUREKA Program for 2019.

We are pleased to be able to partner with Green View FCSS and thank you so much for the continued support.

Please extend our appreciation to your Board members as well.

Sincerely,

Penny Mikanuck
Executive Director

REQUEST FOR DECISION

SUBJECT: **Adult Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: January 16, 2019
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES

REVIEWED AND APPROVED FOR SUBMISSION
GM: MANAGER:LDH
PRESENTER:LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2019 Adult Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provided to the Board for information.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the report is to update the Board on services provided by the Adult Coordinator.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to accepting the report.

ALTERNATIVES CONSIDERED:
N/A

FINANCIAL IMPLICATION: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:
Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Adult Coordinators report

To: Lisa Hannaford, Manager
From: Coordinator, Adult
Subject: Jan Coordinators Report

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or grocery shopping. At the end of Dec we have 68 clients. 27 residing in Valleyview and 41 within the MD. At times in the last couple months we were up to 74 clients. We are averaging 3 trips for medical appointments per month.

- **Wheels 4 Meals**

The Wheels 4 Meals program is a partnership between Red Willow Lodge and Green View FCSS. FCSS provides delivery of the meals prepared by the Lodge to residents within the Town of Valleyview. In 2018, 1448 meals were delivered.

- **Balance Yoga**

The Balance program is a restorative Yoga program to assist people with fall risk to regain mobility, flexibility and strength.

Balance started Oct 5 in Valleyview Monday and Fridays and ran for 15 sessions ending on Dec 3.

Balance started Oct 15 in DeBolt and ran Mondays and Wednesdays for 10 sessions ending on Nov 26.

The program has excellent outcomes with 100 % of the respondents saying that the program helps keep them able to live independent and at home and to believe that they can make changes to their health.

The Valleyview group which had 29 participants are asking for more classes to be made available, they currently receive 15 sessions in the spring and 15 in the fall.

- **Older Adult Info Day**

Older Adult Day at the Greenview Regional Multiplex was a success. 50 participants came out to enjoy their day of speakers and activities. Sessions included information about Osteoporosis, Finding Balance, Senior Benefits and Pensions, Cannabis Medication, Stress Management, Frauds and Elder Abuse, Emergency Preparedness. They could also join activities such as Multiplex tours, Equipment Orientations, Aqua fit, Pickle Ball and our Physio Therapist assisting with gym equipment. The lunch supplied by the Power Up café was very well received. 20 evaluations were turned in and 100% of the respondents agreed that the Day was beneficial, and that they are now more aware of resources and supports in the community.

- **Workshops**

Valleyview Workshops

- Just in Case- Nov 7 at 1:30 at the FCSS. This session will assist people to understand what documents and paperwork that they should have ready to assist them and their family in case of an emergency. This program was cancelled due to lack of registration. People do inquire about this program on a regular basis so it will be rescheduled in the spring.

-Good Grief- Nov 19 at 1:30 at the FCSS. This session will help people learn to manage their grief and understand why they feel the way they do. This program was cancelled due to lack of registration.

Upcoming

Aging in Place- is a 4 part series running Jan 23, 30, Feb 6 and 13 at 1:30 at the FCSS. This series will help the participants understand what they need to think about, plan and maybe change so they can stay in their home and or community as long as possible.

- **Mental Health First Aid Seniors**

Dec 6 and 7th at the FCSS Resource Center

This workshop was taught by the Canadian Mental Health Association. We sought it out to provide training to our workers that work with the senior clients and since we had available space we invited other community agencies in that we work with to attend as well.

- **Community Volunteer Income Tax Program (CVITP)**

The CVITP program utilizes volunteers to prepare income tax and benefit returns for people with low income and simple tax situations. The basic guidelines are \$30,000 per single person, \$45,000 per couple and an additional \$5000.00 per child in the household.

We averaged 19 tax returns per month in the last 3 months of this year.

Year to Date Totals

VV	MD	SL	Senior	Low Inc	GST	CCTB	#children	WITB	AB Benefit	GIS	REFUND	TOTAL
209	99	241	172	377	\$218,471.00	\$1,102,702.75	182	\$78,566.00	\$ 387,766.00	\$943,972.00	\$154,667.00	\$ 2,886,144.75
			549									2018

- **Adult Support and Referral**

The Support and Referral Program supports clientele in many ways. Commonly we help clients find appropriate programs and then assist with applications and or advocacy. In 2018, 383 people were assisted, with 1166 different needs.

2018	Residence			383
Support Needs	MD	VV	SL IR	Explanation/ Example
Admin Assist	22	35	22	Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning	7	1	1	Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation	6	14	3	With anyone, Family, Businesses, Government
Alberta Benefits	33	41	12	Alberta Supports, Blue Cross, Alberta Health, AISH
Caregiver Supports	7	8	0	Info on programs, strategies, referrals to other
Commissioner/ Notary	23	24	24	
CRA Inquiry	18	25	23	any Income Tax inquiries, not filing
Elder Abuse	0	0	0	Queries and Advise
Estate Planning/ Handling	8	5	5	Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	14	31	25	GST,Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	11	20	7	CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	32	28	2	Queries, home visits
Information	9	10	12	General inquiries contact #s etc
Legal	5	4	0	Queries, Paperwork,
Maintenance Enforcement Prog	4	5	1	Queries, form assistance
Other FCSS Prog	9	7	2	Referral to another program or worker within FCSS
Referral to other Agency	12	13	1	
Supportive Listening	9	7	0	
Technology Assistance	176	224	119	cell phone, internet, CRA accounts, email- etc
Monthly Total	405	502	259	1166

Michelle Hagen
Adult Coordinator

REQUEST FOR DECISION

SUBJECT: Community Resource Centre Coordinators Report
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: January 16, 2019 GM: MANAGER:LDH
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES PRESENTER:LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2019 Community Resource Centre Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provided to the Board for information.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the report is to update the Board on services provide by the Community Resource Centre Coordinator.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to accepting the report.

ALTERNATIVES CONSIDERED:
N/A

FINANCIAL IMPLICATION: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:
Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Community Resource Centre Coordinators report



January 3, 2019

TO: Lisa Hannaford, Manager

FROM: Corinne D'Onofrio, Community Resource Center Coordinator

SUBJECT: January 2019 Coordinator report

Stats Report for October- December 2018:

Green View FCSS Community Resource Center assisted a total of 459 client visits in the month of October, 423 in November and 345 clients in December for a total of 5095 client visits in 2018.

The breakdown can be seen below.

Year End Report 2018	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Year TOTAL
Income Support	58	50	35	41	48	60	49	86	55	62	78	68	690
Employment Supports	141	111	56	62	84	88	111	74	135	148	113	81	1204
Other Clients	254	264	358	403	224	227	240	274	280	249	232	196	3201
Total Clients Visits	453	425	449	506	356	375	400	434	470	459	423	345	5095
Residence Break Down:													
MD	115	110	105	121	89	96	101	97	80	83	64	85	1146
Sturgeon Lake	105	107	103	117	71	65	96	99	139	153	117	69	1241
Town	233	208	241	268	196	214	203	236	251	223	242	191	2706
New	1	5	4	3	2	11	4	1	9	1	2	5	48
Returning	452	420	445	503	354	364	396	433	461	458	421	340	5047
Total Clients Visits	453	425	449	506	356	375	400	434	470	459	423	345	5095

The next 3 charts show the breakdown of services provided between the Town of Valleyview, Greenview, and Sturgeon Lake Cree Nation.

The table below shows the breakdown of services provided for the Greenview residents.

Year End Report 2018	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	16	11	6	11	13	11	12	26	10	8	13	16	153
Employment Supports	30	28	9	15	18	12	16	7	16	22	5	13	191
Other Clients	69	71	90	95	58	73	64	64	54	53	46	56	802
Total Clients Visits	115	110	105	121	89	96	101	97	80	83	64	85	1146
Residence Break Down:													
MD	115	110	105	121	89	96	101	97	80	83	64	85	1146
New	0	5	1	1	1	4	2	0	2	0	0	2	18
Returning	115	105	104	120	88	92	99	97	78	83	64	83	1128
Total Clients	115	110	105	121	89	96	101	97	80	83	64	85	1146
YES	115	110	105	121	89	96	101	97	80	83	64	85	1146
NO	0	0	0	0		0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	0	1	1	0	5	0	0	0	0	0	1	0	8
Food Bank	2	1	0	5	2	1	2	4	2	1	3	7	30
Mental health	25	3	1	3	2	0	3	3	3	0	1	0	44
Canadian Child Tax Benefits	0	0	0	0	0	0	0	0	0	0	0	0	0
AISH	1	0	2	8	0	7	4	2	2	1	4	4	35
Income Support	16	11	6	11	13	11	12	26	10	8	13	16	153
Alberta Adult/Child Health Benefit	3	4	4	3	0	1	1	3	1	0	2	2	24
Housing/ Heart River Housing	1	2	1	0	1	0	1	1	0	4	1	0	12
Service Canada	9	6	12	4	4	2	3	4	4	12	6	17	83
Seniors Information	3	3	9	3	6	7	7	25	5	10	6	6	90
Canada Revenue Agency	3	7 (CVITP 6)	33 (32 CVITP 6)	28 (22 CVITP 6)	0	1	2	4	3	5	1	0	87
Employment Supports	30	28	9	15	18	12	16	7	16	22	5	13	191
WCB (Worker's Compensation Board)	1	0	0	1	0	1	0	2	0	0	3	3	11
Computer Class Participants & Inquires	0	0	0	0	1	0	0	0	0	0	0	0	1
Childcare subsidy program inquires	5	7	12	15	7	16	27	22	5	3	2	6	127
Legal (faxes, forms, calls)	3	4	2	0	2	2	7	8	6	7	4	4	49
Other questions/inquires	32	33	25	31	31	31	28	26	21	14	16	17	305

The category "other" can represent clients coming into the Resource Center, calling for information, or referrals to various agencies and organizations. Examples of these organizations can be Valleyview Community Learning Council, Victim's Assistance, WJS, and Parent Link.

The table below shows the breakdown of services provided for the Town of Valleyview residents.

Year End Report 2018	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	38	38	29	30	35	48	30	55	41	45	63	48	500
Employment Supports	64	37	33	34	47	56	63	45	71	63	57	47	617
Other Clients	131	133	179	204	114	110	110	136	139	115	122	96	1589
Total Clients Visits	233	208	241	268	196	214	203	236	251	223	242	191	2706
Residence Break Down:													
Town	233	208	241	268	196	214	203	236	251	223	242	191	2706
New	1	0	3	2	1	6	2	1	5	1	2	3	27
Returning	232	208	238	266	195	208	201	235	246	222	240	188	2679
Total Clients Visits	233	208	241	268	196	214	203	236	251	223	242	191	2706
YES	233	208	241	268	196	214	203	236	251	223	242	191	2706
NO	0		0	0		0	0		0	0	0	0	0
Community Social Issues Identified													
CFS	1	2	1	1	3	2	0	3	0	4	5	2	24
Food Bank	4	6	4	8	5	10	2	5	6	13	15	12	90
Mental Health	1	5	7	6	4	3	11	11	11	5	2	2	68
Canadian Child Tax Benefits	6	7	6	2	4	0	3	3	1	1	0	1	34
AISH	3	5	6	10	7	11	4	5	11	4	5	6	77
Income Support	38	38	29	30	35	48	30	55	41	45	63	48	500
Alberta Adult/Child Health Benefit	4	7	2	4	4	5	1	4	1	5	2	4	43
Housing/ Heart River Housing	7	4	6	5	6	3	12	15	4	3	5	4	74
Service Canada	8	12	6	7	6	9	5	7	13	17	23	11	124
Seniors Information	9	14	15	5	8	14	10	20	10	13	19	1	138
Canada Revenue Agency	8	21 (CVITP 16)	85(78CVITP)	74(63CVITP)	13	8	15	16	8	1	12	12	93
Employment Supports	64	37	33	34	47	56	63	45	71	63	57	47	617
WCB(Workers Compensation Board)	2	0	0	0	0	1	0	0	0	0	2	1	6
Computer Class Participants & Inquires	1	0	0	0	3	0	0	0	0	0	0	0	4
Childcare subsidy program inquires	0	0	0	0	3	3	1	4	1	0	0	1	13
Legal (faxes, forms, calls)	7	11	18	13	7	6	6	10	14	22	12	7	133
Legal (faxes, forms, calls)	3	7	3	0	6	9	2	11	10	9	4	8	72
Other questions/inquires	69	43	59	60	53	45	33	54	52	63	64	23	618

The table below shows the breakdown of services provided to Sturgeon Lake residents.

Year End Report 2018	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	4	1	0	0	0	1	7	5	4	9	2	4	37
Employment Supports	47	46	14	13	19	20	32	22	48	63	51	21	396
Other Clients	54	60	89	104	52	44	57	72	87	35	64	44	762
Total Clients Visits	105	107	103	117	71	65	96	99	139	153	117	69	1241
Residence Break Down:													
Sturgeon Lake Cree Nation	105	107	103	117	71	65	96	99	139	153	117	69	1241
New	0	0	0	0	0	1	0	0	2	0	0	0	3
Returning	105	107	103	117	71	64	96	99	137	153	117	69	1238
Total Clients	105	107	103	117	71	65	96	99	139	153	117	69	1241
YES	105	107	103	117	71	65	96	99	139	153	117	69	1241
NO	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	0	0	0	1	0	1	0	0	0	1	1	0	4
Food Bank	0	0	0	0	0	0	0	1	0	1	0	0	2
Mental Health	1	0	0	0	0	0	1	0	0	0	0	1	3
Canadian Child Tax Benefits	1	1	0	2	0	1	3	1	1	0	1	0	11
AISH	0	4	1	4	6	0	0	7	6	8	6	5	47
Income Support	4	1	0	0	0	1	7	5	4	9	2	4	37
Alberta Adult/Child Health Benefit	3	1	0	1	0	0	1	0	1	1	0	1	9
Housing/ Heart River Housing	0	0	0	1	1	0	0	1	0	0	1	0	4
Service Canada	5	10	6	4	2	3	7	3	9	6	7	1	63
Seniors Information	5	5	3	2	6	3	7	6	1	2	1	0	41
Canada Revenue Agency	10	25	53(48) (CVITP)	61	18	18	26	19	17	16	10	3	276
Employment Supports	47	46	14	13	19	20	32	22	48	63	51	21	396
WCB (Worker's Compensation Board)	0	0	1	0	0	0	0	0	0	0	1	0	2
Computer Class Participants & Inquires	1	0	0	0	0	0	0	0	1	0	0	0	2
Childcare subsidy program inquiries	0	0	0	0	0	0	0	0	0	1	0	0	1
Legal (faxes, forms, calls)	3	3	1	0	1	0	1	2	2	6	4	1	24
Legal (faxes, forms, calls)	3	4	0	2	4	3	7	5	2	10	8	4	52
Other questions/inquires	25	19	39	33	17	16	25	29	49	35	27	24	338

Clients continued to access services at the Resource Center related to their employment needs, Income support, for information and other referrals. The number of clients accessing Income support between October and December continued to be higher than recorded during the rest of 2018. Employment supports were at their highest in October at 148 client visits and declined gradually throughout November and December. AISH clients continued to visit the Resource Center for assistance with new and ongoing AISH applications and several clients were assisted with the appeal process. Service Canada needs were high during the months of October through December. Many new Employment Insurance applications were assisted with and clients sought assistance with existing claims as well during these months.

Mental Health services provided by Alberta Health Services at Green View FCSS, was temporarily not available due to a staff shortage between the months of October and December. Therefore visits were either in the form of information sharing or supportive listening provided by coordinators at the Resource Center. Clients were also able to access supports from Alberta Health Services by using the

Green View Family & Community Support Services
4707 – 50 Street, Box 1079
Valleyview, Alberta T0H 3N0

ICAT (Integrated Crisis and Access Team) phone number where there were able to receive counselling over the phone by professionals, or arrange to book an appointment to see a mental health professional in either Valleyview or Grande Prairie. Clients have also been able to access support from an outreach worker from Odyssey House twice a month at Green View FCSS. Four appointments, on each of these days, have been made available and can be made by self-referral or through another agency such as Victims Services. These appointments have been well attended by clients.

Green View FCSS also received two visits from Service Canada during the months of November and December. In November, a representative of Service Canada came and provided a presentation on pensions and benefits, Employment Insurance, and My Service Canada accounts. The presentation was attended by 5 clients who commented that the information provided was excellent and they felt they benefitted from the presentation. In December a Service Canada Mobile Outreach Clinic was made available at the Green View FCSS Community Resource Center and nine clients were able to speak one on one with a Service Canada representative who had direct access to their personal file whether it was regarding pensions and benefits, or the status of the Employment Insurance claim. One client accessed this mobile service to receive her Social Insurance Number.

During the months of October to December the Community Resource Center Coordinator attended a Grief and Loss workshop provided at Oliver's Funeral Home in Grande Prairie, a Mental Health First Aid for seniors workshop and a Healthy Relationships workshop through Odyssey House.

Respectfully submitted,
Corinne D'Onofrio

REQUEST FOR DECISION

SUBJECT: **Support Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: January 16, 2019
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES

REVIEWED AND APPROVED FOR SUBMISSION
GM: MANAGER:LDH
PRESENTER:LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2019 Support Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provided to the Board for information.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the report is to update the Board on services provide by the Support Coordinator.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to accepting the report.

ALTERNATIVES CONSIDERED:
N/A

FINANCIAL IMPLICATION: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:
Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Support Coordinators report



January 4th, 2019

TO: Lisa Hannaford
FROM: Beverly Osborne, Support Coordinator
SUBJECT: Coordinator's Report

During the months of November and December the following tasks/outcomes were met:

1. The support coordinator assisted 551 of 1227 clients during the months of October, November and December. There has been a steady number of clients requiring employment as well as financial supports. Assistance with AISH applications and a workers compensation appeal, proved to be time consuming over the past couple months.
2. The H.E.A.R.T. Committee was granted funds through the Family and Community Safety Grant for 2018. The Support Coordinator completed the interim report on September 13th for submission to the evaluation and measurement analyst. The report consists of actions and measurements that are used to validate the need for programs in the community that support the H.E.A.R.T. Committee's initiative, to reduce domestic violence.
3. The H.E.A.R.T. Committee applied for the FCSP (Family and Community Safety Grant) grant to assist with funding for supports and services for women leaving relationships where domestic violence has been present. The Support Coordinator assisted in completing the application which was due on November 30th.
4. Finding our Voices a self-esteem program for women concluded on November 8th. Three of the initial 8 registrants completed the program.
5. Growth Circle, a group for women who are or have been experiencing domestic violence, began on November 13th. Six of ten sessions have been completed to date. The participants have been inconsistent in attending the sessions. This program is co-facilitated with the casual support coordinator, Amie Prince.
6. The Homelessness Estimation project took place from September 10th until October 12th. Green View FCSS participated in the program. Results from the survey revealed that Valleyview and area are experiencing an issue with homelessness.

Green View Family & Community Support Services
Box 1079
Valleyview, Alberta
T0H 3N0

7. A crime prevention forum was held at the Memorial Hall on November 21st. The forum was informative and well attended. Provincial Crime Watch shared information about protecting oneself from fraud and reminded attendees that we need to share our experiences of fraud with others: “Share and Be Aware!” Other notable discussions evolved around crime reduction in rural areas as well as, crime mapping. Crime Mapping is a program that will be available in the very near future. This computer program will show hot spots of criminal activity, including home invasion, break and enter, mischief, and theft, within the province of Alberta. The intent is to be transparent and allow residents in Alberta, the ability to take risks with awareness. The hot spots will show the type and quantity of criminal activities in Alberta towns and cities.
8. The support coordinator attended the FCSSAA Conference in Edmonton from November 27-30th. Mike Downey, one of the keynote speakers at the conference, addressed inclusivity and residential schools. Some of the other topics of discussion by various speakers included: poverty reduction, adaptive approaches to inclusive leadership, outcome measures demystified, smart housing for seniors and creating inclusive communities.
9. A Mental Health Project is underway to bring supports to community members. As a part of this project, workshops have been introduced to the community which include: Mental Health First Aid for Senior’s (December 6-7); Healthy Relationships (December 13); Anxiety and Self-Harm (TBA); Become a Mental Health First Aider (February 28 – March 1). The final workshop will take place in April. The content of the final workshop is yet to be determined but will be based on survey results from previous workshops in this mental health series.
10. An article on the Red Silhouette Program as well as Breakfast with the Guys was submitted to the MD Newsletter for publication in January 2019.
11. Preparations for Volunteer Appreciation which takes place in April, are scheduled to begin in January.
12. Preparations for the Heart Conference occurring in May, are ongoing.

Respectfully Submitted:

B. Osborne

Green View Family & Community Support Services
Box 1079
Valleyview, Alberta
T0H 3N0

REQUEST FOR DECISION

SUBJECT: **Youth Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: January 16, 2019
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES

REVIEWED AND APPROVED FOR SUBMISSION
GM: _____
MANAGER:LDH
PRESENTER:LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2019 Youth Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provided to the Board for information.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the report is to update the Board on services provide by the Youth Coordinator.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to accepting the report.

ALTERNATIVES CONSIDERED:
N/A

FINANCIAL IMPLICATION: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:

Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Youth Coordinators Report



January 7th, 2019

TO: Lisa Hannaford

FROM: Sue Suk, Youth Coordinator

SUBJECT: January Coordinator's Report

Programs completed in October - December, 2018:

- Oscar Adolphson Primary School:
 - Hands Are Not for Hitting: Three classes of grade 1 students participated in this program. Storybooks with art/crafts offered students to explore different feelings, how to respond to stressful situations and practice how to support others through empathy.

- St. Stephen's Catholic School:
 - Hands are not for Hitting: Combined class of grade 1 students participated.

 - I Can Handle Anger: Two classes of grade 2 students participated in this program. Students adopted strategies to resolve negative emotions peacefully. Each lesson consisted of videos, small/large group discussions, worksheets, and practice of "cool down" techniques such as deep breathing and expressing gratitude.

 - SKILLS: Modified lesson delivered for one class of grade 8 students. On November 14th a total of 15 students attended an offsite day at FCSS building - guest speaker from HIV North presented materials on STIs, and Youth Coordinator presented materials on contraceptive methods.

- Hillside Junior/Senior High School:
 - CALM Days: On November 1st, guest speakers from the Alberta Council of Women's Shelters (ACWS) delivered two informative sessions for grade 10 students on preventing domestic violence against women and increasing public awareness in our community.

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- SKILLS Program: A class of grade 8 students participated until December 10th. The last lesson included information on 'Abusive Relationships & Resiliency,' and a final test was conducted to wrap up the program.
- Completed Training/Other:
 - Girls Circle Facilitators' Training provided by One Circle Foundation on October 9-10th in Drayton Valley. This program uses a model that emphasizes relational theory, resilience and strength-focused approach for girls between 9-18 years of age.
 - Opioid Awareness & Naloxone Kit Training on November 18th provided by Metis Nation of Alberta.
 - Grief and Loss Training at PACE on November 23rd in Grande Prairie.
 - 'WhyTry?' Program Training from December 4th - 6th. This program teaches students putting effort into challenges is worth the effort through visual analogies.
 - Healthy Relationships Training provided by Odyssey House based in Grande Prairie on December 13th. Topics included the dynamics of abuse and components of healthy relationships.

Upcoming:

- Sparks fly stationary bikes and workstations will be delivered to OAP and Harry Gray Schools in conjunction with the Mind UP program.
- Compiling statistics of all programs that ended in 2018 for summary report and plan spring programming that will run until April/May 2019.
- Meeting with the FCSS Liaison in Penson School in Grovedale to schedule co-facilitation of 'Cool Camp' for grade 8 students and 'Home Alone' program for grade 4 students.
- Preparing delivery of 'Boys Council' and 'Girls Group' for students in grades 1 through 5 in Ridgevalley School.
- Preparing delivery of 'Anger Management' and 'Grief and Loss' groups for Harry Gray School in addition to 'Body Talk' and 'KIDO' programs.
- Attending Food Safe course provided by Alberta Health Services on January 22nd in Edmonton.

- Participating in RAINBOWS™ Facilitators' training program scheduled on January 26th at Starfish Family Resources in Edmonton. Training provides the tools to support grieving students facing a loss of loved ones, separation or abandonment.
- Attending 3rd Neuro-sequential Model Training (NMT) developed by Dr. Bruce Perry at Hillside Jr/Sr. High School. This training addresses different approaches to working with children with chronic or complex trauma.

Successes:

In the past couple of months, I have been fortunate to take part in multiple learning opportunities that will enhance my ability to provide quality service to the community. In particular, I see the knowledge gained through the FCSSAA Conference valuable since it was a wealth of information and resources that fell under the broader spectrum of FCSS.

Respectfully Submitted,

Sue Suk

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