



REGULAR BOARD MEETING AGENDA

September 16, 2020

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 June 17, 2020 to be adopted.	1	
	3.2 Business Arising from the Minutes		
#4	DELEGATION	4.1 Family Resource Center Services	4
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	6
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	9.0	
#10	ADJOURNMENT	10.0	

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, June 17, 2020

1: Chair Perron called the meeting to order at 9:39 am.
CALL TO ORDER

PRESENT	Chair, Member at Large, Greenview	Roxanne Perron
	Board Member, Town of Valleyview Councillor	Tanya Boman
	Vice Chair, Member at Large, Town of Valleyview	Teresa Plontke
	Board Member, Member at Large, Greenview	Tammy Day
	Board Member, Greenview Councillor (teleconference)	Duane Didow
	Board Member, Member at Large, Greenview	Trina Parker-Carroll
	Board Member, Greenview Councillor	Roxie Rutt

ATTENDING	FCSS Manager	Lisa Hannaford
	Recording Secretary	Corinne D'Onofrio

ABSENT

#2:
AGENDA

2.0 GREEN VIEW FCSS AGENDA

MOTION: 20.06.38 Moved by: BOARD MEMBER, TAMMY DAY
 That the June 17, 2020 agenda be adopted as presented.

CARRIED

**#3.1 REGULAR
 MEETING
 MINUTES**

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES

MOTION: 20.06.39 Moved by: BOARD MEMBER, ROXIE RUTT
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, May 20, 2020 be adopted as presented.

CARRIED

**#3.2
 BUSINESS
 ARISING FROM
 MINUTES**

3.2 BUSINESS ARISING FROM THE MINUTES

#4 DELEGATION

4.0 DELEGATION

There were no Delegations present.

#5 OLD BUSINESS

5.0 OLD BUSINESS

#6 NEW
BUSINESS

6.0 NEW BUSINESS

6.1 FCSS MANAGER REPORT

MOTION: 20.06.40 Moved by: VICE CHAIR, TERESA PLONTKE

That the Green View FCSS Board accept the June 2020 Manager's report as presented for information.

CARRIED

Member Didow exited the meeting at 10:30am.

Member Boman exited the meeting at 11:07am.

#7
MEMBER
REPORTS

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER RUTT

- No report at this time.

BOARD MEMBER PLONTKE

- No report at this time.

BOARD MEMBER PARKER-CARROLL

- No report at this time.

BOARD MEMBER DAY

- No report at this time.

CHAIR PERRON

- Reported that she will be having a conversation with MLA Todd Loewen regarding the Family Resource Network and services in the area in the near future.

#8
CORRESPONDENCE

8.0 CORRESPONDENCE

#9 CLOSED
SESSION

9.0 CLOSED SESSION

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, September 16, 2020 at 9:30am.

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 20.06.41 Moved by: BOARD MEMBER, ROXIE RUTT
That this meeting adjourn at 11:58 am.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

REQUEST FOR DECISION

SUBJECT: **Delegation-Family Resource Centre Services**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: September 16, 2020 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 Family Resource Centre presentation for information.

BACKGROUND/PROPOSAL:
With the new provincial model of Family Resource Centre Hubs and Spokes replacing the Parent Link Centres, service provision to families will change. Representatives from the Family Resource Network in Fox Creek and Whitecourt will provide a presentation to the Board outlining details of what services will be available to what age groups, and how families can access services.

BENEFITS OF THE RECOMMENDED ACTION:
The benefit of accepting the presentation is to update the Board on services provided by the Family Resource Network.

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

ALTERNATIVES CONSIDERED:
Alternative #1: The Green View Family and Community Support Services Board may choose not to accept the presentation for information. This alternative is not recommended for if the Board is aware of what services are being delivered, they will have a better understanding of how community needs are being met.

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

Choose an item.

PROMISE TO THE PUBLIC

Choose an item.

FOLLOW UP ACTIONS: N/A

ATTACHMENT(S):N/A

REQUEST FOR DECISION

SUBJECT: **Managers' Report**

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

MEETING DATE: September 16, 2020
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 September 2020 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):

- September Managers report

Green View Family and Community Support Services Managers Report
Regular Board Meeting September 16, 2020

Dear Board Members,

The Green View FCSS department continues to serve the public and assist residents with various needs. The number of people accessing services in Valleyview averages approximately 110 inquires per week. Many people are accessing income support and the Canadian Emergency Response Benefit, as well as the job board employment services, and senior's information.

Currently the Grande Cache office location, housed in the Provincial Building, has restricted public access. The exterior doors of the building remained locked, with access provided when a client calls upon arrival at the building. There is no confirmed date from Alberta Infrastructure for walk in access. Social media and signage on the exterior of the building have been utilized to inform ratepayers the Grande Cache office location is open.

Earlier this year the Home Support program expanded service to residents within the Hamlet. Prior to the expansion, service provision was available only to residents of the Cooperatives or Enterprises. In town service provision has been welcomed by the community; clients have doubled for a total of 25 current clients and 4 clients on a waiting list for service provision. Mindful of budget, we are in the recruitment process for additional Home Support Workers in Grande Cache.

We continue to collaborate with agencies and organizations as we answer the needs of ratepayers. We have not seen a significant increase in needs because of the COVID-19 pandemic, however we anticipate this to change when Canadian Emergency Response Benefits end.

In the Valleyview office, front line staff have noticed a marked improvement of client centered customer focus and safety enhancements due to the change in office hours. While the public can access the Community Resource Center anytime from 8:00-12:00, the afternoons are by appointment only. Feedback from frontline staff has been very positive, and the ability to manage the public in times of Covid-19 has been greatly improved. There have been no complaints or concerns from residents regarding this modification.

Administration has reached out to school principals to determine if youth programming will be an option this fall. Thus far, no responses have been received. Teachers and principals may need more time to implement protocols and may be limiting visitors, so it is too early to comment on if Youth Coordinators will be facilitating youth programs in schools. Babysitting courses and Home Alone courses were completed in Valleyview, DeBolt and Grande Cache during July and August.

The 211 Provincial information system is now operational in Alberta. Any Albertan requiring social services information or resources can dial this number and talk to operators who can direct them to appropriate services in any area of the province. There is no charge to the municipalities for this provincial service. At it is early in inception not all geographical areas have been entered into the database, however the organization is working diligently with FCSS and other agencies throughout the province to ensure accurate information is available.

The September Interagency meeting was held at the Memorial Hall so participants could safely socially distance. 11 people attended from various agencies, and lack of childcare in Valleyview was one topic of conversation. While FCSS is not taking the lead on addressing this issue, administration has been involved in meetings to assist the community services department in exploring options to bring forward to council.

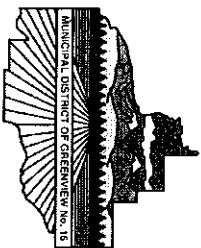
A representative from Community Foundation of Northern Alberta attended the interagency meeting outlining new federal funding available to vulnerable populations to ensure needs are met due to Covid19. Administration engaged Nose Creek representatives to ensure they were aware of this funding opportunity.

Administration is assisting partnering agency Sagesse with disseminating information on Clare's Law throughout the province via the Directors Network Committee. The purpose of Clare's Law is to allow people at risk of domestic violence to obtain information on an intimate partners previous history of domestic violence. Clare's Law is new to Alberta, with the Act passed in 2019. This law will allow two different responses, one from Justice and one from Social Services. The process involves an application which is made by applicant or third part. The application is then reviewed for eligibility and the identities of both parties are verified. The level of risk to the applicant is determined. A decision -making body then decides whether a disclosure should be made. If yes, then a disclosure is made to the applicant. Part of these initial discussions with the Directors Network Committee is to see if and how FCSS programs across the province can best assist with awareness and other preventative measures relating to this new Law.

Other highlights from administration include supporting the Grande Cache office with promotion and community awareness strategies; team work and relationship building of FCSS staff between offices; overseeing the roll out of information packages celebrating seniors; attending the FCSSAA virtual meeting scheduled for September 11 and prepping for the Directors Network Committee zoom meeting on September 17. Directors of NW programs will meet in Slave Lake October 13 & 14.

2021 funding applications have been received seven external organizations, the total request equaling \$97,820.00. Administration will book presentations to take place at the October Green View Board meeting.

The highlights of work completed and in progress by other team members, plus the latest financial actuals are included as part of this report.



MD of Greenview
Actual to Budget
Family & Community Support Services
For the 7 Months Ending 7/31/2020

Revenues

Sales of Goods & Services
Other Services
Grant from Provincial Government
Shared Funding
Other Revenue

	Actual Y-T-D 2020	Approved Budget 2020	% Used Budget	\$ Unused Budget
5-5200	\$10,533.88	\$25,550.00	41.23%	\$15,016.12
5-5299	26,250.00	0.00	0.00%	(26,250.00)
5-5706	225,846.00	387,161.00	58.33%	161,315.00
5-5709	0.00	135,267.00	0.00%	135,267.00
5-5809	0.00	15,750.00	0.00%	15,750.00
	<u>262,629.88</u>	<u>563,728.00</u>	<u>46.59%</u>	<u>301,098.12</u>

Expenses

Salaries
Honorariums
Employer Contributions
Accommodation & Subsistence
Transportation Expenses
Training & Education
Memberships & Seminars/Conferences
Telecommunication Services
Mobile Communication Services
Expenses, Grant Expense
Professional Services
Auditing & Accounting Services
Repair/Maintenance of Motor Ve
Personal Protection Equipment &
Petroleum & Antifreeze Products
General & Operating Supplies
Rental - Hall / Building
Expenses, Homelessness Prevention Prog
Grants to Organizations

6-6001	474,681.69	1,249,349.00	37.99%	774,667.31
6-6003	7,226.50	24,000.00	30.11%	16,773.50
6-6004	125,240.79	294,462.00	42.53%	169,221.21
6-6011	3,488.36	28,600.00	12.20%	25,111.64
6-6012	24,522.99	86,300.00	28.42%	61,777.01
6-6013	1,954.13	12,500.00	15.63%	10,545.87
6-6015	0.00	12,500.00	0.00%	12,500.00
6-6033	8,358.17	13,400.00	62.37%	5,041.83
6-6036	1,680.70	2,700.00	62.25%	1,019.30
6-6039	9,056.20	0.00	0.00%	(9,056.20)
6-6040	768.00	13,000.00	5.91%	12,232.00
6-6041	1,000.00	1,500.00	66.67%	500.00
6-6076	872.80	500.00	174.56%	(372.80)
6-6104	530.60	1,500.00	35.37%	969.40
6-6105	377.81	2,500.00	15.11%	2,122.19
6-6109	15,820.40	50,000.00	31.64%	34,179.60
6-6143	6,686.94	68,700.00	9.73%	62,013.06
6-6158	(2,049.89)	0.00	0.00%	2,049.89
6-6202	73,320.00	140,000.00	52.37%	66,680.00
	<u>753,536.19</u>	<u>2,001,511.00</u>	<u>37.65%</u>	<u>1,247,974.81</u>



September 4, 2020

TO: Lisa Hannaford, Manager

FROM: Amber Hennig, Assistant Manager

SUBJECT: September 2020 Grande Cache Office Monthly Report

Assistant Manager Overview

Total of all individuals assisted in June - August: 652

**This number is the sum of clients assisted by each department (Community Resource Coordinator, Home Support Coordinator, Outreach Coordinator, and Youth Coordinator)*

June:

The virtual parenting sessions (What Now?? My Kids Are Not Listening Anymore) ran once a week during the month of June. 6 parents registered for the sessions. 4 of the 6 were referred through the AWN Parent Child Assist Program. The conversation was robust, and parents were provided with tips on new ways to address their child's misbehaviour.

Grande Cache assisted in the distribution of masks for the Provincial Mask Distribution campaign. Masks were available from A&W but many residents of the Cooperatives and Enterprises are unable to drive through to receive masks. Green View FCSS staff distributed masks to the Presidents of Cooperatives and Managers of the Enterprises for redistribution to residents in their respective communities. Home Support staff and the Outreach Coordinator returned to their duties in June. Clients were extremely pleased to have service provision resume.

July:

Flooding at Muskeg required an evacuation on that community resulting in assisting 2 gentlemen with hotel rooms for one night. Working with AWN, FCSS assisted in finding accommodations and food for an additional 3 days until they could return home.

5 programs were offered virtually – Family Story Time & Songs, DANCEPL3Y Kids and Preschool, Humans Are Awesome, and Book Chat. For more information about attendance of programs please see the Youth Coordinator's section of this report.

After much discussion, the decision was made to cancel the annual Community Connections night. Community Connections is an event, coordinated by FCSS which invites agencies and organizations to display information regarding their services. Normally the event sees an average of 31 different displays and over 250 community members attend.

Interagency meetings typically do not occur during July and August, but in response to requests from agencies to meet during the summer we continued to host the meetings via Zoom.

For the past 5 years we have offered an Adopt-a-Driveway program in the winter. Finding volunteers to assist with snow removal in client's driveway is a struggle every year. Last year we particularly excited when the Grande Cache Institution reached out to offer assistance utilizing their inmates off-site work crew. Unfortunately, they did not provide consistent service and we were unable to find additional

volunteers. This is a challenge every year and unfortunately creates negative talk about Green View FCSS. For this reason, the decision was made to cancel the program.

In conversations it was discovered that many people in the Grande Cache are either unaware of FCSS or believed that through the dissolution of the Town of Grande Cache, that FCSS was no longer available locally. The Assistant Manager and Manager have been working with the Communications department and staff in the development of a promotional plan. The plan includes items such as, social media “did you know” stylized campaign and manned information tables at the mall and grocery store in month of September.

A change to Wheels for Meals also occurred in July. We will follow a similar model as seen in the Valleyview area. Meal preparation currently done by Alberta Health Services at the hospital will shift to Whispering Pines Lodge and delivery of meals will be done by FCSS staff. Currently meal delivery is not available to the Cooperatives and Enterprises. All administrative matters will be handled by the Lodge and they are providing clients with the option of eating in at the Lodge or delivery. Changes will be effective September 1, 2020.

August:

Alberta Rural Development Network will be conducting another Rural Homelessness Estimation in fall 2020. We applied and were accepted as one of 27 municipalities that will conduct a count. More information regarding the count will be provided in the next month as we are currently finalizing details.

The Louis Delorme Memorial Committee will be meeting with the Assistant Manager in early September to discuss aiding in the delivery of COVID-19 relief packages to individuals struggling during the pandemic.

Community Resource Center Coordinator

Information, assistance & referrals (phone calls & office visits) 2020	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	87	77	45	2	3	12	8	13					247
AISH	-	24	4	4	2	2	3	4					43
Seniors Supports	17	17	1	5	0	4	3	5					52
Referrals	20	24	23	13	10	5	5	19					119
Other	224	233	179	126	74	80	98	143					1157
Total Client Visits	348	375	252	150	89	103	117	184					1618
Residence Break Down:													
Grande Cache	172	183	150	78	67	66	68	148					932
Cooperatives & Enterprises	54	61	62	35	18	14	8	10					262
Other	122	131	40	37	4	23	41	26					424
Total	348	375	252	150	89	103	117	184					1618

**Other includes individuals who received information (i.e. FCSS services, community information etc.) or referrals.*

The above chart does not reflect on-going client assistance through Green View FCSS services and/or programs. Those statistics are captured for each department throughout the monthly report.

Client statistics for programs administered the Community Resource Center Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Aboriginal Community Activity Fee Assistance Program	60	66	54	54	54	54	54	33				
CVITP	0	0	17	3	3	2	1	4				
Eating for Your Well-Being	0	1	0	0	0	0	0	1				
Wheels for Meals	4	3	4	1	1	1	1	1				
Adopt a driveway	12	12	12	0	0	0	0	0				
Welcome Packages	0	1	0	0	6	0	1	0				

- The Community Resource Coordinator returned to work at the end of July and since her return has been working on the following items:
 - On-going processing of Income Tax returns. The way clients access this service was modified to honor social distancing guidelines. To date \$143 349.06 has been brought back into the Hamlet of Grande Cache. This service will continue throughout the remainder of 2020.
 - Changing existing Welcome Packages to Welcome Baskets as given from the Valleyview office.
 - Preparing signage to be displayed outside the Provincial Building informing community members the office is staffed and available to help.
 - Promotional items to raise awareness of FCSS activities include: poster creation and social media posts in collaboration with the Valleyview office, arranging awareness campaign (manned informational displays) to be conducted in the month of September, and gathering information for the implementation of a “Did you know?” style campaign
 - Working with the Adult Coordinator in Valleyview in development of an event to celebrate seniors in October. The event has been adapted to be accessible in Valleyview, DeBolt, Grovedale, and Grande Cache. While delivery of the event looks a little different in each location the intent remains the same; provide information valuable to seniors, raise awareness of FCSS programs and services, and give a token of appreciation (prepackaged single serving cookies & packages of ground coffee).
- There has been a sizeable decrease in clients for the Aboriginal Community Activity Fee Assistance program. Reassessments were conducted with all clients and many have not been utilizing services at the Grande Cache Recreation Centre due to COVID-19 concerns or inaccessibility due to the COVID-19 operating procedures in place at the Recreation Centre. The Community Resource Coordinator will reach out to clients in the event the operating procedures change and invited clients to contact her in the event the client changes their mind.

Home Support Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Home Support (Cooperatives & Enterprises)	12	13	11	11	11	11	13	13				
Home Support (Hamlet of Grande Cache)	7	11	9	8	8	7	12	12				
Meadows to Mountains Homelessness Prevention Project	2	11	12	0	1	1	4	0				

- The last few months has provided many learning opportunities for the Home Support Program; increased PPE, training on new Standard Operating Procedures, navigating Home Support Workers illness, and maintaining effective, and appropriate communication with clients to maintain our reputation for providing reliable, quality service. The hard work of the Home Support Program staff has resulted in on-going service provision and increased awareness of the program. Currently there are 4 individuals on a waiting list for services.
- At the time of this report the recruitment process is underway for additional Home Support Workers to answer the need in the community.
- In addition to Home Support the Coordinator represents the Grande Cache office on the Health and Safety committee. She has been kept busy ensuring staff are aware of changes to safety protocols, introducing and training staff on Checkmate and Zoleo system.

Outreach Coordinator

Clients by location	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Cooperatives & Enterprises	6	6	6	6	n/a	7	9	8				
Hamlet of Grande Cache	3	6	5	5	n/a	3	4	3				
Whispering Pines	3	5	5	5	n/a	5	6	6				
TOTAL NUMBER OF CLIENTS	12	17	16	16	n/a	15	19	17				

- Recognizing that social distancing for the elderly and those with disabilities has increased a sense of isolation negatively impacting mental health the Outreach Coordinator has found alternative ways to stay connected with her clients. The work includes the following:
 - Prescription and groceries pickup and delivery
 - Delivered two indigenous activities outside at Whispering Pines Lodge with 6 residents attending the first activity and 8 at the second event
 - With limited in-person inside the Lodge visitation the Coordinator continued to connect with clients through handwritten letters. As the weeks of limited access continue she now includes picture, colouring, puzzles, jokes, and a return envelope should the senior wish to write her back
 - Dependant on client's level of need daily or weekly phone calls
- Helping communicate the change in our Wheels for Meals Program within the community
- When required, providing coverage in the office

- The Outreach Coordinator receives, on average, 12 calls a day from clients who are either touching base, requesting assistance, or seeking answers to questions. Questions include but are not limited to; seniors' benefits, AISH, Home Care, Home Support, and CERB etc.

Youth Coordinator

January		
Name of Program	Location	# of children/youth
Home Alone <i>To be completed in February</i>	Susa Creek School	14
Home Alone	Recreation Centre	7
Babysitting Course	Recreation Centre	5
February		
Name of Program	School	# of children/youth
I Can Handle Anger <i>To be completed in March</i>	Sheldon Coates Elementary	5
March		
No new programs offered	-	-
April		
No programs delivered due to COVID-19 school closures	-	-
May		
No programs delivered due to COVID-19 school closures	-	-
June		
NO programs delivered due to COVID-19 school closures		
July		
DANCEPL3Y Preschool	Virtual	5
DANCEPL3Y Kids	Virtual	6
Family Story Time & Songs	Virtual	-
Humans Are Awesome	Virtual	-
Book Chat	Virtual	-
August		
Babysitters Course	Grande Cache Recreation Centre	8
Home Alone	Grande Cache Recreation Centre	0

- The Youth Coordinator returned to work in July. Due to school closures she has been temporarily assigned to the Recreation Department where she is assisting with summer programming for children. This temporary assignment provides additional opportunities to meet parents and network with others in the realm of child and youth programming locally.
- During her absence and sub sequential reassignment to Recreation, the Assistant Manager offered virtual experiences for children and youth. While there were no participants for some programs feedback received from parents and other agencies was positive. One parent stated she was happy to FCSS was providing activity options despite the pandemic and another agency that works with high risk families referred her clients to the programs, commenting that she was knew the programs would be beneficial.
- At the time of this report the Youth Coordinator remain assigned to the Recreation Department.

- Grande Yellowhead Public School Division and Northlands School Division school years started September 8, 2020. The Assistant Manager and Youth Coordinator will be contacting Principals within the next couple of weeks to discuss options for program service delivery in their classrooms.

To: Lisa Hannaford, Manager
From: Coordinator, Adult
Subject: Sept 2020 Coordinators Report

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or other essential services. At the end of August, we have 65 clients, 39 from the MD and 26 in Valleyview. Home Support is not yet providing transportation. We are continuing to have regular phone contact with the 3 clients that have chosen to stay isolated and not yet resume our service. We are continuing to pick up and deliver items for those few that do not have others supports to rely on.

- **Wheels 4 Meals**

The Wheels 4 Meals program is a partnership between Red Willow Lodge and Green View FCSS. FCSS home support staff provide delivery of the meals prepared by the Lodge to residents within the Town of Valleyview. As of May 1st Wheels 4 Meals has been discontinued by the Red Willow Lodge in an effort to reduce the traffic in and out of the Lodge so they can keep their residents safe. At this time we do not know when the program will be allowed to resume. We have added our Meals clients to our list of Home Support clients that we contact.

- **Workshops**

Green View FCSS will host a Just in Case workshop at the DeBolt Centre tentatively in early October. Grovedale residents seem to be more cautious and are utilizing the Adult coordinator and the Grovedale home support worker by phone to get their questions answered and do not seem to be in a hurry for in-person workshops. We will stay in touch and be ready to provide workshops when they are ready.

- **International Day of Older Persons**

International Day of the Older Person is in the month of October. Through the week of Oct 5-9 Green View FCSS is celebrating our community older persons (50+) by providing information and an individually wrapped cookie and coffee packages. In Grande Cache the packages will be available in a drive through manner at the provincial building parking lot. In Valleyview people can get their packages at the Resource Centre, and in DeBolt and Grovedale at their respective public service buildings. The packages will include pension, benefit and personal directive information. Included will also be a short questionnaire to help gauge the community knowledge of what services are provided by FCSS. The returned questionnaires will be entered in for a prize. People unable to attend the locations will be directed to contact their respective FCSS office to have alternative delivery arranged.

- 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 July and August we assisted 55 people with 106 different needs.

July/Aug 2020		Residence			55
Support Needs	MD	VV	SL IR	Explanation/ Example	
Admin Assist	2	1	4	Faxing, Photocopying, Scanning or Typing for someone	
Advanced Planning	3	1		Personal Directives, Guardianship, Funeral Planning	
Advocacy/ Mediation		1		With anyone, Family, Businesses, Government	
Alberta Benefits	5	6	2	Alberta Supports, Blue Cross, Alberta Health, AISH	
Caregiver Supports	2	3		Info on programs, strategies, referrals to other	
Commissioner/ Notary	2	3			
CRA Inquiry	4	2	4	any Income Tax inquiries, not filing	
Elder Abuse				Queries and Advise	
Estate Planning/ Handling			1	Power of Attorney, Wills, Paperwork after a funeral	
Federal Benefits	2	4	3	GST, Canada Child Tax Benefit, Guaranteed Income	
Federal Pensions				CPP, CPP Disability, OAS	
Home Support/ Wheels for Meals	14	3		Queries, home visits	
Information	11	7	2		
Legal				Queries, Paperwork,	
Maintenance Enforcement Prog				Queries, form assistance	
Other FCSS Prog		1		Referral to another program or worker within FCSS	
Referral to other Agency	3	5			
Supportive Listening	4	1			
Technology Assistance				cell phone, internet, CRA accounts, email- etc	
Monthly Total	52	38	16	106	

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. To date in 2020 we have completed 495 returns.

Program Income Threshold	
Family Size	Total family income
1 person	\$ 35,000.00
2 persons	\$ 45,000.00
3 persons	\$ 47,500.00
4 persons	\$ 50,000.00
5 persons	\$ 52,500.00
More than 5 persons	\$ \$2,500 plus \$2500 for each additional person

MD	VV	SL									2020
79	193	223									
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL
161	43	291	\$ 190,900.00	\$ 776,505.00	113	\$ 68,762.00	\$ 226,544.00	\$ 392,702.00	\$ 962,616.00	\$ 163,114.00	\$ 2,788,548.00
495											

GST (Good & Services Tax) **CCTB** (Child Tax Benefit), **CWB** (Canadian Workers Benefit), **GIS** (Guaranteed Income Support) are all federal programs that only pay out if the income tax return is filed on time.

*The Canada Child Tax Benefit (CCTB) is a tax-free monthly payment made to eligible families to help them with the cost of raising children under 18 years of age.

*The Canadian Workers Benefit (CWB) is a refundable tax credit intended to provide tax relief for eligible working low-income individuals and families who are already in the workforce and to encourage other Canadians to enter the workforce.

*The Guaranteed Income Supplement (GIS) provides a monthly non-taxable benefit to Old Age Security (OAS) pension recipients who have a low income.

*New this year is the federal climate action incentive (**CAI**) payment consists of a basic amount and a 10% supplement for residents of small and rural communities.

Michelle Hagen
Adult Coordinator



Sept 3, 2020

TO: Lisa Hannaford, Manager

FROM: Corinne D'Onofrio, Community Resource Center Coordinator/ Breanne Major, Support Coordinator

SUBJECT: September 2020 Coordinator report

Stats Report for August 2020:

Green View FCSS Community Resource Center assisted a total of 336 client visits in the month of August.

The breakdown can be seen below.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Year TOTAL
Income Support	81	68	73	11	38	18	27	19					
Employment Supports	100	65	44	5	17	17	35	50					
Other Clients	191	335	524	294	158	165	267	266					
Total Clients Visits	405	468	641	310	213	232	329	336					
Residence Break Down:													
MD	65	83	115	96	68	48	94	91					
Sturgeon Lake	111	152	210	51	36	34	55	68					
Town	229	233	316	163	109	150	180	177					
New	13	14	13	9	0	0	6	11					
Returning	392	454	628	301	213	232	323	325					
Total Clients Visits	405	468	641	310	213	232	329	336					

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

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

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	15	12	12	1	14	6	8	2					70
Employment Supports	17	13	5	4	4	4	14	18					79
Other Clients	33	58	98	91	50	38	72	70					510
Total Clients Visits	65	83	115	96	68	48	94	91					660
Residence Break Down:													
MD	65	83	115	96	68	48	94	91					660
New	2	3	2	2	0	0	1	2					12
Returning	63	80	113	94	68	48	93	89					648
Total Clients	65	83	115	96	68	48	94	91					660
YES	65	83	115	96	68	48	94	91					660
NO	0	0	0	0	0	0	0	0					0
Community Social Issues Identified													
CFS	0	0	0	0	0	0	0	0					0
Food Bank	0	5	16	6	16	0	4	4					51
Mental health	2	2	1	0	0	2	0	0					7
Canadian Child Tax Benefits	0	0	0	0	0	0	0	0					0
AISH	6	1	2	1	4	0	3	4					21
Income Support	15	12	12	1	14	6	8	2					70
Alberta Adult/Child Health Benefit	0	4	0	0	0	0	1	0					5
Housing/ Heart River Housing	0	1	2	2	4	2	2	3					16
Service Canada	2	2	17	30	14	6	9	7					87
Seniors Information	4	3	3	8	8	11	12	19					68
Canada Revenue Agency	14 (14 CVITP)	56 (47 CVitp)	19 (6 CVITP)	8 (CVITP 4)	13 (1 CVITP)	2							102
Employment Supports	17	13	5	4	4	4	14	18					79
WCB (Worker's Compensation Board)	0	0	0	0	0	0	3	3					6
Technology Assistance	1	1	1	3	0	2	0	0					8
Childcare subsidy program inquires	1	0	0	0	0	0	0	0					1
Legal (faxes, forms, calls)	1	3	2	1	2	2	0	10					21
Legal (faxes, forms, calls)	2	8	10	1	5	3	1	8					38
Other questions/inquires	13	12	8	10	22	14	4	12					95

The category "other" can represent clients coming into the Resource Center, calling for information, or referrals to various agencies and organizations.

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

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	64	52	54	9	15	12	19	13					238
Employment Supports	56	33	29	1	11	12	14	12					168
Other Clients	109	148	233	153	83	126	147	152					1151
Total Clients Visits	229	233	316	163	109	150	180	177					1557
Residence Break Down:													
Town of Valleyview	229	233	316	163	109	150	180	177					1557
New	10	9	9	5	0	0	4	9					46
Returning	219	224	307	158	109	150	176	168					1511
Total Clients Visits	229	233	316	163	109	150	180	177					1557
YES	229	233	316	163	109	150	180	177					1557
NO	0	0	0	0	0	0	0	0					0
Community Social Issues Identified													
CFS	1	1	0	0	0	1	1	1					5
Food Bank	16	19	19	21	8	11	3	6					103
Mental Health	5	9	1	1	1	1	5	1					24
Canadian Child Tax Benefits	3	3	1	0	0	0	0	1					8
AISH	9	18	6	12	3	5	7	12					72
Income Support	64	52	54	9	15	12	19	13					238
Alberta Adult/Child Health Benefit	4	6	0	0	0	2	2	0					14
Housing/ Heart River Housing	8	6	6	3	6	6	3	5					43
Service Canada	11	27	17	50	23	26	36	20					210
Seniors Information	9	5	8	3	4	8	5	15					57
Canada Revenue Agency	2 (4 CVITP inquires)	45 (42 CVITP)	147 (147 CVITP)	32 (26 CVITP)	17 (8 CVITP)	13 (12 CVITP)	12 (10 CVITP)	19 (12 CVITP)					0
Employment Supports	56	33	29	1	11	12	14	12					168
WCB(Workers Compensation Board)	0	1	0	0	0	0	0	3					4
Technology Assistance	3	2	3	2	0	0	6	0					16
Childcare subsidy	0	0	0	0	0	0	0	0					0
program inquires	3	6	6	1	3	2	16	13					50
Legal (faxes, forms, calls)	9	12	11	7	9	17	28	24					117
Other questions/inquires	27	33	2	8	15	24	41	28					178

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

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	2	4	7	1	9	0	0	4					27
Employment Supports	27	19	10	0	2	1	7	20					86
Other Clients	82	129	193	50	25	1	48	44					572
Total Clients Visits	111	152	210	51	36	34	55	68					717
Residence Break Down:													
Sturgeon Lake Cree Nation	111	152	210	51	36	34	55	68					717
New	1	2	2	2	0	0	1	0					8
Returning	110	150	208	49	36	34	54	68					709
Total Clients Visits	111	152	210	51	36	34	55	68					717
YES	111	152	210	51	36	34	55	68					717
NO	0	0	0	0	0	0	0	0					0
Community Social Issues Identified													
CFS	0	0	0	0	0	0	0	0					0
Food Bank	2	0	2	1	1	0	1	1					8
Mental Health	2	1	0	0	0	0	0	1	2				6
Canadian Child Tax Benefits	0	2	0	0	0	0	0	0	2				4
AISH	11	10	3	4	2	2	5	2					39
Income Support	2	4	7	1	9	0	0	4					27
Alberta Adult/Child Health Benefit	0	6	0	0	0	0	0	0					6
Housing/ Heart River Housing	0	1	0	0	2	0	0	0					3
Service Canada	15	9	5	13	6	8	11	6					73
Seniors Information	0	1	1	1	0	0	6	2					11
Canada Revenue Agency	12(2 CVITP Inquires)	63 (50 CVITP)	178 (178 CVITP)	22 (22 CVITP)	7 (5 CVITP)	11(7CVITP)	9(7CVITP)	10(2CVITP)					307
Employment Supports	27	19	10	0	2	1	7	20					86
WCB(Workers Compensation Board)	0	0	1	0	0	0	0	0					1
Technology Assistance	2	0	1	1	0	1	0	0					5
Childcare subsidy	0	0	0	0	0	0	0	0					0
program inquires	0	7	0	0	0	0	0	0					7
Legal (faxes, forms, calls)	9	15	7	2	1	5	1	6					46
Other questions/inquires	24	30	16	2	8	6	4	10					100

Employment support numbers rose from 35 in the month of July to 50 in August. Support to update, print, fax and email resumes occurred over the phone and in person. Income support needs decreased from 27 in July to 19 in August. Clients that did access the Community Resource Center for assistance with Income support, requested phone numbers to their workers, faxed out information and inquired about benefits dates. Clients that were in need of new applications to Income Support were referred to Alberta Supports where they could be connected with benefits if eligible. Clients continued to call in for support filing both their Employment Insurance biweekly reports with Service Canada and also complete online reporting for Income Support. With a change to the CERB benefit made by Service Canada and Canada Revenue Agency, there were numerous calls about reduced payments being received by clients on CERB through Employment Insurance. In August clients receiving CERB were much more unsure of

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their financial stability as the weeks of eligibility were coming to an end for most individuals that applied in the end of March and beginning of April. Many questions are arising about the transfer of benefits from CERB to regular Employment Insurance when these benefits end. Much of the supports that clients need continues to be provided over the phone. Typically, in person visits are clients requiring assistance with interpreting correspondence from the government, completion of applications, referrals, faxing, photocopying, phone use, or briefly using the computer for printing or pick up various applications or checking emails.

A positive outcome of advocating for a client for a new AISH application was reported at the end of August. A newcomer to the area in the last year came into Green View FCSS in need of income, assistance with housing and also had medical issues. This individual was assisted with the AISH application in a few one on one sessions to fill out the paper work and gather necessary supporting documents. The application was then submitted. The client reported very recently that he had qualified for AISH and was very relieved that a decent monthly income had been secured through this process. He is now looking into a more stable residence such as an apartment, and is feeling calmer and happier.

Respectfully submitted,

Corinne D'Onofrio and Breanne Major