



REGULAR BOARD MEETING AGENDA

December 20, 2017

9:30am

Meeting Room
Green View FCSS Building

#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES	3.1 Organizational Meeting- Green View Family and Community Services Meeting minutes held November 22, 2017- to be adopted.	1
		3.2 Regular Green View Family and Community Support Services Meeting minutes held November 22, 2017 – to be adopted.	4
		3.3 Business Arising from the Minutes	
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	7
		6.2 FCSS Coordinator, Adult	19
		6.3 FCSS Coordinator, Community Resource Center	24
		6.4 FCSS Coordinator, Support	31
		6.5 FCSS Coordinator, Youth	34
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE		
#9	IN CAMERA		
#10	ADJOURNMENT		

Minutes of a
ORANIZATIONAL MEETING
GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES
Green View Family and Community Support Services Building
Valleyview, Alberta, on Wednesday, November 22, 2017

1: FCSS Manager Lisa Hannaford called the meeting to order at 9:30 a.m.
CALL TO ORDER

PRESENT
Board Member, Member at Large, Greenview Roxanne Perron
Board Member, Member at Large, Town of Valleyview Teresa Plontke
Board Member, Member at Large, Greenview Tammy Day
Board Member, Greenview Councillor Shawn Acton
Board Member, Member at Large, Greenview Trina Parker- Carroll

ATTENDING
FCSS Manager Lisa Hannaford
Recording Secretary Corinne D’Onofrio

ABSENT
Board Member, Greenview Councillor Roxie Rutt
Board Member, Town of Valleyview Councillor Tanya Boman

#2: **MOTION: 17.11.95** Moved by: BOARD MEMBER, TERESA PLONTKE
AGENDA That the November 22, 2017 Organizational Meeting agenda be adopted as presented.

CARRIED

#3 Manager, Lisa Hannaford called for nominations for the election of Chair.
NOMINATION FOR CHAIR

BOARD MEMBER, TERESA PLONTKE nominated BOARD MEMBER, ROXANNE PERRON

Manager, Lisa Hannaford called a second time for nominations for Chair.
None were heard

Manager, Lisa Hannaford called a third time for nominations for Chair.
None were heard

NOMINATIONS FOR CHAIR CEASE **MOTION: 17.11.96** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL
That the Green View Family and Community Support Services Board cease nominations for Chair. CARRIED

**SELECTION OF
CHAIR**

Manager, Lisa Hannaford declared BOARD MEMBER, ROXANNE PERRON as the elected Chair of the Green View Family and Community Support Services Board until the next Organizational Meeting and Chair Perron assumed the Chair.

**#4
NOMINATIONS
FOR VICE CHAIR**

Chair Perron called for nominations for the election of Vice Chair.

BOARD MEMBER, TRINA PARKER-CARROLL nominated BOARD MEMBER, TERESA PLONTKE

Chair Perron called a second time for nominations for Vice Chair.
None were heard

Chair Perron called for a third time for nominations for Vice Chair.
None were heard

**#4 NOMINATIONS
FOR VICE CHAIR
CEASE**

MOTION: 17.11.97 Moved by: BOARD MEMBER, SHAWN ACTON
That the Green View Family and Community Support Services Board cease nominations for Vice Chair.

CARRIED

Chair Perron declared BOARD MEMBER, TERESA PLONTKE as the Vice Chair of the Green View Family and Community Support Services Board until the next annual Organizational meeting.

#5
MEETING DATES

5.0 REGULAR MEETING DATES

REGULAR GREEN
VIEW FCSS BOARD
MEETING DATES

5.1 REGULAR GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD MEETING DATES

MOTION: 17.11.98 Moved by: BOARD MEMBER, SHAWN ACTON

That the Green View Family and Community Support Services Board hold regular scheduled Board meetings on the 3rd Wednesday of each month, commencing at 9:30 a.m. in the Green View FCSS meeting room at 4707-50th street, Valleyview, Alberta.

CARRIED

#6
ADJOURNMENT

6.0 ADJOURNMENT

MOTION: 17.11.99 Moved by: BOARD MEMBER, TERESA PLONTKE

That this meeting adjourn at 9:34 a.m.

CARRIED

FCSS MANAGER

FCSS CHAIR

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, November 22, 2017

1: Chair Perron called the meeting to order at 9:35 am.
CALL TO ORDER

PRESENT

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

ATTENDING

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D'Onofrio

ABSENT

Board Member, Greenview Councillor	Roxie Rutt
Board Member, Town of Valleyview Councillor	Tanya Boman

#2: **2.0 GREEN VIEW FCSS AGENDA**
AGENDA
MOTION: 17.11.100 Moved by: BOARD MEMBER, TAMMY DAY
 That the November 22, 2017 agenda be adopted as presented.
CARRIED

#3.1 REGULAR MEETING MINUTES **3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES**
MOTION: 17.11.101 Moved by: VICE CHAIR, TERESA PLONTKE
 That the Minutes of the Regular Green View FCSS Meeting held on Wednesday, October 18, 2017 be adopted as presented.

CARRIED

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

#4 DELEGATES **4.0 DELEGATION**

#5 OLD BUSINESS **5.0 OLD BUSINESS**

#6 NEW
BUSINESS

6.0 NEW BUSINESS

6.1 GREEN VIEW FCSS BOARD ORIENTATION

Chair Perron called the meeting to recess at 10:55 am.
Chair Perron reconvened the meeting at 11:17 am.

6.2 FCSS MANAGER REPORT

MOTION: 17.11.102 Moved by: VICE CHAIR, TERESA PLONTKE
That the Green View FCSS Board accept the November 2017 Manager's report as presented for information.

CARRIED

6.3 FCSS COORDINATOR, ADULT

MOTION: 17.11.103 Moved by: BOARD MEMBER, TAMMY DAY
That the Green View FCSS Board accept the November 2017 Adult Coordinator's report as presented for information.

CARRIED

6.4 FCSS COORDINATOR, COMMUNITY RESOURCE CENTER

MOTION: 17.11.104 Moved by: BOARD MEMBER, SHAWN ACTON
That the Green View FCSS Board accept the November 2017 Community Resource Center Coordinator's report as presented for information.

CARRIED

6.5 FCSS COORDINATOR, SUPPORT

MOTION: 17.11.105 Moved by: VICE CHAIR, TERESA PLONTKE
That the Green View FCSS Board accept the November 2017 Support Coordinator's report as presented for information.

CARRIED

6.6 FCSS COORDINATOR, YOUTH

MOTION: 17.11.106 Moved by: VICE CHAIR, TERESA PLONTKE
That the Green View FCSS Board accept the November 2017 Youth Coordinator's report as presented for information.

CARRIED

#7
MEMBER
REPORTS

7.1 CHAIR/MEMBER REPORTS

VICE CHAIR PLONTKE

- Attended the FCSSAA Conference and enjoyed the sessions and found it very informative
- Heard many positive comments about a puppet show that took place in Valleyview
- St. Stephen's Catholic School has involvement in staff training on the Fourth R

BOARD MEMBER PARKER-CARROLL

- Attended the FCSSAA Conference in Edmonton in November and found it to be good and informative
- Attended a brief meeting on "Kid's Family Fest" that may take place in May 2018

BOARD MEMBER ACTON

- Had no report at this time

BOARD MEMBER DAY

- Attended the FCSSAA Conference and thoroughly enjoyed it and found it very informative

CHAIR PERRON

- Had no report at this time

#8
CORRESPONDENCE

8.0 CORRESPONDENCE

#9 IN CAMERA

9.0 IN CAMERA CONFIDENTIAL ITEM

-no in camera was presented

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, December 20, 2017 at 9:30am.

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 17.11.107 Moved by: VICE CHAIR, TERESA PLONTKE
That this meeting adjourn at 12:24 pm.

CARRIED

REQUEST FOR DECISION

SUBJECT: Managers' Report
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: December 20, 2017 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 December 2017 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):

- December Managers report



Managers Board Report – Regular FCSS Board Meeting December 20, 2017

Dear Board Members,

Odyssey House has reached out to the HEART committee to discuss having an outreach worker come to Green View FCSS 2x times per month to assist clients impacted from domestic violence. The assistance from the Outreach Worker will be a fee for service funded initially from HEART. The HEART funds, coming from Family and Community Safety grants, are housed under Valleyview Victims Assistance so will not have any direct financial impact for Green View FCSS. We have moved forward with this partnership and the outreach worker has begun services in Valleyview.

The MD Council approved the 2018 proposed operating budget presented on November 30th.

I am preparing a presentation for Council to provide an overview of the department, scheduled to take place on December 18th. One of the PowerPoint slides illustrates numbers of people accessing the Community Resource Center to seek employment supports and other information. Our numbers continue to grow, indicating needs of the community. I will share these statistics in this report for your information.

2014-1921

2015-3014

2016-4950

2017-5302

Statistics include employment related visits and referral and information (not stats from Adult, Youth or Summer Coordinator)

Approximately 50% of the users are from Town of Valleyview residents- the remaining 50% is fairly evenly split between the MD residents and Sturgeon Lake residents

I would like to remind the Board that the joint agreement with the Town of Valleyview ends March of 2018.

Budget items, council presentations, and performance appraisals have consumed much of my time since the last meeting.

Included in this report is the updated strategic plan for the Board to review.

I look forward to seeing you at the regular Board meeting scheduled on Wednesday December 20 at 9:30 a.m.

Kind regards,

Lisa

Strategic Plan 2016-2018

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 Nov. 2017
School year – 6 week program	Deliver the “I Can Handle Anger” program.	Completed in 2016 & currently ongoing in grade 2 classes in OAP, St. Stephen’s, Ridgevalley
School year – 10 week program	Deliver the “Why Try” program.	Completed in Grade 5&9 SS & Ridgevalley, in progress in grade 5 at Harry Gray
School year – 6 - 10 weeks program	Deliver the “Girls Circle” program.	6 circles completed in RV, SS and Hillside
School year – 10 week program	Deliver the “SKILLS” program.	Completed in 5 grade 8 classes. Hillside, SS& RV
School year – 1 day program	Deliver the “Cool Camp” program.	Completed in Grovedale 2016, Nov. 24, 2017 scheduled in Grovedale
School year – 2 day program	Deliver the “Home Alone” program.	Completed in Ridgevalley, Grovedale and VV- all grade 4 classes
School year – 4 – 8 week program	Deliver the “KIDO” program.	Completed 1 class-grade 6 in 2016 & 2017 SS
July and August	Deliver the “Summer Day Camps” program.	Complete 14 camps in 5 communities
Annually	Deliver the “Grief and Loss” program.	In progress at Ridgevalley

School year	Coordinate/fund guest speakers for presentations at all schools.	4 schools requested and received funding
School Year	Pink Laces/Souls	In Progress in Valleyview
2/3 times per year	Coordinate Babysitting Courses in Valleyview and DeBolt.	2 completed-DeBolt 3 in VV
School year – 6 – 8 week program	Deliver “Friendship Groups”.	1 completed SS-2016 1 in OAP-2017
School year – 4 week program	Deliver the “Hands are Not for Hitting” program.	completed OAP, SS, Ridgevalley
School year – 6 – 10 week program	Deliver the “Boys Council” program.	1 completed SS
School Year-4-6 sessions	Deliver Mind-Up Program/Sparks Fly Bikes	Completed OAP, SS, Ridgevalley, HGE grade 3 & 6



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.	60 bags delivered annually
Annually	Deliver the “Growth Circle” program.	Completed 2016 & 2017
Annually / 6 week program	Deliver the “Mother Daughter Circle” program.	Completed in spring 2017
Annually / 6 week program	Deliver the “Finding Our Voices” program.	3 courses completed
Annually	Deliver Employment Supports.	Daily & ongoing
Annually	Coordinate access to Income Supports.	Daily & ongoing
Annually / 3 blocks of 6 sessions	Coordinate the “Computer Basic” program.	6 sets (35 classes) completed

Annually	Deliver the "Income Tax Program."	<i>Ongoing 1142 returns completed</i>
Annually / 6 week program	Deliver the "Better Choices Better Health" program.	<i>Completed fall 2017</i>
Annually / 20 sessions per year	Coordinate the "Balance" program.	<i>Completed spring session in VV and DeBolt-currently in progress for fall</i>
Annually	Distribute Baby Boxes	<i>31 boxes in 2017</i>
Annually	Coordinate Breakfast With the Guys	<i>Completed 2 in 2017</i>
Annually	Deliver Intergenerational Healing Parenting	<i>In progress- ending March 2018</i>
Annually	Deliver Ready to Rent	<i>Offered in Fall of 2017-not enough interest</i>
Annually / one day per year	Deliver the "Older Adult information Day."	<i>Delivered in fall of 2016/2017 in Grovedale and Valleyview</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 / One day per year	Deliver Caregiver Workshops	<i>8 workshops completed in VV and 1 in DeBolt</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>Approx. 2000 meals delivered</i>

Annually	Deliver individual support with forms and subsidy applications.	<i>Assist with approx. 350 per year</i>
Annually	Deliver Just in Case File workshop	<i>Delivered 5 to date, offered in Valleyview and Grovedale.</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>Ongoing</i>
Reviewed annually	Town of Grande Cache and AWN Nation to provide Home Support services 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	Early Childhood Development Coalition	<i>Ongoing</i>
Reviewed annually	PACE	<i>Ongoing</i>

Reviewed annually	Seniors Outreach	<i>Ongoing</i> 16
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>

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, 4 complete</i>
Annually / September to June	Coordinate Seniors Interagency meetings.	<i>On hold due to lack of interest</i>
Annually	Deliver the "Welcome Basket" program.	<i>Ongoing-13 prepared to date</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>Ongoing-Every Tuesday</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>Completed August 6, 2016</i>
Annually / November	Deliver the "Red Silhouette" program.	<i>Completed Fall 2016/2017</i>
Annually / April	Host Volunteer Appreciation events.	<i>4 complete</i>
Annually	Provide residents with volunteer opportunities to assist with various deliverable programs.	<i>6 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 June 2016</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>Completed in January 2016-2017 update scheduled for December</i>

Annually	Staff performance appraisals will be administered annually to all staff.	<i>Completed</i> 18
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REQUEST FOR DECISION

SUBJECT: **Adult Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: December 20, 2017
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 December 2017 Adult Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provide 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 Adult Coordinator.

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

ALTERNATIVES CONSIDERED:
Alternative #1: 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):

- December Adult Coordinators report

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

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or grocery shopping. There are currently 69 clients, 27 reside in Valleyview and 42 within the MD.

- **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. November had 8 clients participating and 72 meals were delivered in November, this is lower than the normal due to many clients being hospitalized.

- **Just in Case Workshop**

This workshop contains valuable information for all stages of life on being prepared for a long term illness or death within the family. This hands on workshop ran 5 times in 2017, 4 in Valleyview and once in Grovedale. 68 people participated in those workshops. All of the participants that completed the evaluation felt that attending the workshop made them feel better about their ability to plan ahead. There are no dates yet planned in 2018 but we are taking names on an interest list.

- **Chronic Pain Lunch and Learn**

A partnership between FCSS and the Town of Valleyview the Lunch and Learn Workshops utilize health professionals to present information to the community in an active, fun format this session on Chronic Pain ran on Nov 14 and 17th. 16 people participated in the workshop, all the participants that completed the evaluations said that the workshop helped them to believe that they have the ability to improve their life.

- **Balance**

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

Balance has wrapped up in DeBolt until the spring session. 9 people participated in the program. 100% of the participants that completed the evaluations felt that the program has contributed to their ability to remain in their homes and that they have the ability to improve their life.

Valleyview, has 29 people that have registered and about 16 attend on average. This group will be done on Dec 15th. Planning for a spring session is underway for both locations to resume in March.

- **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 the month of November assisted 34 people with 59 different needs.

November 2017 Support Needs	Residence			Explanation/ Example
	MD	VV	SL IR	
Admin Assist	1	3	3	Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning				Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation		2		With anyone, Family, Businesses, Government
Alberta Benefits	2	3	2	Alberta Supports, Blue Cross, Alberta Health, AISH
Commissioner/ Notary	3	6	5	
CRA Inquiry	1	2		any Income Tax inquiries, not filing
Elder Abuse				Queries and Advise
Estate Planning/ Handling				Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	1		1	GST, Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	1	1	1	CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	3			Queries, home visits
Legal	1	4	2	Queries, Paperwork,
Maintenance Enforcement Prog		1		Queries, form assistance
Other FCSS Prog	1			Referral to another program or worker within FCSS
Referral to other Agency		1		
Supportive Listening	2	4		
Technology Assistance	1	1		cell phone, internet, CRA accounts, email- etc
Monthly Total	17	28	14	59

- **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. Volunteers cannot complete income tax for business, self-employment, rental income, bankruptcy, deceased or interest income over \$1000.00. Tax Clinics ran through March and April. People are still coming in to get their taxes filed, some are just late and some have several years to try to get caught up.

VV	MD	SL	Senior	AISH	Low Inc	GST	CCTB	#children	WITB	GIS	REFUND	TOTAL
246	96	280	167	28	427	\$243,515.00	\$1,287,009.00	206	\$93,443.00	\$806,150.00	\$182,408.00	\$2,549,773.00
			Total Returns									
			622								2017	

GST (Good & Services Tax) **CCTB** (Child Tax Benefit), **WITB** (Working Income Tax 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 working income tax benefit (WITB) 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.

Michelle Hagen
Adult Coordinator

REQUEST FOR DECISION

SUBJECT: **Community Resource Centre Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: December 20, 2017
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 December 2017 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):

- December Community Resource Centre Coordinators report



December 07, 2017

TO: Lisa Hannaford, Manager
 FROM: Corinne D'Onofrio, Community Resource Center Coordinator
 SUBJECT: December Coordinator Report

Stats Report for November 2017:

Green View FCSS Community Resource Center assisted a total of 418 client visits in the month of November.

The breakdown of November client visits can be seen below.

Year End Report 2017	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support	52	81	65	54	75	69	83	51	46	66	38		
Employment Supports	144	188	131	108	196	187	176	174	154	157	164		
Other Clients	237	225	353	332	299	245	270	218	247	200	216		
Total Clients Visits	433	494	549	494	570	502	529	443	447	423	418		
Residence Break Down:													
MD	106	129	117	109	108	107	109	91	97	103	76		
Sturgeon Lake	104	119	197	167	150	150	144	124	146	97	134		
Town	223	246	235	218	312	245	276	228	204	223	208		
New	19	26	9	5	18	13	8	6	12	13	9		
Returning	414	468	540	489	552	489	521	437	435	410	409		
Total Clients Visits	433	494	549	494	570	502	529	443	447	423	418		

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 2017	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	13	23	17	15	14	14	14	15	5	20	8		
Employment Supports	31	33	19	15	26	34	29	25	32	26	13		
Other Clients	62	73	81	24	68	59	66	51	60	57	55		
Total Clients Visits	106	129	117	109	108	107	109	91	97	103	76		
Residence Break Down:													
MD	106	129	117	109	108	107	109	91	97	103	76		
New	10	11	4	2	5	11	2	2	6	2	2		
Returning	96	118	113	107	103	96	107	89	91	101	74		
Total Clients	106	129	117	109	108	107	109	91	97	103	76		
YES	106	129	117	109	108	107	109	91	97	103	76		
NO	0	0	0	0		0	0	0	0	0	0		
Community Social Issues Identified													
CFS	0	1	1	0	1	0	0	1	0	0	0	0	
Food Bank	2	5	4	2	4	1	3	4	4	4	5		
Mental health	4	8	1	4	4	7	4	1	4	3	4		
Canadian Child Tax Benefits	0	1	0	0	1	1	0	0	0	0	1		
AISH	2	2	2	3	2	0	0	1	1	0	4		
Income Support	13	23	17	15	14	14	14	15	5	20	8		
Alberta Adult/Child Health Benefit	1	1	1	1	1	0	1	1	0	1	1		
Housing/ Heart River Housing	1	0	5	1	0	2	0	4	0	1	1		
Service Canada	5	4	3	7	5	3	4	1	5	10	3		
Seniors Information	11	7	7	7	4	7	9	1	7	3	7		
Canada Revenue Agency	1	8	33(30 cvitp 8 Inq.)	28(21 cvitp Inq.)	8	1	5	0	3	0	5		
Employment Supports	31	33	19	15	26	34	29	25	32	26	13		
Computer Class Participants & Inquires	7	16	0	1	2	0	0	1	7	1	0		
Childcare subsidy program inquires	0	0	0	0	0	0	0	0	2	0	0		
Other questions/inquires	12	3	6	8	34	24	19	4	10	13	9		
	27	24	23	24	21	15	21	25	22	34	17		
Gender													
Male	42	58	47	42	43	43	44	33	37	45	32		
Female	64	71	70	67	65	64	65	58	60	58	44		

The category “other” can represent clients coming in to the Resource Center or calling for information regarding various agencies such as Legal Aid, Native Counselling Services, Workman’s Compensations Board, WJS and Parent Link. Clients also require assistance with faxing and photocopying for legal matters such as custody hearings, and obtaining legal counsel and various applications such as Social Insurance Number and Alberta Health Care.

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

Year End Report 2017	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	35	55	43	38	55	53	62	33	33	43	28		
Employment Supports	64	82	53	44	89	75	77	89	52	75	64		
Other Clients	124	109	139	37	168	117	137	106	119	105	126		
Total Clients Visits	223	246	235	218	312	245	276	228	204	223	218		
Residence Break Down:													
Town	223	246	235	218	312	245	276	228	204	223	208		
New	7	14	5	3	13	1	5	4	3		9		
Returning	216	232	230	215	299	244	271	224	201		199		
Total Clients Visits	223	246	235	218	312	245	276	228	204	223	208		
YES	223	246	235	218	312	245	276	228	204	223	208		
NO	0	0	0	0	0	0	0	0	0	0	0		
Community Social Issues Identified													
CFS	0	1	0	1	1	2	3	0	1	0	0		
Food Bank	8	11	5	4	8	12	4	14	7	11	11		
Mental Health	4	7	5	5	13	15	8	4	11	9	8		
Canadian Child Tax Benefits	5	1	0	0	6	0	0	0	0	0	1		
AISH	5	3	4	8	8	5	6	7	4	8	8		
Income Support	35	55	43	38	55	53	62	33	33	43	28		
Alberta Adult/Child Health Benefit	2	5		6	6	4	1	2	0	1	2		
Housing/ Heart River Housing	4	1	6	3	3	4	5	1	2	4	4		
Service Canada	19	9	4	8	13	15	6	10	4	10	18		
Seniors Information	17	7	8	5	7	9	8	9	10	1	11		
Canada Revenue Agency	7	10	56(54 CVITP inq.)	48 (40 Cvitp inq.)	22	3	13	8	2	10	2		
Employment Supports	64	82	53	44	89	75	77	89	52	75	64		
Computer Class Participants & Inquires	7	16	0	1	5	0	0	1	11	2	4		
Childcare subsidy program inquires	2	2	2	0	0	0	1	1	0	0	0		
Other questions/inquires	7	3	5	8	41	11	29	9	14	6	10		
	50	37	41	37	47	40	52	46	55	42	34		
Gender													
Male	97	112	77	80	127	111	86	89	69	68	75		
Female	126	134	158	138	185	134	190	139	135	155	133		

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

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

Year End Report 2017	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	4	3	5	1	6	2	7	3	8	3	2		
Employment Supports	49	73	59	49	81	78	70	60	70	56	87		
Other Clients	51	43	133	20	63	70	67	61	68	38	45		
Total Clients Visits	104	119	197	167	150	150	144	124	146	97	134		
Residence Break Down:													
Sturgeon Lake Cree Nation	104	119	197	167	150	150	144	124	146	97	134		
New	2	1	0	0	0	1	1	0	3	1	0		
Returning	102	118	197	167	150	149	143	124	143	96	134		
Total Clients	104	119	197	167	150	150	144	124	146	97	134		
YES	104	119	197	167	150	150	144	124	146	97	134		
NO	0	0	0	0	0	0	0	0	0	0	0		
Community Social Issues Identified													
CFS	0	0	1	0	0	0	0	0	0	0	0	0	
Food Bank	0	2	1	1	0	0	0	0	1	1	3		
Mental Health	4	0	0	0	1	0	2	2	2	0	0		
Canadian Child Tax Benefits	0	1	0	2	0	2	2	0	0	2	1		
AISH	3	2	0	0	1	1	1	3	3	0	1		
Income Support	4	3	5	1	6	2	1	3	8	3	2		
Alberta Adult/Child Health Benefit	1	2	0	0	1	0	0	1	0	0	1		
Housing/ Heart River Housing	1	1	0	0	0	0	0	1	0	0	0		
Service Canada	5	5	5	3	4	9	9	5	6	6	6		
Seniors Information	4	1	2	0	1	3	4	5	3	0	2		
Canada Revenue Agency	9	9	94 (84 CVITP inq.)	89	34	36	23	15	3	11	8		
Employment Supports	49	73	59	49	81	78	70	60	70	56	87		
Computer Class Participants & Inquires	1	0	0	1	1	1	0	0	0	1	0		
Childcare subsidy program inquiries	0	0	1	0	0	0	1	0	0	0	0		
Other questions/inquires	3	2	1	4	5	5	3	1	4	2	2		
	26	32	19	20	18	21	33	35	51	19	22		
Gender													
Male	49	74	84	73	94	81	67	58	75	65	83		
Female	55	45	113	94	56	69	77	66	71	32	51		

The Community Resource Center assisted 418 clients in November. The Resource Center continues to assist clients with their employment needs by maintaining and updating the job board, referring clients to various positions advertised, updating and creating resumes and making copies. Updating, faxing and emailing clients resumes and other required documents to potential or existing employers occurs on a daily basis. Clients have been regularly utilizing the computers to complete online courses and orientation videos for new and ongoing employment.

Income support related visits decreased in the month of November to 38 from a previously reported total of 66 in September. It was noted that the latter half of the month was becoming busier again with Income Support clients. These visits included clients receiving and completing new paperwork required by workers in High Prairie, faxing documents, accessing personal information to provide to workers, phone calls, and job search to complete requirements of Alberta Works.

In the month of November, numerous clients enquired about Santa's Anonymous and applications were acquired and handed out from the Resource Center. Clients then were instructed to return those applications to the Library where they were being collected until the deadline.

Green View FCSS was selected by the Red Apple store in Valleyview to facilitate the distribution of the toy drive gifts that they have been collecting in store. They have asked that we identify local families that are may be struggling financially and distribute these gifts that have been donated. As a group, the staff are currently identifying the clients that we assist that have children and when the toy drive is complete we will assign gifts to those families. There is no application process necessary by the client, they are selected by the Green View FCSS staff.

November is also know as Domestic Violence Awareness month therefore Green View FCSS had the Red Silhouette display set up in front of the building. The display did catch the attention of the public as some clients did ask questions about the Red Silhouettes and what they stood for.

Mental Health services were accessed by 12 clients in the month of November. These visits are either in the form of information or one on one sessions with the Alberta Health mental health therapist.

Clients continue to access the Baby Boxes and complete the online education portion of the program either from the Community Resource Center or from their homes. As of the end of November 2017, we have had 31 families receive the Baby Boxes since beginning the program.

Respectfully submitted,
Corinne D'Onofrio

REQUEST FOR DECISION

SUBJECT: **Support Coordinators Report**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: December 20, 2017
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 December 2017 Support Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provide 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):

- December Support Coordinators report



December 6th, 2017

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

During the month of November the following tasks/outcomes were met:

1. The support coordinator assisted 222 of 418 clients during the month of November. There continues to be a steady number of clients requiring assistance with resume supports, employment insurance applications, and either writing or applying for positions online throughout the month of November. There was a decreasing number of clients requiring financial supports through AB Works this month.
2. Intergenerational Healing began on October 19th. This program offers participants an opportunity to explore their past experiences and heal as they move forward. The program is made possible through a partnership between Pace and HEART (Health, Education, Action in Relationships Team). The program is taking place at Green View FCSS and will continue into March 2018.
3. Caring Dads, a program that helps fathers to strengthen the father-child relationship did not begin on November 8th due to lack of registrants. The program will be advertised in the New Year with the intent of running later in January.
4. Parent Link has been providing child care services on Thursday evenings during Intergenerational Healing. The parents with children that have been accessing this service, are grateful for the support and have commented that the children are enjoying the crafts and playtime with Erin and Trina.
5. In December the first of two articles designed to bring awareness to programs offered at Green View FCSS regarding healthy relationships, will be submitted to Town and Country Newspaper.

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 REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: December 20, 2017 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 December 2017 Youth Coordinators report as presented for information.

BACKGROUND/PROPOSAL:
Monthly Coordinators reports are provide 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):

- December Youth Coordinators report



December 8, 2017

TO: Lisa Hannaford

FROM: Bretley Dunn, Youth Coordinator

SUBJECT: December Coordinator's Report

Programs completed in November, 2017:

St. Stephen's:

- Hands are not for Hitting: Grade 1. *Program helps student gain restraint skills through the use of storybooks, crafts, and group discussions.*
- I Can Handle Anger: Grade 2. *Program teaches students how to recognize their anger and deal with it in healthy ways.*
- Stress Lessons: Grade 4. Sessions to give students healthy coping mechanisms for stress and anxiety was requested by staff. *Stress Lessons is created by the Psychology Foundation of Canada and is designed to help children learn problem solving, stress management skills, and to become more self-aware.*
- KIDO (Knowing the Issues, Discussing the Options): Grade 6. *Program educates students on issues including bullying, domestic abuse, and online safety. Additionally, at the request of principals, the issue of non-suicidal self-harm will be addressed.*

Harry Gray Elementary:

- WhyTry? : *Program teaches that although making good choices can be difficult, doing so results in more opportunity, freedom, and self-respect.* For HGE, this program is being modified to relate the concepts to online behaviours and social media use.

Ridgevalley School:

- Hands are not for Hitting: Grade 1.
- I Can Handle Anger: Grade 2.

Penson:

- Cool Camp: November 24th Cool Camp took place in Grovedale. This program equips students with factual information about healthy relationships and sexual health with the goal of helping students resist pressure to become sexually involved before they are ready. 100% of participants agreed with the statement "After attending Cool Camp, I better understand the potential consequences of becoming sexually involved with another person".

Programs continuing in December, 2017:

Ridgevalley School:

- MindUp! : Grade 3. *This program uses awareness of how our brains work and mindfulness techniques to teach emotional self-regulation in students.*
- Rainbows: *Two grief and loss groups to help participants deal with separation or divorce of parents, death of a family member, or other significant life changes (one primary aged, one upper elementary).*

Oscar Adolphson:

- MindUp! : Grade 3, 2 classes.

St. Stephen's:

- MindUp! : Grade 3, 2 classes.

Programs beginning in December, 2017:

St. Stephen's:

- Grief and Loss: *A small group created to help participants learn healthy coping tools for dealing with loss. The loss experiences vary, but a common theme is the sudden death of a school staff member.*

Hillside:

- SKILLS: Grade 8, 2 classes. *This program educates students about healthy relationships and provides them with factual information regarding relationships and sexuality. This information equips them to resist pressure to become sexually involved before they are ready.*

To Note

In November, the Youth Coordinator was able to supervise the field placement of a social work practicum student from Northern Lakes College. This placement was approximately two weeks long and the student was familiarized with the role of FCSS and what we are currently doing in our community. The student will return for eight weeks in the spring, which will allow for more hands on practise with facilitation and continued learning.

Sparks Fly Bikes have been delivered to St. Stephen's, Penson, Ridgevalley, Harry Gray, and OAP. One bike is being couriered to Susa Creek School and should arrive to them shortly.

One challenge faced in November was difficulty acquiring participants for RentSmart, a free two-day course for tenants. Unfortunately, due to a lack of interest the course scheduled for November 18-19th failed to run. A condensed version of RentSmart will be offered to grade 12 students at Hillside and Grade 10 students at Ridgevalley in the New Year.

This year, the Youth Coordinator has experienced a steep increase in requests for Grief and Loss programming. I am currently facilitating 3 groups and have confirmed requests for 2 additional groups to begin in 2018.

Respectfully Submitted,
Bretley Dunn

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