



REGULAR BOARD MEETING AGENDA

January ~~15~~ 22, 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 October 16, 2019 to be adopted.	1
		3.2 Business Arising from the Minutes	
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 Connected Men	6
		6.2 Disconnect Box	8
		6.3 FCSS Manager Report	11
		6.4 FCSS Coordinator, Adult	24
		6.5 FCSS Coordinator, Community Resource Center	28
		6.6 FCSS Coordinator, Support	35
		6.7 FCSS Coordinator, Youth	40
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	IN CAMERA	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, October 16, 2019

1:
CALL TO ORDER Chair Perron called the meeting to order at 1:03 pm.

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, Greenview Councillor	Roxie Rutt
Board Member, Greenview Councillor	Duane Didow
Board Member, Member at Large, Greenview	Tammy Day

ATTENDING

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D'Onofrio

ABSENT

Board Member, Member at Large, Greenview	Trina Parker-Carroll
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#2:
AGENDA

2.0 GREEN VIEW FCSS AGENDA
MOTION: 19.10.58 Moved by: VICE CHAIR, TERESA PLONTKE
 That the October 16, 2019 agenda be adopted as presented.
 CARRIED

**#3.1 REGULAR
 MEETING
 MINUTES**

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES
MOTION: 19.10.59 Moved by: BOARD MEMBER, ROXIE RUTT
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, September 18, 2019 be adopted as presented.
 CARRIED

**#3.3
 BUSINESS
 ARISING FROM
 MINUTES**

3.2 BUSINESS ARISING FROM THE MINUTES:

#4 DELEGATION **4.0 DELEGATION**

MOTION: 19.10.60 Moved by: BOARD MEMBER , TANYA BOMAN

That the Green View FCSS Board waive the requirement of a presentation from Senior's Outreach regarding the grant request for 2019.

CARRIED

4.1 PEACE WAPITI SCHOOL DIVISION

-Delegates Emily Kostiuk and Amanda Howard from Peace Wapiti School Division entered the Board Room at 1:25 pm.

-Delegates Emily Kostiuk and Amanda Howard from Peace Wapiti School Division exited the Board Room at 1:49 pm.

MOTION: 19.10.61 Moved by: BOARD MEMBER, TAMMY DAY

That Green View Family and Community Support Services Board accept the presentation from the Peace Wapiti School Division for information as presented.

CARRIED

4.2 JOHN HOWARD SOCIETY

-Delegates Penny Mikanuck and Krista Hurta from John Howard Society entered the Board Room at 2:11 pm.

-Delegates Penny Mikanuck and Krista Hurta from John Howard Society exited the Board Room at 2:36 pm.

MOTION: 19.10.62 Moved by: VICE CHAIR, TERESA PLONTKE

That Green View Family and Community Support Services Board accept the presentation from the John Howard Society for information as presented.

CARRIED

4.3 PACE

-Delegates Jacquie Aitken and Kathy Dube from PACE entered the Board Room at 2:37 pm.

-Delegates Jacquie Aitken and Kathy Dube from PACE exited the Board Room at 3:33 pm.

MOTION: 19.10.63 Moved by: BOARD MEMBER, TAMMY DAY

That Green View Family and Community Support Services Board accept the presentation from the PACE for information as presented.

CARRIED

4.4 MOUNTAIN METIS ASSOCIATION

-Delegate Alvin Findley from Mountain Metis Association entered the Board Room at 3:33pm.

-Delegate Alvin Findley from Mountain Metis Association exited the Board Room at 3:55pm.

Chair Perron called the meeting to recess at 4:00 pm.
Chair Perron called the meeting back to order at 4:03 pm.

MOTION: 19.10.64 Moved by: BOARD MEMBER, DUANE DIDOW
That Green View Family and Community Support Services Board accept the presentation from the Mountain Metis Association for information as presented.

CARRIED

#5 OLD BUSINESS

5.0 OLD BUSINESS

#6 NEW
BUSINESS

6.0 NEW BUSINESS

6.1 FCSS MANAGER REPORT

MOTION: 19.10.65 Moved by: BOARD MEMBER, DUANE DIDOW
That the Green View FCSS Board accept the October 2019 Manager's report as presented for information.

CARRIED

MOTION: 19.10.66 Moved by: BOARD MEMBER, TAMMY DAY
That Green View Family and Community Support Services Board approve the grant request of \$30,000.00 to Seniors Outreach with funds to come from the 2020 operational budget, Grants to Organizations.

CARRIED

MOTION: 19.10.67 Moved by: BOARD MEMBER, ROXIE RUTT
That Green View Family and Community Support Services Board approve the grant request of \$17,000.00 to PACE (Providing Assistance, Counselling, and Education) with funds to come from the 2020 operational budget, Grants to Organizations.

CARRIED

MOTION: 19.10.68 Moved by: BOARD MEMBER, DUANE DIDOW
That Green View Family and Community Support Services Board approve the grant request of \$9,320.00 to John Howard Society with funds to come from the 2020 operational budget, Grants to Organizations.

CARRIED

MOTION: 19.10.69 Moved by: VICE CHAIR, TERESA PLONTKE

That Green View Family and Community Support Services Board approve the grant request of \$17,000.00 to Suicide Prevention Resource Center with funds to come from the 2020 operational budget, Grants to Organizations.

CARRIED

MOTION: 19.10.70 Moved by: BOARD MEMBER, DUANE DIDOW

That Green View Family and Community Support Services Board approve the grant request of \$16,000.00 to Mountain Metis Association with funds to come from the 2020 operational budget, Grants to Organizations.

CARRIED

6.2 FCSS COORDINATOR, ADULT

MOTION: 19.10.71 Moved by: BOARD MEMBER, TAMMY DAY

That the Green View FCSS Board accept the October 2019 Adult Coordinator's report as presented for information.

CARRIED

6.3 FCSS COORDINATOR, COMMUNITY RESOURCE CENTER

MOTION: 19.10.72 Moved by: BOARD MEMBER, DUANE DIDOW

That the Green View FCSS Board accept the October 2019 Community Resource Center Coordinator's report as presented for information.

CARRIED

6.4 FCSS COORDINATOR, SUPPORT

MOTION: 19.10.73 Moved by: BOARD MEMBER, ROXIE RUTT

That the Green View FCSS Board accept the October 2019 Support Coordinator's report as presented for information.

CARRIED

6.5 FCSS COORDINATOR, YOUTH

MOTION: 19.10.74 Moved by: BOARD MEMBER, TAMMY DAY

That the Green View FCSS Board accept the October 2019 Youth Coordinator's report as presented for information.

CARRIED

**#7
MEMBER
REPORTS**

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER PLONTKE

- No report at this time

BOARD MEMBER DAY

- Will be attending a public meeting for Regional Family and Seniors Housing Needs Assessment in Grande Prairie

BOARD MEMBER DIDOW

- Grande Cache Community Food Bank drive was very successful

BOARD MEMBER BOMAN

- Attended the Older Adult Information Day in Valleyview at the Greenview Regional Multiplex.

BOARD MEMBER RUTT

- No report at this time

CHAIR PERRON

- No report at this time

#8
CORRESPONDENCE

8.0 CORRESPONDENCE

#9 IN CAMERA

9.0 IN CAMERA CONFIDENTIAL ITEM

#10
ADJOURNMENT

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, December 18, 2019 at 9:30am.

10.0 ADJOURNMENT

MOTION: 19.10.75 Moved by: BOARD MEMBER, DUANE DIDOW
That this meeting adjourn at 4:49 pm.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

REQUEST FOR DECISION

SUBJECT: **Connected Men Program**

SUBMISSION TO: GREEN VIEW FAMILY AND
COMMUNITY SUPPORT SERVICES
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 15, 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 authorize administration to deliver the Connected Men Program.

BACKGROUND/PROPOSAL:

Connected Men is an organization started by an individual named Mike Cameron and based out of Sherwood Park, Alberta. Administration heard Mr. Cameron speak at a social isolation conference and he is spearheading these men's groups around Western Canada. Connected Men is a peer led men's group which is loosely based on 18 different themes that support men to recognize and understand feelings, and ultimately hone emotional mastery. This group is not anger management, nor is it focussed on perpetrators or individuals who are court mandated to attend groups. Groups are for the average, everyday man and are ideally facilitated by a volunteer male in the community, not necessarily one who is counsellor or therapist. Administration has identified a male champion within the community who has volunteered to get the group running out of the Green View Community Resource Centre beginning in March. Providing the male members of our community with a safe space to develop emotional mastery would further support men's mental health, and lead to a healthier community.

BENEFITS OF THE RECOMMENDED ACTION:

1. The benefit of approving the Connected Men program is to ensure there is an opportunity for men in the community to advance their emotional mastery.

DISADVANTAGES OF THE RECOMMENDED ACTION:

There are no perceived disadvantages to offering the Connected Men Program.

ALTERNATIVES CONSIDERED:

Alternative #1: The Green View Family and Community Support Services Board may choose not to offer the Connected Men's program. This alternative is not recommended, for if men are provided opportunities for emotional mastery they will have greater success in achieving psychological well-being.

FINANCIAL IMPLICATION:

Direct Costs: N/A

Ongoing / Future Costs:

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:

Once Green View Family and Community Support Services Board makes a decision, the volunteer will be notified and the group will be promoted.

REQUEST FOR DECISION

SUBJECT: **Disconnect Boxes**

SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD

MEETING DATE: January 15, 2020

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 authorize administration to promote the Disconnect Boxes to residents.

BACKGROUND/PROPOSAL:

Several FCSS offices in Alberta have promoted the disconnect boxes to assist families with putting boundaries on cell phone and tablet use. Green View FCSS administration sees value in reducing time spent on cell phones as studies show brain development may be impeded with overuse. Children who disconnect from their screens at bedtime on average get 37 more minutes of sleep. More sleep leads to improved school performance, reduced risk of obesity and improved mental and social health. When families disconnect from their screens and spend quality time together they build stronger connections, improve communication, and are more resistance to crisis. The Disconnect Boxes are approximately the size of a shoebox, made of cardboard, and come with the Green View FCSS logo a sheet of information outlining the benefits of limiting cell phone use.

BENEFITS OF THE RECOMMENDED ACTION:

1. The benefit of approving the Disconnect Boxes program is to ensure tools are available to residents who want to reduce their families screen time and enhance quality of life.
-

DISADVANTAGES OF THE RECOMMENDED ACTION:

There are no perceived disadvantages of approving the Disconnect Box program.

ALTERNATIVES CONSIDERED:

Alternative #1: The Green View Family and Community Support Services Board may choose not to approve the Disconnect Box Program. This alternative is not recommended for if opportunities are in place to reduce families screen time quality of life may be enhanced.

FINANCIAL IMPLICATION:

Direct Costs: The cost of the boxes are approximately \$5.00 each. Funds would come from the 2020 operational budget Community Resource Centre General & Operating Supplies.

STAFFING IMPLICATION:

N/A

PUBLIC ENGAGEMENT LEVEL:

Greenvview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

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PROMISE TO THE PUBLIC

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FOLLOW UP ACTIONS:

Once Green View Family and Community Support Services Board makes a decision, the Disconnect Boxes will be available to residents.

ATTACHMENT(S):

Disconnect Box Information Sheet

Here are some easy ways to reduce your family's screen time and enhance your quality of life!

Technology has a huge impact on our lives and creates so many new opportunities to connect, stay informed and create. However, you can have too much of a good thing, and if you are thinking that your family is spending too much time online then it may be time to disconnect for a period of time.

Every family is different. You can create the routines that work for your family. We would like to hear how your family has disconnected from electronic devices and reconnected to each other. Try our Disconnect Box for two weeks and let us know what you did and how it worked on Facebook: Green View Family and Community Support Services (FCSS).

Benefits

1. Children who disconnect from their screens at bedtime on average get 37 more minutes of sleep. More sleep leads to improved school performance, reduced risk of obesity and improved mental and social health.
2. Cutting out screens 1 to 2 hours before bedtime avoids the effects of light on the sleep hormone (melatonin) and helps you get to sleep faster.
3. Encouraging exercise and free play not only strengthens the body but helps with creative problem solving, self-control, and can lead to a higher quality of life.
4. When families disconnect from screens and spend quality time together they build stronger connections, improve communication, and resistance to crisis.

Ideas

1. Eating meals together as a family is great way to build positive relationships. Putting the devices away to eat makes it easier to connect.
2. Establishing routines around usage of devices such as limiting TV or video games, or a set time to turn off phones or Wi-Fi.
3. Utilize the "do not disturb" function on your phone to reject text messages and calls between 10 PM and 6 AM.
4. Buy an alarm clock rather than using your phone. Keep smart phones out of the bedroom. Consider keeping them in a common area, such as the living room or kitchen.
5. Reading books whether alone or as a family is a great way to expand the mind. Don't have any books around? You can get a free library card at any local public Library.
6. Go for a walk. 15 minutes without your phone might feel scary at first, but try it a few times and see how you feel.
7. Play a game. If you don't have any board games you can make one up, or just find some pens and paper for tic-tac-toe or word games.
8. Attend or organize an event in your community. Find upcoming events through the Green View FCSS Facebook page.
9. Explore the programs in your community and share what you find with others.
10. Develop a plan that works for your family and tell us about it on our Facebook page: Green View Family and Community Support (FCSS).



REQUEST FOR DECISION

SUBJECT: **Managers' Report**

SUBMISSION TO: GREEN VIEW FAMILY AND
COMMUNITY SUPPORT SERVICES
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 15, 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 January 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

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PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- September Managers report

- On January 15, Green View FCSS will be hosting a poverty simulation at Memorial Hall from 1-3 p.m. Both Councils, community agencies, and the public are invited to participate in this community learning opportunity, which will increase awareness of the challenges faced by vulnerable populations.

A resident from Grande Cache contacted FCSS administration to express interest in bringing a poverty simulation to Grande Cache. Administration encouraged the resident to write a letter to the Green View FCSS Board advocating that the simulation be available to the residents living in that Hamlet.

- Green View FCSS will have disconnect boxes available to residents in the New Year. This initiative responds to the benefits of reducing families screen time and enhancing social connections. One noted benefit of children who disconnect from their screens at bedtime on average get 37 more minutes of sleep. More sleep leads to improved school performance, reduced risk of obesity and improved mental and social health. 200 boxes have been ordered and 100 will be provided to the Grande Cache office.
- The Home Support Coordinator in Grande Cache met with Aseniwuche Winewak Nation's (AWN) Housing Coordinator to discuss how the FCSS Home Support program can assist with their goal to ensure residents of the Cooperatives and Enterprises have safe and appropriate housing. The result; a newly designed checklist for Home Support Workers, created in conjunction with AWN, that identifies repairs, beyond the scope of our program, with a client's house. The identified repairs are then communicated to the AWN Housing Program. For example; broken sewage drain, trailer lacking proper winterization, furnace not functioning, and malfunctioning lights.
AWN has also implemented a Wood for Warmth program in the Coops and Enterprises. This program delivers wood to resident's homes, and is able to buck up wood to fit in resident's fireplaces. As a result of the AWN initiatives, the Home Support Handy Man program has been discontinued due to a duplication in services.
Interviews for a second Home Support Worker in Grande Cache have concluded. The successful candidate will be in place by months end.
- The Home Support Program is now available to ratepayers residing within the Hamlet of Grande Cache. Up until now, the program was only available to residents of the Cooperatives and Enterprises. Thus far, 5 households are receiving this service in the hamlet.
- Administration is researching the viability of engaging a volunteer to facilitate a Men's Group called Connected Men. This organization is committed to creating a supportive space for men to practice emotional mastery.
- The Province of Alberta, Ministry of Children's Services, has initiated a new framework called Family Resource Networks (FRN). These networks will replace specific contracts including Parent Link Centres and Early Intervention programs. At this time Green View FCSS does not manage any of these contracts, however various organizations that currently manage these services will

be submitting an expression of interest to the province to continue services. Green View FCSS has written letters of support to agencies who have requested them, outlining the importance of continued services in our area while ensuring they are aware of the preventative programs we currently offer to eliminate any duplication of service. A government panel will review all expressions of interest and services are to be in place by April 1, 2020.

- A Just In Case File workshop has been requested in DeBolt. Administration will facilitate this workshop at the DeBolt Centre on January 24, from 1:30-3:30.
- The FCSSAA Board will resume meetings on January 31. FCSS Manager and Councillor Didow will both sit on the provincial Board as representatives from the NW.
- The NW spring regional meeting is scheduled for May 13 and 14 in Slave Lake. Administration has booked rooms for the nights of May 12 and 13, and a save the date poster is included in the agenda package.
- The Grande Cache Coordinators reports are included as part of the Managers' report.

To: Lisa Hannaford, Manager
From: Amber Hennig, Assistant Manager
Re: January 2020 Report

OVERVIEW

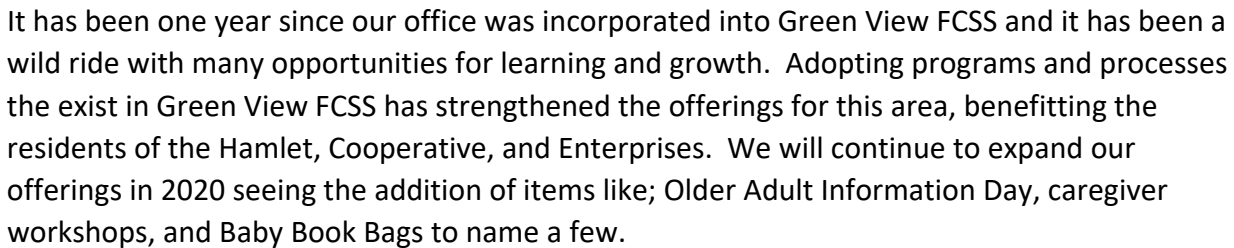
Notable changes have occurred in the last couple of months. The first being increased service provision from Aseniwuche Winewak Nation to its members and its impact on our Home Support Program. Details regarding the changes can be found in the Home Support Coordinator section of this report.

The second change is cessation of funding for Early Childhood Coalitions due to the implementation of the *Well-being and Resiliency: A framework for Supporting Safe and Healthy Children and Families*. Work is under way by Early Childhood Coalitions of Alberta to develop tools for Coalitions to utilize in either the continuation of the work and/or ensure the value of data collected and the work done to date is not lost. The Assistant Manager will continue her work with the Coalition Outcomes Working Group until the end of March 2020. She will be assisting with the development of tools, as mentioned above, and a knowledge exchange plan to disseminate the information.

The Meadows to Mountains Homelessness Prevention Project is well underway. Staff have been trained on the intake process and we have assisted our first client. In December meetings took place with Victims Services and Community Adult Learning Centre to raise awareness of the project. January will see continuation of meetings with other agencies and organizations. For example: RCMP, Mental Health and Addictions. Reporting to the Alberta Rural Development Network is slated for late January, they are currently developing reporting templates.

In January a thorough review of Program Logic Models will be completed for programs and services offered in Grande Cache area and staff will be submitting Program Summary Reports for work in 2019.

SAGESSE programs are slated for the early 2020. To date we have not had much success with program attendance. Taking a different approach; the Home Support Coordinator will be co-facilitating an invitation only group in partnership with a certified facilitator from a Hinton Friendship Centre in Grande Cache. Additionally, the Assistant Manager received approval from SAGESSE to offer Finding Our Voices at the high school for girls 16+. The principal is on board and dates will be determined once Christmas break is done. More than likely it will begin after the start of the new term in February.



STATISTICS

[illegible][illegible]

Alberta Supports/AISH	31	85	59	56	23	29	44	31	82	38	54	38	570
Baby Box Program	0	0	0	0	1	0	0	0	0	0	0	0	1
Baby Sitter's/ Home Alone	0	0	0	0	0	2	2	0	0	0	0	0	4
Community Collaboration	31	69	50	44	32	43	44	36	79	68	69	65	630
Community Volunteer Income Tax Program (CVITP)	0	6	25	15	12	0	4	1	0	1	1	4	69
Eating for your Wellbeing (cookbooks)	0	1	0	0	0	0	1	2	0	1	0	0	5
Forms Assistance (General)	1	5	1	2	1	2	1	1	3	3	6	1	27
General Information	21	15	17	20	14	42	12	23	34	44	35	23	300
Home Support	2	0	1	0	0	0	9	2	9	10	8	10	51
Hope Exists in Lots of Places (HELP)	9	8	6	12	9	3	5	0	8	8	9	6	83
Meals on Wheels	0	5	2	2	0	1	2	2	6	9	4	3	36
Other Questions/Inquiries	26	35	41	25	28	68	24	7	22	16	12	1	386
Parenting Supports	0	0	1	1	0	0	0	0	0	1	2	0	5
Referrals	12	19	9	14	10	17	16	9	23	18	20	17	143
Resource Library	0	0	0	0	0	1	0	1	0	0	0	0	2
Seniors Supports	1	4	8	7	9	5	9	4	9	6	6	10	78
Volunteering	0	1	0	0	0	0	0	0	0	0	0	1	2
Welcome Packages	0	1	2	1	4	0	0	1	0	0	0	0	9
	137	254	223	199	143	213	175	121	278	227	239	180	2428

Gender

Male							84	19	98	83	80	72	436
Female							91	102	180	144	159	108	784
							175	121	278	227	239	180	1220

Age

Adult									272	212	233	173	890
Youth									6	15	6	7	34
									278	227	236	180	924

Year End Report 2019 (Phone Calls)	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	30	49	41	23	19	33	44	21	43	38	33	24	389
Seniors Supports	0	0	2	0	0	2	3	2	5	3	4	1	22
Referrals	4	4	4	6	12	3	6	4	8	6	6	5	68
Other	56	72	61	59	42	81	92	58	92	91	89	69	862
Total Client Visits	90	125	108	88	73	119	145	85	148	129	132	99	1341

Community Social Issues Identified													
Yes							145	85	148	129	132	99	738
No													

Aboriginal Community Activity Fee Assistance Program	1	0	0	0	1	0	2	0	1	2	1	0	8
Adopt-A-Driveway	0	0	0	0	0	0	0	0	0	0	5	3	8
Ages & Stages Developmental Screening	0	0	0	0	0	0	0	0	0	0	0	0	0
Alberta Supports/AISH	30	49	41	23	19	33	44	21	43	29	33	24	389
Baby Box Program	0	0	1	1	0	0	0	0	0	0	0	0	2
Baby Sitter's/ Home Alone	0	0	0	0	0	1	2	0	0	0	0	1	4
Community Collaboration	31	43	32	30	11	38	38	24	43	39	32	29	390
Community Volunteer Income Tax Program (CVITP)	1	3	10	2	5	1	0	2	0	0	0	6	30
Eating for your Wellbeing (cookbooks)	0	0	0	1	0	0	0	0	0	1	0	0	2
Forms Assistance (General)	1	1	0	4	1	1	1	1	3	6	0	0	19
General Information	8	8	7	12	12	17	17	10	13	12	23	11	150
Home Support	1	8	0	1	0	10	25	15	11	13	15	2	101
Hope Exists in Lots of Places (HELP)	8	4	4	4	4	6	2	0	5	5	4	3	49
Meals on Wheels	2	5	3	2	2	2	1	4	8	7	2	0	38
Other Phone Calls	3	0	3	0	6	5	4	2	5	4	3	14	56
Parenting Supports	0	0	1	1	0	0	0	0	0	2	1	0	5
Referrals	4	4	4	6	12	3	6	4	8	6	6	5	68
Seniors Supports	0	0	2	0	0	2	3	2	8	3	6	1	21
Volunteering	0	0	0	0	0	0	0	0	0	0	0	0	0
Welcome Packages	0	0	0	1	0	0	0	0	0	0	1	0	2
TOTALS	90	125	108	88	73	119	145	85	148	129	132	99	1342

Gender

Male							19	12	48	31	39	34	183
Female							126	73	100	98	93	65	555
							145	85	148	129	132	99	738

COMMUNITY RESOURCE COORDINATOR

The Grande Cache office has coordinated a Snow Angel program since 2015, unfortunately we were unable to offer the program in 2017 and 2018 due to a lack of volunteers. This year with numerous inquiries the CRC made it her mission to find volunteers. She reached out to the Grande Cache Institution Off-site Work Program and EMS and has secured volunteers for this winter. Currently the program has 11 clients and has used an estimated 32 hours of volunteer time clearing snow from our clients' sidewalks and driveways.

The Aboriginal Community Activity Fee Assistance Program is now being administered by the CRC. Previously, the Assistant Manager was the point of contact for the program, reviewed applications, and conducted reassessments. With changes to the Assistant Manager's responsibilities clients were not being assisted in timely manner and the CRC welcomed the new responsibility. This change ensures timely client assistance, increased client accountability and fiscally responsible administration of the program.

We received notification from the Baby Box Company they are ceasing operation in Canada. The Grande Cache office had 24 remaining sleep sacks and received permission to donate them to the local Health Unit for distribution to new moms.

Preparing for income tax season, the CRC has renewed her authorization to file income tax returns and assisted the Home Support Coordinator in registering. Previously we did not include time in income tax appointments to identify additional benefits a client may qualify for. In 2020 the Grande Cache office will follow the same model used in the Valleyview office during tax season except for utilizing volunteers. Income tax returns will be completed by FCSS staff as we service a much smaller area than the Valleyview office.

HOME SUPPORT COORDINATOR

We are happy to report that three clients have been added, who reside within the Hamlet of Grande, to our Home Support Program. The HSC is working on raising awareness of in town service through meetings currently being scheduled for January. The meetings will be with the medical community, Transition House, mental health and addictions.

A change has been made service provision in the Cooperatives and Enterprises; ceasing provision for exterior tasks. Those tasks included lawn maintenance, snow shovelling, wood cutting and minor home repairs. This decision was not made lightly, but to avoid duplication of services it was necessary due to changes with Aswiniwuche Winiwak Nation's (AWN) service provision to the Cooperatives and Enterprises. In late fall AWN began to offer to the door pre-cut wood delivery and has hired a Housing Coordinator who assists with minor and major home repairs. The FCSS Home Support Worker who had been completing these tasks has left our organization to work for AWN. We are in the process of hiring a part-time Home Support Worker, but this will be to answer the need for increase in town clients. We hope to have the new worker in place by mid-January.

The HSC's positive relationship with AWN resulted in a invitation to set up a display during Domestic Violence Awareness month. The display, featuring information from various support services, was in the mall. The CRC and HSC provided 70 community members information on FCSS programs and services in addition to information related to domestic violence.

OUTREACH COORDINATOR

No. of open files	13	No. of files closed	1
REASONS FOR FILE CLOSURES			
Family requested	1	Client requested	
Client no longer requires service	1	Client passed away	
ADDIONTAIL NOTES REGARDING FILE CLOSURE/S			
DEMOGRAPHICS			
No. of Indigenous Clients	8	No. of non-Indigenous Clients	5
Clients per Location			
Muskeg		Susa Creek	1
Victor Lake	2	Grande Cache Lake	1
Wyandie East/West		Joachim	2
Grande Cache (hamlet)	3	Whispering Pines Lodge	4
Ages			
18 -29		30 – 50	
51 – 60	2	61 – 70	4
71 – 80	3	80+	4
REFERAL INFORMATION			
TO ACCESS Outreach Coordinator			
AHS Home Care		AWN (including TAWOW Centre)	
Community member		Family member	x

Medical professional		Self-referral	
Big Horn Golden Age Club		Other (please specify)	
REASON for referral to Outreach Coordinator			
Client experiencing isolation	x	Transportation barriers	x
Pre/post hospitalization		Family concern	x
Forms assistance		Connection to additional resources	
Physical disability	x	Indigenous cultural disconnect for residents in Whispering Pines Lodge	
Services/agencies/organizations CLIENTS WERE REFERRED TO			
Referred 1 to FCSS Home support			

A 2020 plan has been established for the Outreach Coordinator and will see monthly cultural time at Whispering Pines Lodge, an increase in assisting the aging Indigenous population to access events at the Lodge, and delivery of caregiver workshops. The purpose is to increase their familiarity with the Lodge's environment and staff, easing transition to residing at the Lodge when needed. Additionally, it reduces the isolation that current Indigenous residents experience as they are more willing to participate in the cultural activities as opposed to the non-cultural activities offered at the Lodge.

The OC's December cultural event was well attended and saw a blend of Indigenous, non-Indigenous, residents of the Lodge and non-Lodge residents. Conversation was robust and participants gained new information regarding bannock with Indigenous participants readily sharing their local knowledge and traditions.

In early fall the OC it became evident that referring agencies misunderstood the nature of the transportation service provision. The OC addressed the misunderstanding with those agencies achieving positive results. We are no longer receiving multiple requests for non-clients and "free" taxi service.

Between November and December, the OC conducted a total of 40 client visitations either in home or at the Lodge.

YOUTH COORDINATOR

With four Youth Interagency meetings completed we are moving forward with plans to support Youth in the community. It was collectively agreed that youth will not be regular members of the Interagency group but invited in for various components. This may change in 2021, but for 2020 the focus is to build relationships with youth. The first step will be conducting two engagement sessions; one at the middle school and the other at the high school. Dates are yet to be determined due to school closures for Christmas break, but will be confirmed in January

2020. The intent of these sessions is three-fold; awareness of the adults and agencies involved, demonstrate purpose to school staff, and of course, speak with youth to hear what is important to them.

The YC will co-lead the 3rd Annual Kids Conference (Mar 23 – 25) with the Assistant Manager as lead. The YC will learn how to plan, coordinate, promote, and deliver the conference with a goal of leading in 2021. The first planning meeting will take place in early January.

November and December were busy months with completion of 1 Babysitting Courses, 2 Home Alone Courses and Hands Are Not for Hitting. During non-facilitation time the YC has been working on the development of programming to engage Indigenous youth. Utilizing learnings from *“Engaging and Empowering Aboriginal Youth: A Toolkit for Service Providers”*, we will be modelling program delivery based on “enculturation”.

“Enculturation manifests by practicing the traditional culture and self-reported cultural identity. It consists of three intertwined dimensions: participation in traditional activities, identification with the Aboriginal culture, and degree of traditional spirituality.”

We are poised for success in deliverables as the YC is Indigenous and raised with local Cree practices and traditions. The Program Logic Model will be submitted to the Manager for review in the beginning of January.

TRENDS

- No notable trends to report

UPCOMING

- Just-in Case workshop
- Assisting clients, if needed, with new application process for the Grande Cache Food Bank
- Kids Conference planning (conference dates: March 23 – 25)
- Finding Our Voices (starting January)
- Finding Our Voices (starting February for 16+ at high school)
- Program Logic Model review
- Completion of Program Summary Reports
- Family Literacy Day event hosted by ECC

Respectfully submitted by,

Amber Hennig

SAVE THE DATE

May 13 & 14, 2020

Slave Lake, Ab

FCSS Northwest Regional SPRING MEETING

ITINERARY to FOLLOW

ACCOMMODATION – Holiday Inn

1551 Main St SE / (780)849-4819

Group Info: North/West FCSS

\$ 124/Night + tax (incl. Continental Breakfast)

Book before April 30th for group rate



For more info please contact Serena.Weipert@slavelake.ca

WARNING: The outdoors can improve your physical and mental health

REQUEST FOR DECISION

SUBJECT: **Adult Coordinators Report**

SUBMISSION TO: GREEN VIEW FAMILY AND
COMMUNITY SUPPORT SERVICES
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 15, 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 January 2020 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: Nov-Dec- Jan Coordinators Report

- **Items of Interest**

- In November the Adult Coordinator attended 2 Supervisor trainings.
- In December the Performance Appraisals for the Home Support staff were completed.
- In contact with the Grovedale Seniors club to partner on an Older Adult Day in Grovedale. Looking at a possible date in the spring.
- There is a program at the GRM called Gentle Fitness, there was a question as to if this was duplication of our Balance Yoga program. Gentle Fitness can also be done from a chair or walker but the purpose of this class is exercise to improve overall fitness. It is structured to increase heart rate and fatigue muscles. Our Balance program is not a fitness program it is based on the building of flexibility and core strength for the purpose of fall prevention.

- **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 December we have 70 clients, 40 from the MD and 30 in Valleyview.

- **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 2019 we delivered 1329 meals to 14 clients.

- **Balance Yoga**

The Balance program is a restorative Yoga program to assist people with fall risk to regain mobility, flexibility and strength. Fall prevention is the motivator of this program.

The Balance program concluded in Valleyview and DeBolt in November. DeBolt had 9 participants and ran for 10 sessions. Valleyview had 28 participants and ran for 15 sessions. In both locations the respondents agreed that the Balance program contributed to them being able to remain in their home and it helped them believe that they have the ability to improve their life.

- **Just in Case Workshop**

On Nov 28 the Just in Case Workshop was held at the Community Resource Centre. 8 Participants attended the 2 hour workshop. 100% of the respondents said that because of the workshop they feel better about their ability to plan ahead.

On Jan 24 a workshop will be held in DeBolt.

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 15, 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 January 15, 2020 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, 2020

TO: Lisa Hannaford, Manager

FROM: Corinne D'Onofrio, Community Resource Center Coordinator

SUBJECT: January 2020 Coordinator report

Stats Report for December 2019:

Green View FCSS Community Resource Center assisted a total of 392 client visits in the month of December 2019. In 2019, a total of 5884 clients were supported with a variety of needs and tasks at the Green View FCSS Community Resource Center. 40% of clients this year were assisted with needs pertaining to the Alberta Works contract which includes Income Support and Employment Supports. 20% of clients assisted in 2019 were from the MD of Greenview, 24% live at Sturgeon Lake Cree Nation and Calais area, and 56% live in the Town of Valleyview.

The breakdown can be seen below.

Year End Report 2019	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Year TOTAL
Income Support	95	90	59	114	97	83	112	84	83	82	89	94	1082
Employment Supports	111	101	110	123	143	88	96	99	122	88	124	62	1267
Other Clients	302	252	436	355	300	259	274	256	244	317	302	236	3533
Total Clients Visits	508	443	605	592	542	430	482	439	449	487	515	392	5884
Residence Break Down:													
MD	95	71	139	161	128	72	92	88	87	83	109	80	1205
Sturgeon Lake	99	83	155	133	111	111	120	86	129	146	127	90	1390
Town	314	289	311	298	303	247	270	265	233	258	279	222	3289
New	13	8	13	13	6	4	6	15	13	8	19	10	128
Returning	495	435	592	579	536	426	476	424	436	479	496	382	5756
Total Clients Visits	508	443	605	592	542	430	482	439	449	487	515	392	5884

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

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 the Greenview residents.

Year End Report 2019	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support	95	90	59	114	97	83	112	84	83	82	89	94	1082
Employment Supports	111	101	110	123	143	88	96	99	122	88	124	62	1267
Other Clients	302	252	436	355	300	259	274	256	244	317	302	236	3533
Total Clients Visits	508	443	605	592	542	430	482	439	449	487	515	392	5884
Residence Break Down:													
MD	95	71	139	161	128	72	92	88	87	83	109	80	1205
Sturgeon Lake	99	83	155	133	111	111	120	86	129	146	127	90	1390
Town	314	289	311	298	303	247	270	265	233	258	279	222	3289
New	13	8	13	13	6	4	6	15	13	8	19	10	128
Returning	495	435	592	579	536	426	476	424	436	479	496	382	5756
Total Clients	508	443	605	592	542	430	482	439	449	487	515	392	5884
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the													
YES	508	443	605	592	542	430	482	439	449	487	515	392	5884
NO	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	5	8	4	3	11	6	1	2	1	1	1	0	43
Food Bank	24	29	19	16	13	12	5	9	9	10	16	39	201
Mental Health	11	14	8	4	4	7	17	10	5	8	6	3	97
Canadian Child Tax Benefits	6	6	0	3	11	6	8	1	3	0	5	1	50
AISH	29	18	15	15	22	23	26	33	30	28	38	22	299
Income Support	95	90	59	114	97	83	112	84	83	82	89	94	1082
Alberta Adult/Child Health Benefit	7	3	8	7	8	9	17	3	6	3	4	2	77
Housing/ Heart River Housing	25	8	9	11	9	6	16	8	6	8	5	7	118
Service Canada	37	31	56	29	23	19	36	25	30	27	20	21	354
Seniors Information	38	28	26	15	38	29	17	15	10	21	12	10	259
Canada Revenue Agency	32	0	0	0	47	33	26	15	20	17	12	8	
Employment Supports	111	101	110	123	143	88	96	99	122	88	124	62	1267
WCB (Worker's Compensation Board)	6	1	0	2	3	2	0	0	1	1	1	1	18
Technology Assistance	7	3	9	6	7	4	2	2	5	10	5	2	62
childcare subsidy	1	0	0	0	0	1	0	0	1	1	1	0	5
program inquires	17	10	18	19	30	19	48	20	23	30	17	13	264
Legal (faxes, forms, calls)	29	25	37	30	31	27	33	25	31	39	33	23	363
Other questions/inquires	73	68	74	60	80	58	84	107	95	91	107	86	983

The category “other” can represent clients coming into the Resource Center, calling for information, or referrals to various agencies and organizations. Clients call for information including phone numbers to various businesses and organizations, and information on programs and services in other communities. Clients receive assistance with Birth Certificate applications from various provinces across Canada, various education related requests from specific information on programs online to funding such as grants and student loans. Clients also come in needing assistance with Passport applications or, on a rare occasion, renewal applications for Permanent Residency. In October, a client that was assisted with renewing her Permanent Residency status, happily reported that she had received her new documents early and everything had been done correctly.

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 the Town of Valleyview residents.

Year End Report 2019	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	74	68	41	81	73	59	82	64	57	56	61	84	800
Employment Supports	65	66	74	70	75	62	62	68	77	51	73	28	771
Other Clients	175	155	196	147	155	126	126	133	99	151	145	110	1718
Total Clients Visits	314	289	311	298	303	247	270	265	233	258	279	222	3289
Residence Break Down:													
Town of Valleyview	314	289	311	298	303	247	270	265	233	258	279	222	3289
New	10	5	10	9	2	2	5	8	10	6	6	5	78
Returning	304	284	301	289	301	245	265	257	223	252	273	217	3211
Total Clients Visits	314	289	311	298	303	247	270	265	233	258	279	222	3289
YES	314	289	311	298	303	247	270	265	233	258	279	222	3289
NO	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	3	4	0	3	6	6	0	2	1	1	1	0	27
Food Bank	21	23	13	10	13	7	3	5	7	9	14	25	150
Mental Health	7	9	4	4	4	5	8	7	4	1	3	1	57
Canadian Child Tax Benefits	3	3	0		1	3	4	1	1	0	1	1	18
AISH	16	7	10	4	9	10	15	17	13	10	17	7	135
Income Support	74	68	41	81	73	59	82	64	57	56	61	84	800
Alberta Adult/Child Health Benefit	5	1	6	6	6	5	12	3	4	1	2	2	53
Housing/ Heart River Housing	21	7	5	10	6	2	13	7	3	4	3	6	87
Service Canada	18	18	31	17	10	4	11	6	13	7	4	8	147
Seniors Information	22	11	14	11	21	17	10	9	7	13	4	5	144
Canada Revenue Agency	11	47 (39 CVITP)	104 (101 CVITP)	55 (50 CVITP)	14	11	7	4	5	4	6	4	268
Employment Supports	65	66	74	70	75	62	62	68	77	51	73	28	771
WCB(Workers Compensation Board)	3	0	0	1	0	0	0	0	1	0	0	0	5
Technology Assistance	4	3	3	4	4	1	0	2	4	6	4	0	35
Childcare subsidy	1	0	0	0	0	1	0	0	1	0	1	0	4
program inquiries	5	7	9	11	21	7	23	8	14	18	8	9	140
Legal (faxes, forms, calls)	17	17	13	16	13	13	17	12	18	23	11	5	175
Other questions/inquires	42	43	42	23	44	28	33	53	31	37	45	36	457

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

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

Year End Report 2019	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	6	4	4	7	4	7	13	6	8	5	9	2	75
Employment Supports	26	17	19	22	38	18	23	13	39	31	40	20	306
Other Clients	67	62	132	104	67	86	84	67	82	110	78	68	1007
Total Clients Visits	99	83	155	133	111	111	120	86	129	146	127	90	1390
Residence Break Down:													
Sturgeon Lake Cree Nation	99	83	155	133	111	111	120	86	129	146	127	90	1390
New	1	0	1	0	1	1	1	0	1	1	5	2	14
Returning	98	83	154	133	110	110	119	86	128	145	122	88	1376
Total Clients Visits	99	83	155	133	111	111	120	86	129	146	127	90	1390
YES	99	83	155	133	111	111	120	86	129	146	127	90	1390
NO	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	2	3	0	0	2	0	1	0	0	0	0	0	8
Food Bank	0	3	0	0	0	0	0	0	1	0	0	2	6
Mental Health	0	4	0	0	0	0	6	2	0	1	0	1	14
Canadian Child Tax Benefits	2	3	0	0	7	3	4	0	0	0	4	0	23
AISH	8	2	3	3	8	10	8	10	12	16	13	8	101
Income Support	6	4	4	7	4	7	13	6	8	5	9	2	75
Alberta Adult/Child Health Benefit	1	0	0	1	1	4	4	0	0	0	0	0	11
Housing/ Heart River Housing	3	1	3	0	0	4	1	0	1	0	0	0	13
Service Canada	8	5	14	3	8	10	21	16	9	17	11	10	132
Seniors Information	5	9	6	0	5	4	4	1	0	4	2	2	42
Canada Revenue Agency	15	31 (21 CVITP)	85 (77 CVITP)	77(69 CVITP)	25	20	17	8	12	11	6	2	307
Employment Supports	26	17	19	22	38	18	23	13	39	31	40	20	306
WCB(Workers Compensation Board)	0	1	0	0	0	0	0	0	0	0	0	0	1
Technology Assistance	1	0	1	0	0	2	2	0	1	2	0	0	9
Childcare subsidy	0	0	0	0	0	0	0	0	0	0	0	0	0
program inquiries	5	2	2	2	0	1	2	3	3	5	4	2	31
Legal (faxes, forms, calls)	4	5	17	11	12	10	12	9	6	11	11	10	118
Other questions/inquires	20	13	18	19	15	17	27	35	31	42	36	28	301

Income support visit numbers to the Community Resource Center remained high in October with 82 visits to the Resource Center and 89 visits in November. December brought on a multitude of clients needing Income Support to assist them during the holidays. These visits included assistance with emails and phone calls to workers, and completing the application and gathering other necessary documents. Upon completion of new applications, Green View FCSS staff email these documents to the Grande Prairie office and then phone to book the client's phone intake appointment. Aproximately 16 intake appointments were booked at the Green View Community Resource Center in October and November, and in December alone, aproximately 15 intakes occurred.

Employment support numbers decreased in October, however rose significantly in November. 88 clients in October, 124 clients in November and 62 clients in December utilized the Resource Center to create, update, fax and email resumes and receive assistance with online job applications. Clients use the

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

phones and computers to connect with potential employers through websites and also to locate employment opportunities through acquaintances and friends. Clients also use the computers to complete online safety certifications or orientations for new employment.

Mental Health “Walk in Clinic”, provided by Alberta Health Services, at Green View FCSS is available to clients on the last Tuesday of each month between the hours of 8:30 am and noon. In October and November, 14 clients accessed or were referred to Mental Health services at the Community Resource. In December the Mental Health Walk in Clinic was cancelled due to the date occurring during the holidays, however in lieu of this cancellation an extra clinic was scheduled for January 6th.

Clients also accessed support from the Odyssey House outreach worker twice a month at Green View FCSS. Four appointments are available on each of these days, and are available by self-referral or through another agency such as Victims Services. Four individuals received support from the Odyssey House outreach worker on the last visit in October, 3 in November and during the December visit 2 clients were assisted.

December also was a busy month for requests for Food Bank. This has been noted in other years as well as financial struggles tend to be greater during Christmas. The Community Resource Center assisted with 39 requests or information pertaining to the Food Bank, as well as numerous inquiries for Santa’s Anonymous.

The Community Resource Center Coordinator attended the annual Family and Community Support Services Association of Alberta Conference in Edmonton at the end of November and also attended a workshop on anxiety through Public Health in Valleyview.

In December, the Green View Baby Book Bags were also redesigned with the new branding and image and an order was placed to supply Valleyview and Grande Cache Green View FCSS. A book order was also placed in December to restock the Health Unit in the New Year, as we were notified by the Health Unit before the holidays that stock was running low due to an increase of births in Valleyview and the MD of Greenview over the last few months. It is planned that 60 bags will be supplied to the Health Unit in the next couple of months.

In late December, the Community Resource Center Coordinator also assisted Manager Hannaford with the customization of an existing design and order of boxes that are designed to reduce the use of technology, such as cell phones or tablets, in the family home during specific times of the day. These boxes are known as the “Disconnect Boxes” and is an FCSS initiative. The benefits of disconnecting for even short periods of time include better family communication, increased activities as a family or individual, improved sleep quality, and therefore increased quality of life.

Respectfully submitted,
Corinne D’Onofrio

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

REQUEST FOR DECISION

SUBJECT: **Support Coordinators Report**

SUBMISSION TO: GREEN VIEW FAMILY AND
COMMUNITY SUPPORT SERVICES
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 15, 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 January 2020 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 7, 2020

TO: Lisa Hannaford
 FROM: Breanne Major, Support Coordinator
 SUBJECT: Coordinator's Report

During the month of October:

- The FCSS resource centre was busy during the month of October assisting 487 community members. Of those 487 community members 6 were new clients to the resource centre and 481 were returning clients. Income Support and Employment continued to be the most used services out of the resource centre with 56 and 51 clients during the month. Service Canada inquiries had 7 clients requiring services in the resource centre and 18 FCSS program inquiries were made. Commissioning, legal services AISH, and Food Bank services were also accessed this month by clients.
- October was a busy month for the support coordinator training wise with the completion of ICS 100. The Incident Command System (ICS) is a standardized management system to organize and manage a scalable response to any emergency incidents.
- October 23rd the support coordinator wrote and passed the test to become a commissioner of oaths. A 2-3 week processing time will take place before the support coordinator will receive official credentials in the mail.
- The Inter-Generational Healing program continues to run every Wednesday from 6:00pm – 8:30pm.
- November is projected to be another busy month for the support coordinator with the 4th Breakfast with the Guys on November 1st, Sagesse Training in Peace River November 4th, 5th, & 6th, Inter-Generational Healing Wednesday nights and co-workers attending the FCSSAA conference November 27th, 28th, & 29th.

During the month of November:

- November started off with Sagesse training in Peace River on the 4th to 6th for the support coordinator. Sagesse is a Calgary based company who through direct service, capacity building, education or advocacy, our job is to empower people, organizations and communities to aims to break the cycle of domestic violence. As a non-profit organization, Sagesse offers a range of programs and services, including: Peer support groups and mentorship for women who have experienced domestic violence, are at risk of being abused, or women that have been involved in sex work; Capacity building workshops about the experience of domestic violence within 2SLGBTQ+ communities; Education to informal support networks about how to recognize domestic violence, respond (based on the situation), and refer to the appropriate supports; and serve as the backbone agency for the Calgary Domestic Violence Collective (CDVC). The training the support coordinator attended was to become a facilitator for two Sagesse

programs; Finding Our Voice and Growth Circle. Finding Our Voice is six-week group program that focuses on issues related to self-esteem and the importance of effective communication. In Finding Our Voices, participants share their experiences and learn from each other. Topics include self-image, shame, compassion and the significance of healthy relationships – both with ourselves and others. Growth Circle is a 14-week group program that delves into the experience of domestic violence. Topics range from understanding domestic violence, contextualizing experiences of trauma and shame, to creating support systems and building personal power. Facilitators are women who have experienced abuse themselves or have a specific life experience that helps them to understand abuse. We recommend participants complete the six-week Finding Our Voices program prior to registering for Growth Circle; these two programs will be offered in the New Year.

- The Community Resource Centre continued to be utilized by 515 community members during the month of November. Of those 515 community members 19 were new to the resource centre. 89 clients came into the resource centre for matters pertaining to Income Support, 124 clients accessed employment supports, 38 clients had AISH related matters in the resource centre, 20 clients had Service Canada related inquiries, and 12 CRA inquiries. Sixteen clients came into the Centre to inquire about Food Bank and 33 clients came into the centre with Legal related matters.
- With Christmas approaching many community members are needing to continue assistance financially through Alberta Works and coming to the resource centre for information and help faxing, emailing, mailing documents to Alberta Works. The support coordinator also noticed that due to the slow economy there has been older community members applying for early CPP as a means of income; the support coordinator has assisted in the filling out these applications.
- The support coordinator was able provide community members information and refer them regarding community coat drives, Santa's Anonymous, Christmas Toy drives as well during November.
- The support coordinator was able to commission 2 documents the last week of November after finally receiving a commissioning stamp.
- Inter-Generational Healing had its third last group session the last week of November and is starting to wrap of the program which ends on December 11th.

During the Month of December:

- December is known to be the season of giving, with that the support coordinator helped chose 5 families to receive a Christmas Hamper from the Valleyview Hospital staff. Five wonderful and deserving families were chosen and received their hampers and could not have been more surprised and thankful. Pharmasave asked if the FCSS staff could compile a list of 24 names for their giving tree, staff were able to come up with 30 names.
- The Inter-Generational Healing program had its last session on December 11th. Participants reported having a wonderful experience and we sad to see the program come to a close. The last session ended with participants doing a short presentation on how they have grown throughout the program and a pizza party

with their children and facilitators. A recommendation for future facilitation of the program at the community resource centre would be to offer the participants a \$15-20 dollar babysitting voucher per session. This would allow participants to come to the weekly sessions and have the means to pay a sitter. The resource centre was not a suitable space for childcare and the 2.5 hour sessions were too long to try and keep children engaged the entire time and were also too late in the evening for children.

- With the FCSS closed for Christmas holidays and New Year's, the resource centre seen an influx of clients use the FCSS to get any last minute documents faxed or emailed to their respective destinations. A continuous number of clients used the resource centre for employment related services, social assistance, and food bank services,
- Looking forward to the New Year, January 2020 already will be a busy month with the interagency meeting and the H.E.A.R.T meeting on January 7th. A poverty simulation is being held on January 15th. This event promotes a greater understanding of poverty and what it is like to live the lives of low-income families trying to maintain their self-sufficiency on a low income.

Respectfully submitted:

Breanne Major

REQUEST FOR DECISION

SUBJECT: **Youth Coordinators Report**

SUBMISSION TO: GREEN VIEW FAMILY AND
COMMUNITY SUPPORT SERVICES
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: January 15, 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 January 2020 Youth Coordinators report as presented for information.

BACKGROUND/PROPOSAL:

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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:

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FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- January Youth Coordinators Report



January 6th, 2020

TO: Lisa Hannaford

FROM: Amanda Roy, Youth Coordinator

SUBJECT: November, December & January Coordinator's Report

Programs Commencing in November 2019:

- Oscar Adolphson Primary School:
 - Hands Are Not for Hitting Program: Two grade 1 classes will participate in this program which focuses on how children can manage their anger without hitting or throwing a tantrum; includes crafts and story books.
- St. Stephen's Catholic School:
 - Hands Are Not for Hitting Program: One Kindergarten class will participate in this program.
- Harry Gray Elementary School:
 - KIDO: Two grade 6 classes will participate in this program which will focus on peer pressures, bullying, abuse, drugs and online safety.
 - Why Try?: Two grade 5 classes will participate in this program which focuses on making good decisions, and helping children who are frustrated or confused deal with life's challenges.
- Hillside High School:
 - Why Try?: Three grade 7 classes will participate in this program which will focus on making good decisions, and helping children who are frustrated or confused deal with life's challenges.

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 Box 1079
 Valleyview, Alberta
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Programs Continuing in November 2019:

- Oscar Adolphson Primary School:
 - I Can Handle Anger: Three grade 2 classes will continue to practice ways to recognize their response to negative feelings and develop techniques to cool down.
- St. Stephen's Catholic School:
 - I Can Handle Anger: Two grade 2 classes will continue to participate in this program.
 - Mind Up!: Two grade 3 classes will continue to participate in this program.

Programs Commencing in December 2019:

- Ridgevalley School:
 - The program coordinator will do a full day at Ridgevalley School facilitating the following programs:
 - Body Talk to the Grade 5 and Grade 6 students. This is a four week program addresses puberty, anatomy, hygiene and healthy relationships.
 - Skills to the Grade 8 students where they will learn about healthy relationships and how to resist the pressures to become sexually active.
 - Mind Up!: The Grade 3's will participate in this 6 week program, using mindfulness to help teach self-regulation.
 - I Can Handle Anger: Grade 2 students will discover ways to recognize their responses to negative feelings such as frustration, anger and disappointment and develop techniques to calm down.
 - Hands Are Not For Hitting: Grade 1 students will participate in this program.
 - Girls Group: The Youth Program Coordinator will facilitate a small group of junior high girls. This 6 week program will provide them with information on self-care, healthy relationship building with peers and parents, healthy body image and developing social skills.

Programs Completed in November and December 2019

Program	# of Completed Surveys	Outcomes
KIDO	39	97% of participants better understand the potential consequences of bullying/cyber bullying
Why Try?	64	94% pf participants are more likely to take responsibility for their actions even when it is challenging
I Can Handle Anger	71	92% of participants state that since taking ICHA they are better at taking care of problems without using hurtful language, hitting or tantrums.
Hands Are Not For Hitting	28	100% of participants are better at controlling their temper.
Mind Up!	25	96% of participants report being more mindful and caring about other people.

Programs Commencing in January 2020

- Harry Gray Elementary School:
 - Cyber Safety: This will be a three week program for the Grade 5's and 6's designed to provide a more in-depth look at the issues of online safety with a presentation from the RCMP.
- St. Stephens Catholic School
 - Skills: One Grade 8 class will participate in this 8 week program where they will learn about healthy relationships and how to resist the pressures to become sexually active.
 - KIDO: A modified 4 week program for the Grade 6's where they will learn about healthy relationships, anxiety and online safety.
 - Why Try?: This 6 week program will be taught to two Grade 5 classes and one Grade 7 class. The program focuses on making good decisions, and helping children who are frustrated or confused deal with life's challenges.
 - KIDO: Grade 9 students will participate in this 6 week program where they learn about peer pressure, bullying, abuse, drugs and online safety.

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Other:

- Attended VTRA- Violent Threat Risk Assessment Level 1 training.
- Attended PACE Reporting Sexual Assault Workshop. Received valuable information on disclosures and the legal process of sexual assaults.
- Attended Rainbows Training for grief and loss in Edmonton. Received valuable information on how to properly utilize the Rainbows curriculum to better help grieving children and facilitate group sessions.
- Youth Coordinator took online training for Why Try?.
- Babysitting Course was held October 11th at the FCSS Community Resource Centre, with 8 kids attending.
- Met with the Ridgevalley Principle to discuss upcoming training. The school is excited to have us provide programming again this year.
- Youth Coordinator has spent time at the Valleyview Library to build relationships and ensure the youth are supported.
- Youth coordinator has been in contact with FCSS liaison from Penson School in Grovedale and has planned to hold Cool Camp in April of 2020.
- Youth Coordinator has ordered three Sparks Fly Bikes and three workstations to go with the bikes. The following schools will be receiving a bike and workstation, Oscar Adolphson Primary, Harry Gray Elementary (no workstation) and Sheldon Coates Elementary School in Grande Cache. St. Stephens will be receiving a workstation.
- Youth Coordinator has attended Parent Council Meetings at Hillside High School, Harry Gray Elementary and St. Stephens Catholic School to provide the parents and staff with information of the programs FCSS runs in their schools and to introduce themselves as the new coordinator.
- Youth Coordinator will be attending Mental Health First Aid on January 11th & 12th in Valleyview.
- Youth Coordinator will be participating in the Poverty Simulation on January 15th.
- Youth Coordinator will be attending Healthy Youth Relationships on February 9th at the PACE Centre in Grande Prairie.