



REGULAR BOARD MEETING AGENDA

Wednesday, February 17, 2021

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 January 20, 2021 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 Tech to Go- Pilot Program	4
		6.2 FCSS Manager Report	6
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	9.0	
#10	ADJOURNMENT	10.0	

Minutes of a
REGULAR BOARD MEETING
GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES
 Green View Family and Community Support Services Building
 Valleyview, Alberta, on Wednesday, January 20, 2021

1: Chair Perron called the meeting to order at 9:30 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	Tammy Day
Board Member, Greenview Councillor	Duane Didow
Board Member, Greenview Councillor	Roxie Rutt
Board Member, Member at Large, Greenview	Trina Parker-Carroll
Mayor, Town of Valleyview	Vern Lymburner

ATTENDING

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D’Onofrio

ABSENT

Board Member, Town of Valleyview Councillor	Tanya Boman
---	-------------

#2:
AGENDA

2.0 GREEN VIEW FCSS AGENDA
MOTION: 21.01.01 Moved by: BOARD MEMBER, DUANE DIDOW
 That the January 20, 2021 agenda be adopted with the addition:
 8.3 Correspondence- Peace Wapiti School Division
CARRIED

#3.1 REGULAR MEETING MINUTES

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES
MOTION: 21.01.02 Moved by: VICE CHAIR, TERESA PLONTKE
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, November 18, 2020 be adopted as presented.
CARRIED

#3.2 BUSINESS ARISING FROM MINUTES

3.2 BUSINESS ARISING FROM THE MINUTES

#4 DELEGATION 4.0 DELEGATION

#5 OLD BUSINESS 5.0 OLD BUSINESS

#6 NEW BUSINESS 6.0 NEW BUSINESS

6.1 FCSS MANAGER REPORT

MOTION: 21.01.03 Moved by: VICE CHAIR, TERESA PLONTKE
That the Green View FCSS Board accept the January 2021 Manager's report as presented for information.

CARRIED

MOTION: 21.01.04 Moved by: BOARD MEMBER, ROXIE RUTT

That the Green View FCSS Board authorize Administration to provide a maximum of \$1500.00 to the County of Grande Prairie for the Volunteer Appreciation event.

CARRIED

#7 MEMBER REPORTS 7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER PLONTKE

- No report at this time.

BOARD MEMBER PARKER- CARROLL

- Noticing the effects of stress on community members due to COVID-19

BOARD MEMBER DAY

- No report at this time.

BOARD MEMBER DIDOW

- re-elected as the Northwest representative on the Family and Community Support Services Association of Alberta (FCSSAA) Board

BOARD MEMBER RUTT

- No report at this time.

CHAIR PERRON

- commented that during periods of high stress that finding things that give you joy such as hobbies can make a positive change in your mental well being

MAYOR LYMBURNER

- reported that there is a new doctor in the community and that they are in the process of recruiting another

#8
CORRESPONDENCE

8.0 CORRESPONDENCE

8.1 RESOURCE CENTER FOR SUICIDE PREVENTION

8.2 ALBERTA HEALTH SERVICES

8.3 PEACE WAPITI SCHOOL DIVISION

#9 CLOSED
SESSION

9.0 CLOSED SESSION

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, February 17, 2021 at 9:30am.

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 21.01.05 Moved by: Mayor Vern Lymburner
That this meeting adjourns at 12:15pm.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

REQUEST FOR DECISION

SUBJECT: **Tech to Go-Pilot Program**
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: February 17, 2021
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 deliver the Tech to Go Pilot Program up to a maximum of \$3000.00.

BACKGROUND/PROPOSAL:
Many Greenview residents live in isolation and in remote locations. These isolated conditions have compounded since the Covid-19 pandemic as there are residents, especially seniors, who have not left their homes for over 9 months. Use of technology, having access to WIFI, and costs associated with purchasing technological devices can all be barriers for people wishing to connect with family and friends through an alternate method like zoom or facetime. The Tech to Go pilot program would overcome these challenges through provision of devices, WIFI and technological support provided by the Home Support Workers taking cellular loaded iPad to clients to use only while the Support Worker performs duties in the home. The Information Systems Department has recommended a cellular loaded iPad, at an approximate cost of \$1000.00 per unit including case, as the preferred device as it is manageable, safe and the municipality would maintain all rights and have support from the vendor. To ensure success of the project, a total of 3 devices could be purchased and used in Valleyview area, Grovedale area, and the Hamlet of Grande Cache. If the project outcomes are successful, additional devices could be purchased in the future. If the pilot project does not meet intended outcomes, the iPads could be repurposed by administration.

BENEFITS OF THE RECOMMENDED ACTION:
1. The benefit of approving the Tech to Go program is to ensure there is an opportunity for isolated individuals to connect with their friends and family.

DISADVANTAGES OF THE RECOMMENDED ACTION:
There are no perceived disadvantages to offering the Tech to Go Program.

ALTERNATIVES CONSIDERED:

Alternative #1: The Green View Family and Community Support Services Board may choose not to offer the Tech to Go program. This alternative is not recommended, for if residents are provided opportunities for connection, they will have greater success in achieving psychological well-being and reduced isolation.

FINANCIAL IMPLICATION:

Direct Costs: Maximum of \$3000.00 to purchase devices from 2021 operational budget-general and operating supplies.

Ongoing / Future Costs: \$5.00 monthly data charge per unit for data.

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 decides, the technology will be ordered, and staff will be trained to deliver the program.

REQUEST FOR DECISION

SUBJECT: **Managers' Report**

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

MEETING DATE: February 17, 2021
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 February 2021 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):

- February Managers report

Managers Report

February 17, 2021 FCSS Regular Board Meeting

Dear Board Members,

The total number of clients served in 2020 decreased from recent years as a direct result of Covid-19. As many school programs and community events were cancelled the Green View FCSS reach went from a total of 12301 in 2019 to 8739 in 2020. This number is derived from the total number of participants in all programs. We are optimistic that programs will have a resurgence this year.

Administration continues to work with neighboring municipalities to advocate for FCSS programs in the immediate area, demonstrate impact and highlight the various ways we assist residents and communities.

An infographic and letter to Members of Legislature Assembly representing our areas is currently being developed. Six other programs are involved with this initiative including the County and City of Grande Prairie, Hythe, Beaverlodge, Sexsmith and Wembley.

A second-year student from the Social Work Program at Northern Lakes College began her practicum with Green View FCSS last week. She will be with us 2 days per week for the first 6 weeks, then full time in April for the remainder of her practicum. She has a wealth of experience in various areas and was able to assist the Youth Coordinator with developing a self-harm component to include in the KIDO Program (knowing the issues and discussing the options). We are very pleased with her contribution and look forward to working together.

The provincial youth and senior coordinator sharing circles, delivered in conjunction with the provincial association, have been a great success. The youth coordinators session had over 80 people in attendance, and the seniors coordinators session was attended by over 60 people. Both groups wish to continue these sharing opportunities on either a monthly or quarterly schedule.

The Directors Network Committee will meet via zoom on Friday February 12, with Joyce Mellott from the Ministry of Community and Social Services, to review the Program Advice Inventory Listing (PAIL). This listing assists FCSS directors and staff to determine which programs are eligible for FCSS dollars.

The vast majority of the FCSS team joined in a group training delivered by PACE (Peace Area Counselling and Education) on January 28th. The course, Crisis Intervention and Communication Skills, equipped the staff with skills and best practices to assist people who are in crisis. This was an excellent learning opportunity that provided theoretical and practical knowledge.

Included in this report is policy #5001 Home Support, for Board review. Also included are coordinators reports and updates from Grande Cache.

Looking forward to seeing everyone on February 17 @ 9:30.

Warm regards,

Lisa



February 1, 2021

TO: Lisa Hannaford, Manager

FROM: Amber Hennig, Assistant Manager

SUBJECT: February 2021 Grande Cache Office Monthly Report

Assistant Manager Overview

Total of all individuals assisted in January: 229

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

The Assistant Manager completed quarterly reporting for the Alberta Rural Development Network (ARDN). Reporting period was for October 2020 – December 2020. Four individuals accessed the Homelessness Prevention Project in the reporting period. Connection and availability of other sources of funding were used to assist clients. As of January 31, 2021, all 4 individuals report stabilized housing.

In addition to the quarterly report, the Assistant Manager completed the federal Reaching Home annual report. ARDN administers the Reaching Home funding in Alberta. Statistics are as follows for the 2019 – 2020 fiscal reporting period:

- 20 individuals
 - 8 children
 - 5 youth (ages 12 – 30)
 - 5 adults (31 – 64)
 - 2 seniors (65+)

*Age ranges defined by Reaching Home.

An update from ARDN stated preliminary data from the Homelessness Estimation will be released in February with the completed report available in March.

We look forward to the return of the Youth Coordinator to youth activities. Further details regarding upcoming work can be found in the Youth Coordinator report.

Despite COVID restrictions the Outreach Coordinator has been able to still enter the lodge. Whispering Pines Lodge recognizes the positive impact the activities and visits have on the residents mental well-being and as such sought permission for the Outreach Coordinator to continue her work.

The Assistant Manager is currently working on completion of the North American Centre for Threat Assessment and Trauma Response in addition to connecting with service providers that support response to domestic violence with a goal of establishing a collaborative community approach in prevention of domestic violence.

Community Resource Center Coordinator

Information, assistance & referrals (phone calls & office visits) 2020	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	0												0
AISH	0												0
Seniors Supports	4												4
Referrals	12												12
Other	123												123
Total Client Visits	139												139
Residence Break Down:													
Grande Cache	92												92
Cooperatives & Enterprises	15												15
Other	32												32
Total	139												139

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

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

Client statistics for programs administered the Community Resource Center Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Aboriginal Community Activity Fee Assistance Program	29											
CVITP	0											
Eating for Your Well-Being	0											
Hope Exists in Lots of Places (H.E.L.P)	2											
Wheels for Meals	1											
Adopt a driveway	0											
Welcome Packages	0											

The Community resource Centre Coordinator completed the North American Centre for Threat Assessment and Trauma Response training and participated in Crisis Intervention and Communication Skills workshop hosted by PACE.

Training has begun for the 2020 income tax season, provided by the Canada Revenue Agency for the Community volunteer Income Tax Program. In preparation for the upcoming tax season conducted

during health restrictions the CRC Coordinator has reached out to other organizations within the Hamlet of Grande Cache, which have clients who would qualify to have their taxes filed free of charge. Income tax packages, including the forms that are needed for clients to file their taxes will be dropped off with Aseniwuche Winewak Nation. We are waiting to hear back the Trauma Informed Care workers at the Tawow Centre, and the Grande Cache Community Learning and Employment Resource Centre.

Home Support Coordinator

Program Name	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Home Support (Cooperatives & Enterprises)	14											
Home Support (Hamlet of Grande Cache)	19											
Meadows to Mountains Homelessness Prevention Project	2											

The Home Support Coordinator has seen an upswing in the number of agencies making referrals to FCSS for clients to access the Home Support Program and Meadows to Mountains Homelessness Prevention Project. In total 6 referrals were received in January, an increase from an average of 3 per month.

One of the two clients for the Homelessness Prevention Project received financial assistance and the other was able to meet their needs through other sources of funding. The Home Support Coordinator continues to work with both clients. Follow up phone calls and meetings take place to ensure clients are reaching their self-determined goals.

One of the Home Support Workers left our employ in late December. A new worker was hired at the end of January and will start work in February. The Youth Coordinator filled in as a Home Support Worker minimizing disruption of Home Support Services.

A couple of clients who reside in Cooperatives had expressed difficulty getting into the Hamlet for medical appointments. Normally our Home Support Worker or the Outreach Coordinator would provide transportation. Currently this service is on hold due COVID health restrictions. She did connect with AWN and the clients will be provided taxi tickets (temporarily) from AWN to attend medical appointments.

As the Health and Safety Committee representative for the Grande Cache office, the Coordinator will be conducting weekly toolbox meetings with all staff. The weekly meetings will start in February and will be documented accordingly. The Coordinator arranged for a Health and Safety Board to be installed in the office.

The Coordinator participated in the Crisis Intervention and Communication workshop hosted by PACE and continues to work on completion of the North American Centre for Threat Assessment and Trauma Response. In February she will also participate in the Capacity Building training through SAGESSE to facilitate Finding Our Voices and Growth Circles.

Outreach Coordinator

Clients by location	JAN # of clients	FEB # of clients	MAR # of clients	APR # of clients	MAY # of clients	JUN # of clients	JUL # of clients	AUG # of clients	SEP # of clients	OCT # of clients	NOV # of clients	DEC # of clients
Cooperatives & Enterprises	8											
Hamlet of Grande Cache	12											
Whispering Pines	3											
TOTAL NUMBER OF CLIENTS	23											

The month of January has not been without its challenges. The passing of one client and hospitalization of two more was disheartening. Clients continue to express their growing concerns about the impact COVID-19 has on their lives. Feelings of fear, sadness, and anger about the dramatic changes to their normal only intensify as the pandemic wears on. The Coordinator has increased the number of check-in phone calls and when the client is comfortable, in home visits. The level on contact with each client is determined by the client.

Steven MacDonald from AWN joined the Coordinator for a Traditional Teachings event at Whispering Pines Lodge. He shared the teachings of drum making. Non lodge residents are currently prohibited for entering the lodge to participate in the monthly Indigenous activity, that said 10 residents joined for the January activity.

The Coordinator has completed the Community Volunteer Income Tax Program training, participated in the Crisis Intervention and Communications PACE workshop, and continues to work on completion of the North American Centre for Threat and Trauma Response training.

Planning of the February Indigenous event at Whispering Pines Lodge is underway in addition to preliminary planning of the Older Adult Information Day in fall 2021.

Youth Coordinator

The Youth Coordinator returned to FCSS at the beginning of January. Due to a staff shortage in the Home Support Program, she was reassigned Home Support Worker duties. With a new hire secured for Home Support the Coordinator will return to youth related activities in February.

The prolonged absence of the Youth Coordinator in the Grande Cache office will guide February's activities. First order of business is to connect with local schools to establish feasibility of virtual program delivery. Re-establishing connection with Mountain Metis Association (they have recently hired a new youth activity facilitator). Adaptation of program service delivery from in-person to virtual for the Miyo Wichihitowin program and exploration of after school hours delivery.

To: Lisa Hannaford, Manager
From: Coordinator, Adult
Subject: February 2021 Coordinators Report

- The Adult Coordinator has been taking advantage of the wealth of training that has become available in an online format.

Critical Incident Group Debriefing (CIGD) is a short-term group intervention process that focuses on an immediate event. CIGD is one of several methods that may be utilized to lessen the likelihood of people experiencing symptoms of trauma and stress after a critical incident. This group debriefing process provides a place for participants to talk and share experiences, and for the facilitator to teach and provide information about the impact of critical incidents. This one-day workshop is intended for school personnel, social service and health care professionals, counsellors, social workers, managers, human resource professionals, and anyone seeking a better understanding of how to facilitate a group debriefing after a tragic event.

Narrative Therapy- This introductory webinar gave a background to the narrative counselling framework. Which seeks to explore the numerous stories that shape and influence identity, problems, and preferred directions in life. Narrative therapy has been found to be a useful approach to many problems such as addictions, trauma, and mental health concerns. In addition, it also works well with diverse populations and age groups.

Anxiety- Practical Intervention- This workshop explores when anxiety is adaptive and in order, compared to when it becomes disordered. Participants will learn practical and accessible strategies which can be applied to all ages, and help address the physical, emotional, cognitive, and social aspects of anxiety. This one-day workshop is intended for social service and health care professionals, counsellors, social workers, school personnel, and anyone working with those who struggle with anxiety.

- Recertified WHMIS – Workplace Hazardous Material Information System

- **Home Support**

The Home Support program provides basic housekeeping, meal preparation, limited respite and transportation to medical appointments or other essential services. Currently there are 68 clients, 40 from the MD and 28 in Valleyview. With the pandemic Home Support has suspended their transportation service. The Home Support program is continuing to pick up and deliver items for clients that do not have others supports to rely on.

In 2020, 86 people have utilized the Home Support Program. 100 % of the respondents to the survey said that the Home Support Program contributed to their ability to remain in their own home and because of their contact with FCSS and the Home Support worker they know more about how to access community resources. The comments on the evaluations are positive and indicate the clients are doing well but rely on the assistance and friendship of the home support workers. Below are a couple examples of those comments.

“When I call, they are always willing to answer. The emotional support I get from my worker is very helpful in my day-to-day life.”

“The girls are really excellent. She goes beyond cleaning; she brings fun and laughter into my home.”

- 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 coordinator and volunteers are getting ready for the new season to start. Everyone has completed the required security measures and are starting the online learning that is provided by the CRA. In January we completed 7 past year tax returns.

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

VV	MD	SL										2021
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL	
0	0	7	\$ 2,912.00	\$ -	\$ -	\$ 57.00	\$ 1,708.00	\$ -	\$ -	\$ 816.00	\$ 5,493.00	

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

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

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

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

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

- Adult Support and Referral**

The Support and Referral Program supports clientele in many ways. Commonly clients are supported by finding appropriate programs or assisting with applications and or advocacy. In January, 42 people with 64 different needs were assisted.

January 2021 Support Needs	Residence			Explanation/ Example
	MD	VV	SL IR	
Admin Assist		1		Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning		2		Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation				With anyone, Family, Businesses, Government
Aging in Place		1		Utilizing resources/ pre-planning to remain in home
Alberta Benefits	3	3		Alberta Supports, Blue Cross, Alberta Health, AISH
Caregiver Supports		1		Info on programs, strategies, referrals to other
Commissioner/ Notary	3	2	1	
CRA Inquiry		2	2	any Income Tax inquiries, not filing
Elder Abuse		1		Queries and Advise
Estate Planning/ Handling				Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	1	3		GST, Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	2	1		CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	5	3		Queries, home visits
Information	8	6	1	other misc inquiries
Legal		1		Queries, Paperwork,
Maintenance Enforcement Prog				Queries, form assistance
Other FCSS Prog				Referral to another program or worker within FCSS
Referral to other Agency	2	3		
Supportive Listening	2	3		
Technology Assistance		1		cell phone, internet, CRA accounts, email- etc
Monthly Total	26	34	4	64

Michelle Hagen
Adult Coordinator



February 3, 2021

TO: Lisa Hannaford, Manager

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

SUBJECT: February 2021 Coordinator report

Stats Report for January 2021:

Green View FCSS Community Resource Center assisted a total of 276 client visits in the month of January.

The breakdown can be seen below.

Year End Report 2020	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	Year TOTAL
Income Support	12												
Employment Supports	38												
Other Clients	226												
Total Clients Visits	276												
Residence Break Down:													
MD	69												
Sturgeon Lake	64												
Town	143												
New	10												
Returning	266												
Total Clients Visits	276												

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 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	3												3
Employment Supports	15												15
Other Clients	51												51
Total Clients Visits	69												69
Residence Break Down:													
MD	69												69
New	3												3
Returning	66												66
Total Clients	69												69
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the community resources I need.													
YES	69												69
NO													0
Community Social Issues Identified													
CFS	0												0
Food Bank	3												3
Mental health	1												1
Canadian Child Tax Benefits	0												0
AISH	2												2
Income Support	3												3
Alberta Adult/Child Health Benefit	1												1
Housing/ Heart River Housing	0												0
Service Canada	9												9
Seniors Information	3												3
Canada Revenue Agency	9												9
Employment Supports	15												15
WCB (Worker's Compensation Board)	0												0
Technology Assistance	2												2
Childcare subsidy program inquires	0												0
Legal (faxes, forms, calls)	2												2
Legal (faxes, forms, calls)	4												4
Other questions/inquires	11												11

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

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

Year End Report 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	6												
Employment Supports	12												
Other Clients	125												
Total Clients Visits	143												
Residence Break Down:													
Town of Valleyview	143												
New	6												
Returning	137												
Total Clients Visits	143												
Information and Referral Indicators As a result of Green View FCSS Information and Referral program, I know more about how to access the													
YES	143												
NO	0												
Community Social Issues Identified													
CFS	0												
Food Bank	10												
Mental Health	1												
Canadian Child Tax Benefits	0												
AISH	6												
Income Support	6												
Alberta Adult/Child Health Benefit	3												
Housing/ Heart River Housing	5												
Service Canada	10												
Seniors Information	4												
Canada Revenue Agency	11												
Employment Supports	12												
WCB(Workers Compensation Board)	0												
Technology Assistance	3												
Childcare subsidy	0												
program inquires	1												
Legal (faxes, forms, calls)	1												
Other questions/inquires	36												

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

Year End Report 2021	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	3												3
Employment Supports	11												11
Other Clients	50												50
Total Clients Visits	64												64
Residence Break Down:													
Sturgeon Lake Cree Nation	64												64
New	1												1
Returning	63												63
Total Clients Visits	64												64
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the community resources I need.													
YES	64												64
NO	0												0
Community Social Issues Identified													
CFS	1												1
Food Bank	0												0
Mental Health	0												0
Canadian Child Tax Benefits	0												0
AISH	0												0
Income Support	2												2
Alberta Adult/Child Health Benefit	0												0
Housing/ Heart River Housing	0												0
Service Canada	2												2
Seniors Information	0												0
Canada Revenue Agency	20												20
Employment Supports	11												11
WCB(Workers Compensation Board)	0												0
Technology Assistance	1												1
Childcare subsidy	0												0
program inquires	0												0
Legal (faxes, forms, calls)	4												4
Other questions/inquires	12												12

Employment support numbers increased in January 2021. 38 client visits to the Community Resource Center received support to update, print, fax and email resumes. The client computers were utilized by individuals to complete online courses and certifications required by new or existing employers. Clients were also assisted by coordinators at Green View FCSS to complete online job applications. Individuals occasionally find these online job applications and courses to be challenging with their level of technical ability on the computer.

Income Support through Alberta Works and Alberta Supports decreased slightly in January. There were 12 visits to the Resource Center regarding Income Support. Clients are asked to send in rent reports, bank statements, and identification for example, by fax or email occasionally. Other financial needs of clients in January were also addressed by other means such as the Canada Recovery Benefit and the Canada Recovery Sickness Benefit through the Canada Revenue Agency.

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

Clients continue to report that they have had recent layoffs and reduction of hours. Coordinators continue to provide assistance to individuals needing to file for Employment Insurance and also to complete bi-weekly reports with Service Canada. Assistance continues to be provided to individuals needing to set up their Canada Revenue Agency accounts and also in some cases have accounts unlocked and reset by the CRA or assistance to simply access their accounts and locate important documents such as tax assessments.

The CRC Coordinator conducted an interview/assessment with a local individual for the Mountains to Meadows Homelessness Prevention grant. As a result, a family was able to restore hot water to their home by an electrician repairing the issue. The family had been without hot water for a few weeks. This service was provided through Green View FCSS through the grant.

The CRC Coordinator has completed the first video in the Anxiety 4 part video series, and also completed NACTATR Foundation in Threat Assessment and is currently 1/3 completed "Foundation in Trauma Response". The CRC Coordinator will also be completing WHMIS and First Aid in February.

The Support Coordinator has completed the Anxiety series, Narrative Therapy- Tools for Exploring Stories, Crisis Intervention, and is currently working on the NACTATR Foundation in Trauma Response. The Support Coordinator is scheduled to facilitate Finding Our Voices on February 16th to March 23rd pending participant registration. Finding Our Voices is a six-week self-esteem program for women. Participants discuss self-image, effective communication, shame, compassion, and healthy relationships.

Both coordinators will be completing The Impacts of Empathy in March by video conference, as well as Violence and Harassment Training and Hazard Assessment and Control.

The CRC Coordinator will be taking the lead to mentor a second year Social Work student from the Northern Lakes College as she completes her practicum with Green View FCSS. During this time, the individual will become familiar with the roles and regulations of Family and Community Support Services across the province and learn about the various programs and services the Green View FCSS offers locally and across the MD of Greenview.

Twenty Green View FCSS Baby Book Bags were delivered to the Valleyview Health Unit in the beginning of February to be distributed to new parents by the Public Health nurses.

Respectfully submitted,

Corinne D'Onofrio and Breanne Major



February 5th, 2021

TO: Lisa Hannaford

FROM: Amanda Roy, Youth Coordinator

SUBJECT: February Youth Coordinator's Report

Online Programming Commencing in February 2021:

St. Stephens Catholic School

- Hands are Not for Hitting – a 4 week program where Kindergarten students will learn how to use their bodies appropriately when they have difficult emotions.
- I Can Handle Anger – a 6-week program where grade 2 students will learn how to handle their anger in a socially acceptable way and how to deal with difficult emotions.
- Mind Up – Grade 3's will participate in a 6-week program on way to cultivate a positive attitude and building healthy relationships. Modules will include Choosing Optimism, Perspective Taking and Appreciating Happy Experiences.
- Why Try! – Grade 5 students will partake in a 6-week program teaching them that although making good decisions in life is hard it is worth it for them to earn more opportunity, freedom and self respect.
- KIDO - Grade 6's will learn about bullying, abuse, substance abuse and online safety and self-harm.

Continuing Programs

Harry Gray

- KIDO Online- Grade 5's will participate in an hour-long session on online safety.
- KIDO – Grade 6's will learn about bullying, domestic abuse, substance abuse and online safety.
- Body Talk – Grades 5 & 6 will participate in a 4-week program learning about, anatomy, puberty, hygiene and menstruation.

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

Upcoming Programming - March

Ridgevalley School

- I Can Handle Anger – a 6-week program where grade 2 students will learn how to handle their anger in a socially acceptable way and how to deal with difficult emotions.
- Hands are Not for Hitting – a 4 week program where Grade 1 students will learn how to use their bodies appropriately when they have difficult emotions.
- Mind Up – Grade 3's will participate in a 6-week program on way to cultivate a positive attitude and building healthy relationships. Modules will include Choosing Optimism, Perspective Taking and Appreciating Happy Experiences.
- Body Talk – Grades 5 & 6 will participate in a 4-week program learning about, anatomy, reproductive systems, puberty, hygiene, consent and menstruation.

Other:

- The Green View FCSS in association with the FCSSAA hosted the first Youth Programmers Round Table on January 25th. This meeting had 103 registrants and 82 participants. Due to the huge success and feedback from the participants, Green View FCSS will continue to host a monthly meeting for FCSS Youth Programmers until May. The purpose of the meet is to network with other Youth Coordinators, gain new ideas and help to inspire others. Next Youth Programming Sharing Session will be on February 22nd.
- Youth Programmer has reached out to the local homeschooling group to see if they have a need for programming. Awaiting a response.
- Youth Programmer attended The Making of a Resilient Child webinar on January 29th. Tools and tips for fostering Social and Emotional Intelligence, helping kids make mistakes, taking risks and embracing failure, exploring growth mindset verses a fixed mindset were some topics covered.
- Sparks Fly Bikes that were purchased pre-covid have been delivered to Harry Gray Elementary, who received a Sr. Bike and two Jr. Bikes were delivered to Penson School on January 28th.
- Youth Programmer is working with the practicum student to update and add new, relevant material to programs where needed. A lesson on Self Harm was added to the KIDO program.
- Youth Coordinator in the process of completing the online NACTAR (North American Center for Threat Assessment and Trauma Response) training.

Respectfully Submitted,

Amanda Roy

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

Title: Home Support

Policy No: 5001

Effective Date: June 10, 2019

Motion Number: 19.06.441

Supersedes Policy No: 5001-01

Review Date: June 10, 2021



Purpose: The purpose of the Home Support Policy is to provide guidelines on how to administer the Green View Home Support program.

DEFINITIONS

Essential Services means grocery shopping, medical appointments and banking.

Minimal Respite Care means care provided on a short term basis that is provided during regular work day hours.

The Board means the Green View Family and Community Support Services Board.

POLICY

1. Green View FCSS believes it is appropriate to provide home support service based on a variable cost associated with the independent needs assessment to allow people to remain in their own homes.
2. The Green View FCSS board may make policy recommendations to Greenview Council. Greenview Council must approve any recommended policy before they come into effect.
3. Annually, the Board will establish a budget for the Home Support Program.
4. To protect staff and the municipalities from liability, Home Support workers may not provide current Green View Home Support clients service outside of agreed upon number of hours per week.
5. All services will be provided based on a maximum of 4 hours per week per client. Requests for additional hours may be approved by the Home Support Coordinator or the FCSS Manager.

PROCEDURE

1. Eligibility of clients is based on, but not limited to, the following factors:
 - a. Individual needs assessment
 - b. Availability and/or access to other resources

2. Services to be provided may include, but are not limited to:
 - a. Assistance with light housekeeping
 - b. Minimal respite
 - c. Meal preparation
 - d. Travel to essential services

3. Responsibilities
 - 3.1. Staff
 - 3.1.1. The Home Support Coordinator will advertise and promote Home Support services through newsletters, brochures, health agencies and other community groups.
 - 3.1.2. The Home Support Coordinator will conduct an interview and complete an assessment form, which will include, but not be limited to, the following:
 - a. income
 - b. living and medical expenses
 - c. insurance and utilities
 - d. vehicle expenses
 - 3.1.3. When a client is approved for the program, the Home Support Coordinator will coordinate services with the Home Support Worker.
 - 3.1.4. The Manager of FCSS will report to the Board on the number of clients, types of services provided, and hours worked in the Home Support Program.
 - 3.1.5. The Home Support Coordinator will provide the client with written notice prior to removing them from the program.

 - 3.2. Board
 - 3.2.2. The Board will, within thirty (30) days, meet to hear any appeals from clients who have been removed from the program. The Board's decision is final and binding to all parties.
 - 3.2.3. The Home Support fee is to be reviewed and approved annually by the Board.

 - 3.3. Members of the Public
 - 3.3.2. Individuals or family members may request support through this program by contacting the Home Support Coordinator.
 - 3.3.3. In the event a client is removed from the program and disagrees with the decision of the Home Support Coordinator, they may appeal in writing to the Board within seven (7) days of the discontinued service.