



## REGULAR BOARD MEETING AGENDA

Wednesday March 16, 2022

9:30am

Meeting Room  
Green View FCSS Building

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#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES	3.1 Regular Green View Family and Community Support Services Meeting minutes held February 16, 2022 to be adopted.  3.2 Business Arising from the Minutes	1
#4	DELEGATION	4.0	
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 FCSS Manager Report	4
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	9.0	
#10	ADJOURNMENT	10.0	

1

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, February 16, 2022

**# 1:** Chair Perron called the meeting to order at 9:31 am.  
**CALL TO ORDER**

**PRESENT**

Chair, Member at Large, Greenview	Roxanne Perron
Board Member, Member at Large, Greenview	Tammy Day
Board Member, Greenview Councillor	Sally Rosson
Board Member, Member at Large, Greenview (Zoom)	Trina Parker-Carroll
Board Member, Town of Valleyview Mayor (Zoom)	Vern Lymburner
Board Member, Greenview Councillor (Zoom)	Duane Didow

**ATTENDING**

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D'Onofrio

**ABSENT**

**#2:**  
**AGENDA**

**2.0 GREEN VIEW FCSS AGENDA**  
**MOTION: 22.02.06** Moved by: BOARD MEMBER, TAMMY DAY  
 That the February 16, 2022 agenda be adopted as presented.  
 CARRIED

**#3.1**  
**REGULAR**  
**MEETING**  
**MINUTES**

**3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES**  
**MOTION: 22.02.07** Moved by: BOARD MEMBER, SALLY ROSSON  
 That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, January 19, 2022 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: 22.02.08** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL  
That the Green View FCSS Board accept the February 2022 Manager's report as  
presented for information.

CARRIED

**MOTION: 22.02.09** Moved by: BOARD MEMBER, TRINA PARKER-CARROLL  
Green View FCSS Board approves Administration to offer the Wize Guys program  
pending the selection process.

CARRIED

#7  
MEMBER  
REPORTS

**7.1 CHAIR/MEMBER REPORTS**

**BOARD MEMBER PARKER- CARROLL**

- Attended the Walking with Families meeting in Valleyview, lots of programming and collaboration is happening in Valleyview

**BOARD MEMBER DAY**

- Receiving inquiries from residents about the Grovedale Senior's Housing project

**CHAIR PERRON**

- As a Member of the Greenview Library Board, engaged in a conversation with members of the Board regarding the programs and services offered in Grande Cache

**BOARD MEMBER ROSSON**

- Commented on the positive collaboration between Green View FCSS and the Multiplex to offer programming.
- Looking forward to upcoming FCSS 101 training
- Mentioned that RCMP attended Committee of the Whole, and was interested to hear that crime rates locally were comparable to those of Wetaskiwin

**BOARD MEMBER LYMBURNER**

- Currently looking for a resident of the Town of Valleyview to be a member of the Green View FCSS Board
- RCMP are building a new detachment next to the hospital

**BOARD MEMBER DIDOW**

- Mentioned the RCMP attending the Committee of the Whole and the re-implementation of the Domestic Violence Court Program in the spring of 2022

#8

CORRESPONDENCE

**8.0 CORRESPONDENCE**

#9 CLOSED  
SESSION

**9.0 CLOSED SESSION**

The next Green View FCSS Board Meeting will be tentatively scheduled for Wednesday, March 16, 2022 at 9:30am.

#10

ADJOURNMENT

**10.0 ADJOURNMENT**

**MOTION: 22.02.10** Moved by: BOARD MEMBER, SALLY ROSSON  
That this meeting adjourns at 11:56 am.

CARRIED

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F.C.S.S. MANAGER

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F.C.S.S. CHAIR

## REQUEST FOR DECISION

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SUBJECT: **Managers' Report**

SUBMISSION TO: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES  
BOARD

REVIEWED AND APPROVED FOR SUBMISSION

MEETING DATE: March 16, 2022

GM:

MANAGER: LDH

DEPARTMENT: GREEN VIEW FAMILY AND  
COMMUNITY SUPPORT SERVICES

PRESENTER: LDH

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RELEVANT LEGISLATION:

**Green View FCSS Policy**– N/A

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RECOMMENDED ACTION:

**MOTION: That Green View Family and Community Support Services Board accept the March 2022 Managers report as presented for information.**

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BACKGROUND/PROPOSAL:

Monthly Managers reports are provided to the Board for information.

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BENEFITS OF THE RECOMMENDED ACTION:

The benefit of accepting the report is to update the Board on services provided by the Manager.

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DISADVANTAGES OF THE RECOMMENDED ACTION:

There are no perceived disadvantages to accepting the report.

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ALTERNATIVES CONSIDERED:

N/A

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FINANCIAL IMPLICATION: N/A

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STAFFING IMPLICATION: N/A

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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.

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**FOLLOW UP ACTIONS:**

N/A

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**ATTACHMENT(S):**

- March Managers report

Green View FCSS  
March 2022 Managers' Report

Dear Board members,

Administration has compiled the statistics and outcomes for all 2021 programming. There were 9820 individuals serviced in 2021, compared to 8739 in 2020. The increase in numbers was mainly due to residents accessing employment services.

Green View FCSS was successful in their application to be a scaling site for the WiseGuyz Training Institute. WiseGuyz is an evidence-informed participatory program designed to promote healthy relationships and prevent adolescent dating violence. The program provides a safe space for participants to reflect on the impacts of harmful gender stereotypes and build essential relationship skills. These skills aim to promote healthy sexuality and relationship development while decreasing attitudes related to homophobia and gender-based violence. Four members of the team will attend a 5-day training session in Calgary from March 21-25, with a potential roll-out of the program in Grande Cache this fall.

FCSS administration took part in an emergency response tabletop exercise on March 1 in Grande Cache. This exercise was designed to allow staff the ability to focus on testing all aspects of an emergency activation of a Greenview Emergency Operations Center from start to finish. The FCSS team's role in an emergency includes all aspects of emergency social services such as registration, housing, food, clothing, childcare, pet care and other personal services.

After two years of closure due to COVID, the Big Horn Golden Age Club in Grande Cache is ready to start offering activities to their membership. Administration will be meeting with members on March 15, 2022, to discuss FCSS offerings and determine what programs will be provided to the Club. Examples of potential offerings are Just In Case Workshops, FCSS awareness sessions, seniors' benefits, forms assistance, guest speakers, and a seniors week activity.

The Home Support program in Grande Cache is going strong with 47 clients receiving service, 18 clients residing in a Cooperative or Enterprise and the remaining 29 residing in the Hamlet. Creative Grief and Loss has 5 clients receiving individual support in addition to group sessions being conducted weekly at Whispering Pines Lodge where 4-5 residents are in attendance at each session.

Administration is collaborating with Grande Yellowhead Public School Division, Grande Cache Municipal Library, Mountain Metis Youth Connections, and Grande Cache Recreation Centre on development of a summer program calendar. The same group had identified a comprehensive spring break (March 24 – April 3) lineup of programs, and it was determined that offering a Kids Conference typically scheduled for Spring Break, would disrupt the scheduled activities planned by the other groups. Administration recommends not hosting a Kids Conference in 2022.

The FCSS team is assisting the agricultural department to host a stress management workshop directed at agricultural producers in the area. We have reached out to the Suicide Prevention Resource Centre to engage the Tough Enough to Talk About It facilitator.

The Community Volunteer Income Tax Program is underway and is offered free of charge to everyone who meets the eligibility criteria. This includes doing taxes for current and previous years so individuals can qualify for their federal, provincial, and municipal programs and services.

To be eligible, individuals must have a modest income and a simple tax situation. In general, a tax situation is simple if an individual has no income or if their income comes from the following sources: employment, pension benefits such as Canada Pension Plan, Old Age Security, Disability Pension, Workers Compensation, employment insurance, or social assistance.

The CVITP program does not do returns for self employed, people with farm income, those with over \$1000 in interest income, or people in a bankruptcy process.

In our area the average cost of filing a tax return that would be eligible for the CVITP is \$130, a person with no income to file being about \$90.00 and a person with donations and medical expenses being \$180 or more.

This may not seem like a big expense for someone earning a living, but many of the clientele that use this service must choose between getting their taxes done or buying groceries for that week. Our service has clientele that fit into one of these 3 categories:

**Seniors**, one third of the clientele fit here. The senior's that utilize our program rely heavily on financial supplements and have an income of less than \$22,000.00 per year. These are often the people that have additional slips like donations and medical expenses that make getting their returns done by a tax preparer expensive.

**Struggling Families**, often a single parent with multiple T4's due to working several part-time jobs to get by, and often with education expenses. Additional family members and multiple T-slips increase the cost of getting a return completed.

**Low Income clientele** have the simplest returns to complete but have an income level of less than \$10,000 per year. They are the most dependent on programs and services that require tax returns be completed. They are also the most vulnerable people that we see, often having past returns done incorrectly or not at all.

Offering the Community Volunteer Income Tax program in the FCSS office is significant. Often clients come in looking for income assistance, only to find out that their tax returns must be done to even apply. If residents are here because they cannot afford prescriptions, they would not be able to afford to get their tax return done, and their prescription assistance application would be useless. Typically, returns are completed on the spot and processing is not delayed.

Over the years we have seen examples in which this program made significant changes to people's lives. E.G #1 The senior with poor mental and physical health living in squalor that needed 5 years of returns completed so she could get financial supplements that enabled her to move into an appropriate care facility.

E.G #2 The disabled man that could not keep up his maintenance payments for his children, and lost his driver's license to maintenance enforcement. His physical and mental health was at rock bottom when he came into the FCSS resource centre, and assistance was provided to make an AISH application and receive the Disability Tax Credit. When we completed 10 years of returns with the proper tax credits

applied, maintenance enforcement received enough money to pay off his \$20,000 debt and give that to his family.

E.G #3 A low-income earner with a physical handicap who works several part-time jobs. In the process of completing his return we noted that he may qualify for a disability tax credit. He did qualify and since he had been working with his handicap for numerous years, when we went back and applied that credit to his past filings, he received a large enough return to pay off debt and make a significant improvement to his home.

The Community Volunteer Income Tax program is accomplishing more than saving people the cost of filing a tax return. It is about ensuring that our seniors, struggling families and marginalized community members are getting the benefits they are entitled to.

Volunteer appreciation dinners are scheduled for Valleyview on April 21 @ the Memorial Hall, and April 20 in Grovedale at the community hall. Volunteers are being recognized in Grande Cache though gift cards. The data collected this year will be used to determine the viability of hosting a Volunteer Appreciation Dinner in Grande Cache in 2023.

A service provider in Grande Cache who is completing a master's degree in psychotherapy and counselling is available to work with youth. This short-term therapy is available to all residents of the hamlet and is subsidized by Green View FCSS through the professional services operational budget.

Green View FCSS is partnering with the Family Resource Network from Fox Creek by providing an office space for the Home Visitation worker in the Community Resource Center in Valleyview. This partnership will be advantageous for all involved and will provide a local space for families to access Family Resource Network services.

Coordinator reports and 2021 actuals are included in this report.

Looking forward to seeing you on March 16 @ 9:30.

Lisa

Sub-Department	Object	Account Description	2021 Approved	2021 Actuals	Variance	% Variance	Notes
<b>FCSS Administration</b>							
6-36-360-000-6001	6001	Salaries	\$1,317,728.00	\$1,129,965.87	\$187,762.13	85.75%	
6-36-360-000-6004	6004	Employer Contributions	\$294,905.00	\$273,842.40	\$21,062.60	92.86%	
6-36-360-001-6011	6011	Accommodation & Subsistence	\$4,000.00	\$785.23	\$3,214.77	19.63%	
6-36-360-003-6011	6011	Accommodation & Subsistence GC	\$4,000.00	\$0.00	\$4,000.00	0.00%	
6-36-360-001-6012	6012	Transportation Expenses	\$2,000.00	\$702.08	\$1,297.92	35.10%	
6-36-360-003-6012	6012	Transportation Expenses GC	\$4,000.00	\$3,104.22	\$895.78	77.61%	
6-36-360-001-6015	6015	Memberships Seminars Conferences	\$4,000.00	\$426.32	\$3,573.68	10.66%	
6-36-360-003-6015	6015	Memberships Seminars Conferences GC	\$4,000.00	\$842.96	\$3,157.04	21.07%	
6-36-360-001-6033	6033	Telecommunications Services	\$2,000.00	\$575.92	\$1,424.08	28.80%	
6-36-360-003-6033	6033	Telecommunications	\$5,000.00	\$7,102.72	\$2,102.72	142.05%	
6-36-360-001-6041	6041	Auditing & Accounting Services	\$1,000.00	\$1,000.00	\$0.00	100.00%	
6-36-360-001-6121	6121	Power Supply Services	\$0.00	\$7,399.49	\$7,399.49	#DIV/0!	
6-36-360-001-6122	6122	Natural Gas Service	\$0.00	\$1,151.84	\$1,151.84	#DIV/0!	
6-36-360-001-6129	6129	Local Utilities - Water/Sewer/Garbage	\$0.00	\$994.51	\$994.51	#DIV/0!	
6-34-360-001-6158	6158	Homelessness Prevention Program	\$22,500.00	\$15,543.67	\$6,956.33	69.08%	AJE to be completed AJE#1
			\$1,665,133.00	\$1,443,437.23	\$221,695.77	86.69%	
<b>FCSS Board</b>							
6-36-361-000-6003	6003	Honorariums	\$24,000	\$12,854.00	-\$11,146.00	53.56%	
6-36-361-000-6004	6004	Employer Contributions	\$2,500	\$988.60	-\$1,511.40	39.54%	
6-36-361-000-6011	6011	Accommodation & Subsistence	\$5,000	\$854.77	-\$4,145.23	17.10%	
6-36-361-000-6012	6012	Transportation Expenses	\$7,000	\$3,254.06	-\$3,745.94	46.49%	
6-36-361-000-6015	6015	Memberships Seminars Conferences	\$4,500	\$1,069.92	-\$3,430.08	23.78%	
			\$43,000	\$19,021.35	-\$23,978.65	44.24%	
<b>Youth &amp; Other FCSS Programs</b>							
6-36-362-000-6011	6011	Accommodation & Subsistence	\$2,000.00	\$0.00	\$2,000.00	0.00%	
6-36-362-003-6011	6011	Accommodation & Subsistence GC	\$1,800.00	\$1,435.39	\$364.61	79.74%	
6-36-362-000-6012	6012	Transportation Expenses	\$1,500.00	\$32.68	\$1,467.32	2.18%	
6-36-362-003-6012	6012	Transportation Expenses GC	\$1,500.00	\$36.81	\$1,463.19	2.45%	
6-36-362-000-6013	6013	Training & Education	\$1,500.00	\$446.90	\$1,053.10	29.79%	
6-36-362-003-6013	6013	Training & Education GC	\$1,500.00	\$397.00	\$1,103.00	26.47%	
6-36-362-000-6040	6040	Professional Services	\$3,000.00	\$581.36	\$2,418.64	19.38%	
6-36-362-003-6040	6040	Professional Services GC	\$10,000.00	\$3,100.00	\$6,900.00	31.00%	
6-36-362-000-6109	6109	General & Operating Supplies	\$15,000.00	\$10,701.69	\$4,298.31	71.34%	
6-36-362-003-6109	6109	General & Operating Supplies GC	\$7,000.00	\$7,928.88	\$928.88	113.27%	
6-36-362-003-6143	6143	Rental of Building	\$1,500.00	\$0.00	\$1,500.00	0.00%	
			\$46,300.00	\$24,660.71	\$21,639.29	53.26%	
<b>Community Resource Centre</b>							
6-36-363-001-6011	6011	Accommodation & Subsistence	\$1,000.00	\$0.00	\$1,000.00	0.00%	
6-36-363-003-6011	6011	Accommodation & Subsistence GC	\$1,000.00	\$0.00	\$1,000.00	0.00%	
6-36-363-001-6012	6012	Transportation Expenses	\$300.00	\$0.00	\$300.00	0.00%	
6-36-363-003-6012	6012	Transportation Expenses GC	\$300.00	\$83.63	\$216.37	27.88%	
6-36-363-001-6013	6013	Training & Education	\$1,000.00	\$402.32	\$597.68	40.23%	
6-36-363-003-6013	6013	Training & Education GC	\$1,000.00	\$284.20	\$715.80	28.42%	
6-36-363-001-6033	6033	Telecommunication Services	\$5,000.00	\$4,367.39	\$632.61	87.35%	
6-36-363-003-6033	6033	Telecommunication Services GC	\$5,000.00	\$0.00	\$5,000.00	0.00%	
6-36-363-001-6076	6076	Repair/Maintenance of Motor Vehicles	\$1,500.00	\$1,765.12	\$265.12	117.67%	
6-36-363-001-6105	6105	Fuels & Oils	\$2,500.00	\$589.48	\$1,910.52	23.58%	
6-36-363-001-6109	6109	General & Operating Supplies	\$12,000.00	\$6,916.29	\$5,083.71	57.64%	Includes \$179.14 from 360-000/0/3-6032 - AJE#2 t/b completed
6-36-363-003-6109	6109	General & Operating Supplies GC	\$10,000.00	\$3,251.02	\$6,748.98	32.51%	
6-36-363-001-6121	6121	Power Supply Services	\$0.00	\$0.00	\$0.00		
6-36-363-001-6122	6122	Natural Gas Service	\$0.00	\$0.00	\$0.00		

6-36-363-001-6129	6129	Utilities - Water/Sewer/Garbage	\$0.00	\$0.00	\$0.00	
6-36-363-003-6143	6143	Rental of Building GC	\$12,500.00	\$5,054.89	\$7,445.11	40.44%
			\$53,100.00	\$22,714.34	\$30,385.66	42.78%

**Home Support**

6-36-364-001-6011	6011	Accommodation & Subsistence	\$2,000.00	\$0.00	\$2,000.00	0.00%
6-36-364-003-6011	6011	Accommodation & Subsistence GC	\$1,500.00	\$0.00	\$1,500.00	0.00%
6-36-364-001-6012	6012	Transportation Expenses	\$70,000.00	\$79,103.65	\$9,103.65	113.01%
6-36-364-003-6012	6012	Transportation Expenses GC	\$15,000.00	\$1,458.66	\$13,541.34	9.72%
6-36-364-001-6013	6013	Training & Education	\$2,000.00	\$3,727.03	\$1,727.03	186.35%
6-36-364-003-6013	6013	Training & Education GC	\$1,500.00	\$2,401.21	\$901.21	160.08%
6-36-364-001-6036	6036	Mobile Communication Services	\$4,000.00	\$5,018.16	\$1,018.16	125.45%
6-36-364-003-6036	6036	Mobile Communication Services	\$0.00	\$620.55	\$620.55	
6-36-364-001-6104	6104	PPE & First Aid Supplies	\$1,500.00	\$534.25	\$965.75	35.62%
6-36-364-003-6104	6104	PPE & First Aid Supplies	\$1,500.00	\$83.97	\$1,416.03	5.60%
			\$99,000.00	\$92,947.48	\$6,052.52	93.89%

Includes \$1424.75 from 360-000/1-6036 - AJE#3 t/b completed

Includes \$354.57 from 364-000-6104 - AJE #4 t/b completed

**Liaison Worker Program**

6-36-365-000-6202	6202	Peace Wapiti School Division Grant	\$45,000.00	\$45,000.00	\$0.00	100.00%
			\$45,000.00	\$45,000.00	\$0.00	100.00%

**Grants to Individual Organizations**

6-36-366-000-6202	6202	Grants to Organizations	\$97,820.00	\$84,320.00	\$13,500.00	86.20%
			\$97,820.00	\$84,320.00	\$13,500.00	86.20%

Refund grant - Big Brothers Big Sisters

**Outreach Coordinator Program**

6-36-368-003-6011	6011	Accommodation & Subsistence	\$1,000.00	\$0.00	\$1,000.00	0.00%
6-36-368-000-6012	6012	Transportation Expenses	\$1,000.00	\$0.00	\$1,000.00	0.00%
6-36-368-000-6013	6013	Training & Education	\$1,000.00	\$99.00	\$901.00	9.90%
			\$3,000.00	\$99.00	\$2,901.00	3.30%

Includes \$99 from 368-003-6013 - AJE #5 t/b completed

**Support Coordinator Program**

6-36-369-000-6011	6011	Accommodation & Subsistence	\$1,000.00	\$0.00	\$1,000.00	0.00%
6-36-369-000-6012	6012	Transportation Expenses	\$500.00	\$239.76	\$260.24	47.95%
6-36-369-000-6013	6013	Training & Education	\$1,000.00	\$538.90	\$461.10	53.89%
			\$2,500.00	\$778.66	\$1,721.34	31.15%

Department Total			\$2,054,853.00	\$1,732,978.77	\$321,874.23	84.34%
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All sub-departments	Object	Account Description	2021 Approved	2021 Actuals	Variance	% Variance	Notes
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## FCSS

5-53-537-000-5200	5200	Sales of Goods and Services	\$28,000.00	\$40,044.07	\$12,044.07	143.01%	
5-53-537-003-5200	5200	Sales of Goods and Services - GC	\$4,000.00	\$666.25	\$3,333.75	16.66%	
5-53-537-000-5299	5299	Accommodation & Subsistence	\$45,000.00	\$45,000.00	\$0.00	100.00%	
5-53-537-003-5809	5809	Accommodation & Subsistence GC	\$22,500.00	\$20,235.00	\$2,265.00	89.93%	
5-55-552-000-5706	5706	Transportation Expenses	\$387,161.00	\$387,161.00	\$0.00	100.00%	
5-55-554-001-5709	5709	Transportation Expenses GC	\$193,239.00	\$193,239.63	\$0.63	100.00%	
			<b>\$679,900.00</b>	<b>\$686,345.95</b>	<b>\$6,445.95</b>	<b>100.95%</b>	

AJE #6 t/b completed - move \$96k to 2022 revenue

To: Lisa Hannaford, Manager  
From: Coordinator, Adult  
Subject: March 2022 Coordinators Report

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

The CVITP program is taking drop offs now and the volunteers are booked to start completing returns on March 8.

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

The CVITP service is offered free of charge to everyone who meets the eligibility criteria. This includes doing taxes for the current and previous years so the individuals can qualify for their federal, provincial, and municipal programs and services.

To be eligible for the CVITP, individuals must have a modest income and a simple tax situation. In general, a tax situation is simple if an individual has no income or if their income comes from these sources: employment, pension benefits, such as Canada Pension Plan, Old Age Security, Disability Pension, Workers Compensation, employment insurance, or social assistance.

The CVITP program does not do returns for self employed persons, persons with farm income, with over \$1000 in interest income, or persons in a bankruptcy process.

In our area the average cost of filing a tax return, that would be eligible for the CVITP is \$130, a person with no income to file being about \$90.00 and a person with donations and medical expenses being \$180 or more.

This may not seem like a big expense for someone earning a living, but many of the clientele must chose between getting their taxes done or buying groceries for that week. Our service has clientele that fit into one of these 3 categories.

Seniors, one third of the clientele fit here. The senior's that utilize our program rely heavily on financial supplements and have an income of less than \$22,000.00 per year. These are often the people that have additional slips like donations and medical expenses that make getting their returns done by a tax preparer expensive.

Struggling Families, often single parent with multiple T4's due to working several part-time jobs to get by. Sometimes with education expenses. Additional family members and multiple T-slips increase the cost of getting a return completed.

Low Income clientele has the simplest returns to complete but have an income level of less than \$10,000 per year. They are the most dependent on programs and services that require tax returns be completed. They are also the most vulnerable people that we see, often having past returns done incorrectly or not at all.

Having the CVITP here in the FCSS office is significant. Often clients come in looking for income assistance, only to find out that their tax returns must be done to even apply. If they are here because they cannot afford their prescription, they would not be able to go pay to get their tax return done and their assistance application would go nowhere. Usually, we can do them right away and it does not hold up the processes.

Over the years we have seen examples in which this program made significant changes to peoples lives. The senior with poor mental and physical health living in squalor that needed 5 years of returns completed so she could get financial supplements that enabled her to move into an appropriate care facility. The disabled man that could not keep up his maintenance payments for his children, and lost his drivers license to maintenance enforcement. His physical and mental health was at rock bottom when he came into the FCSS resource centre, and we assisted him to make an AISH application and receive the Disability Tax Credit. When we completed 10 years of returns with the proper tax credits applied, Maintenance Enforcement received enough money to pay

off his \$20,000 debt and give that to his family. A low-income earner with a physical handicap that works several part-time jobs. In the process of completing his return we noted that he may qualify for a disability tax credit. He did qualify and since he had been working with his handicap for numerous years, when we went back and applied that credit to his past filings, he received a large enough return to pay off debt and make a significant improvement to his home.

The Community Volunteer Income Tax program is accomplishing more than saving people the cost of filing a tax return. It is about ensuring that our seniors, struggling families and low income, sometimes marginalized community members are getting the benefits that they are entitled to, and that they can apply for assistance programs so they can be housed, get prescriptions, and feed their families.

- **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 67 clients, 45 from the MD and 22 in Valleyview. We provide essential shopping for five clients. In February we transported clients 9 times to appointments.

- **Balance- Restorative Yoga**

Balance is a restorative yoga program. This program is a support (chair) based yoga designed to restore or improve flexibility, strength, and balance. Our target participants are experiencing a reduction in these assets due to injury, illness, surgery, or hospitalization.

In DeBolt, Balance started on Jan 25<sup>th</sup> and it is running once a week until April 19<sup>th</sup>.

In Valleyview, Balance started Feb 11<sup>th</sup> and running twice a week for 10 sessions.

- **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. Most of the time is spent assisting people with caregiver supports, estate paperwork, and advanced planning tasks such as doing Wills, Power of Attorney's, and Personal Directives. These can take multiple phone calls and meetings. In the month of February, we assisted 38 people with 59 different needs.

<b>February 2022</b>	<b>Residence</b>			<b>38</b>
<b>Support Needs</b>	<b>MD</b>	<b>VV</b>	<b>SLCN</b>	<b>Explanation/ Example</b>
Admin Assist	1	3	1	Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning	1			Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation	1		1	With anyone, Family, Businesses, Government
Aging in Place		1		Utilizing resources, preplanning to remain
Alberta Benefits	1	2	2	Alberta Supports, Blue Cross, Alberta Health, AISH
Caregiver Supports		1		Info on programs, strategies, referrals to other
Commissioner/ Notary	3	1	1	
CRA Inquiry		2		any Income Tax inquiries, not filing
Elder Abuse				Queries and Advise
Estate Planning/ Handling	1			Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	1	1	1	GST, Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	1		1	CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	12	1		Queries, home visits
Information	6	1	1	
Legal				Queries, Paperwork,
Maintenance Enforcement Prog		1		Queries, form assistance
Other FCSS Prog	1			Referral to another program or worker within FCSS
Referral to other Agency	4			
Supportive Listening	3		1	
Technology Assistance				cell phone, internet, CRA accounts, email- etc
<b>Monthly Total</b>	<b>36</b>	<b>14</b>	<b>9</b>	<b>59</b>

*Michelle Hagen*  
*Adult Coordinator*



March 4, 2022

TO: Lisa Hannaford, Manager

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

SUBJECT: March Coordinator report

### Stats Report for February 2022:

Green View FCSS Community Resource Center assisted a total of 454 client visits in the month of February 2022.

The breakdown can be seen below.

<b>Year End Report 2020</b>	<b>JAN</b>	<b>FEB</b>	<b>MAR</b>	<b>APR</b>	<b>MAY</b>	<b>JUNE</b>	<b>JULY</b>	<b>AUG</b>	<b>SEPT</b>	<b>OCT</b>	<b>NOV</b>	<b>DEC</b>	<b>Year TOTAL</b>
Income Support	42	46	0	0	0	0	0	0	0	0	0	0	0
Employment Supports	70	53	0	0	0	0	0	0	0	0	0	0	0
Other Clients	306	355	0	0	0	0	0	0	0	0	0	0	0
<b>Total Clients Visits</b>	<b>418</b>	<b>454</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Residence Break Down:</b>													
MD	103	90	0	0	0	0	0	0	0	0	0	0	0
Sturgeon Lake	90	125	0	0	0	0	0	0	0	0	0	0	0
Town	225	239	0	0	0	0	0	0	0	0	0	0	0
New	5	10	0	0	0	0	0		0	0	0	0	
Returning	413	444	0	0	0	0	0	0	0	0	0	0	0
<b>Total Clients Visits</b>	<b>418</b>	<b>454</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	7	6											13
Employment Supports	17	6											23
Other Clients	79	78											157
<b>Total Clients Visits</b>	<b>103</b>	<b>90</b>											<b>193</b>
<b>Residence Break Down:</b>													
MD	103	90											193
New	1	3											4
Returning	102	87											189
Total Clients	103	90											193
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	103	90											193
NO	0	0											0
Community Social Issues Identified													
CFS	1	1											2
Food Bank	3	7											10
Mental health	1	0											1
Canadian Child Tax Benefits	0	0											0
AISH	0	4											4
Income Support	7	6											13
Alberta Adult/Child Health Benefit	1	2											3
Housing/ Heart River Housing	0	2											2
Service Canada	3	4											7
Seniors Information	6	11											17
Canada Revenue Agency	2	3											0
Employment Supports	17	6											23
WCB (Worker's Compensation Board)	0	2											2
Technology Assistance	22	16											38
Childcare subsidy	0	0											0
program inquires	6	6											12
Legal (faxes, forms, calls)	0	3											3
Other questions/inquires	10	10											20

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

Green View Family & Community Support Services  
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The table below shows the breakdown of services provided for the Town of Valleyview residents.

Year End Report 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	33	29											62
Employment Supports	36	30											66
Other Clients	156	180											336
<b>Total Clients Visits</b>	<b>225</b>	<b>239</b>											<b>464</b>
<b>Residence Break Down:</b>													
Town of Valleyview	225	239											464
New	3	5											8
Returning	222	234											456
Total Clients Visits	225	239											464
Information and Referral Indicators													
As a result of Green View FCSS Information and Referral program, I know more about how to access the													
YES	225	239											464
NO	0	0											0
Community Social Issues Identified													
CFS	2	0											2
Food Bank	17	19											36
Mental Health	1	1											2
Canadian Child Tax Benefits	3	0											3
AISH	8	16											24
Income Support	33	29											62
Alberta Adult/Child Health Benefit	3	4											7
Housing/ Heart River Housing	4	10											14
Service Canada	8	6											14
Seniors Information	0	1											1
Canada Revenue Agency	13	22											0
Employment Supports	36	30											66
WCB(Workers Compensation Board)	0	0											0
Technology Assistance	50	72											122
Childcare subsidy	0	1											1
program inquires	11	18											29
Legal (faxes, forms, calls)	5	21											26
Other questions/inquires	20	26											46

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

Year End Report 2022	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	2	11											13
Employment Supports	17	17											34
Other Clients	71	97											168
<b>Total Clients Visits</b>	<b>90</b>	<b>125</b>											<b>215</b>
<b>Residence Break Down:</b>													
Sturgeon Lake Cree Nation	90	125											215
New	1	2											3
Returning	89	123											212
Total Clients Visits	90	125											215
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	90	125											215
NO	0	0											0
Community Social Issues Identified													
CFS	1	0											1
Food Bank	2	1											3
Mental Health	0	1											1
Canadian Child Tax Benefits	0	1											1
AISH	7	5											12
Income Support	2	11											13
Alberta Adult/Child Health Benefit	0	0											0
Housing/ Heart River Housing	1	0											1
Service Canada	3	9											12
Seniors Information	0	2											2
Canada Revenue Agency	12	23											0
Employment Supports	17	17											34
WCB(Workers Compensation Board)	0	0											0
Technology Assistance	27	19											46
Childcare subsidy	0	0											0
program inquires	0	1											1
Legal (faxes, forms, calls)	14	14											28
Other questions/inquires	12	11											23

Employment support numbers dropped slightly from the previous month. 53 individuals viewed the job board, updated and created resumes, and received support faxing, emailing and completing online applications.

Income support client numbers rose from 42 in January to 46 in February. Individuals seek assistance with calling AB Supports to access Income Support as well as photocopying and emailing documents to workers. Phone lines continue to be busy however many clients are getting through the lines within a couple of days. Clients also received support faxing, and submitting their monthly reports on line.

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Coordinators also work with various medical professionals such as doctors and pharmacists to assist with coordinating AB Works benefits for medications, medical trips and other services. Occasionally coordinators will even assist a client to book medical appointments to have prescriptions renewed and medical notes made to supply to their workers. Some of these clients are in the process of waiting for AISH and require extra assistance.

19 clients accessed the Resource Center for assistance with Service Canada needs. Clients continue to come to the Resource Center for assistance with new applications, bi-weekly reporting and phone calls to Service Canada.

27 clients accessed the Community Resource Center regarding the Food Bank. These included calls and visits for new applications, existing clients providing new documentation, clients rescheduling their pick ups, and the occasional client needing an emergency bag.

48 clients phoned or made an in person inquiry about CRA related issues including inquiries about the Community Volunteer Income Tax program. Drop offs for the tax program began as of March 1 and the CRC and Support Coordinators are busy assisting clients with the authorization forms.

The CRC Coordinator has been working to complete an educational 4 part webinar series called Walking with Grief through the Crisis & Trauma Resource Institute, and completed a brief Microsoft One Drive training webinar. The Coordinator is also taking part in an 8 part Leadership mini series by David Irvine.

The Support Coordinator is currently working on organizing the Volunteer Appreciation events in Valleyview and Grovedale in April, and will be assisting with the Community Volunteer Income Tax Program filing taxes for clients. The Support Coordinator will also be taking part in 5, one hour information sessions regarding situations that may arise as a Community Volunteer Income Tax preparer.

Respectfully submitted,

Corinne D'Onofrio and Breanne Major



TO: Lisa Hannaford

FROM: Amanda Roy, Youth Program Coordinator

SUBJECT: March Youth Coordinator's Report

### **March Programming**

#### **Harry Gray Elementary School**

- KIDO – a five-week program where the grade 6 students will learn about bullying, domestic violence, consent, healthy relationships, self-harm and online safety.
- 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.

#### **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 5-week program on ways to cultivate a positive attitude and building healthy relationships. Modules will include Choosing Optimism, Perspective Taking and Appreciating Happy Experiences.

#### **Hillside High School**

- Girls Circle – Grade 8 girls will participate in a six-week program promoting resiliency and connection among their peers, positive mindset and positive self-talk.

#### **GSA - Gay Straight Alliance**

This afterschool program allows 2+LGBTQ, two spirited, lesbian, gay, bisexual, transgender, queer and questioning youth a safe place to meet and form new friendships with like minded youth. This program runs every Wednesday from 3:30-5:30 at the Valleyview Public Library. Currently the GSA has seven regular attendees.

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### Greenview Regional Multiplex

- The Empathy Program - This program provides stories, songs and activities that enhance empathetic development for children ages 3-5. This program will now be held at the Greenview Regional Multiplex, partnering with them to provide The Empathy Program along with a Play Program afterwards.

### Outcomes

<b>Program</b>	<b># of Completed Surveys</b>	<b>Outcomes</b>
KIDO	24	88% of students report that they understand the risks of social networking after taking KIDO
Mind UP	12	92% of students report they are better at being mindful after taking Mind Up.
SKILLS	11	91% of students report knowing what a healthy relationship looks like after attending SKILLS.
Hands Are Not for Hitting	50	86% of students understand how words hurt after taking Hands Are Not For Hitting.
I Can Handle Anger	38	92% of student report they know how to cool down and control their anger after attending ICHA.

### Upcoming April Programming

#### Harry Gray Elementary School

- Body Talk – Grade 6 students will participate in a 4-week program learning about, anatomy, puberty, hygiene and menstruation and healthy relationships.

#### Ridgevalley

- Home Alone – Grade 4 students will participate in a four week program, preparing them to be left alone for short periods. This program also provides them with information on online safety, how to handle an emergency and basic first aid.

### Green View FCSS Resource Centre

- Mother Daughter Circle - starting April 5<sup>th</sup>, groups of mothers & daughters will join in an after school program promoting healthy and sustainable bonds during the transitional years from girlhood to young womanhood. Focussing on empathy and understanding, healthy communication skills and more.

### Other

- Youth Programmer will attend Psychological First Aid training on March 7. This training will help participants to understand the most supportive things to say and do and will provide information about:
  - Identifying and responding to common stress reactions for children and youth
  - Understanding how to identify and address safety concerns for children, youth, and families
  - Identifying and providing practical support for children, youth, and families
  - Strategies to help stabilize intense emotions for children of all ages
- Youth Programmer will be attending WiseGuyz training March 21-25
  - WiseGuyz is a healthy relationship, life skills program for male-identified individuals in grade nine. WiseGuyz is an evidence-informed participatory program designed to promote healthy relationships and prevent adolescent dating violence. The program provides a safe space for participants to reflect on the impacts of harmful gender stereotypes and build essential relationship skills. These skills aim to promote healthy sexuality and healthy relationship development while decreasing attitudes related to homophobia and gender-based violence.

Respectfully Submitted,

Amanda Roy

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