



REGULAR BOARD MEETING AGENDA

Wednesday December 20, 2023

1:00 pm

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 18, 2023 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 FCSS Manager Report	5
#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, October 18, 2023

1:
CALL TO ORDER Chair Perron called the meeting to order at 9:34 am.

PRESENT

Chair, Member at Large, Greenview	Roxanne Perron
Board Member, Member at Large, Greenview	Tammy Day
Board Member, Member at Large, Greenview	Trina Parker-Carroll
Board Member, Member at Large, Town of Valleyview	Kristine Gavin
Board Member, Town of Valleyview Mayor	Vern Lymburner
Board Member, Greenview Councillor	Sally Rosson
Board Member, Greenview Councillor	Christine Schlieff

ATTENDING

FCSS Manager	Lisa Hannaford
Recording Secretary	Corinne D’Onofrio

ABSENT

#2:
AGENDA

2.0 GREEN VIEW FCSS AGENDA

MOTION: 23.10.33 Moved by: BOARD MEMBER, TAMMY DAY
That the October 18, 2023 agenda be adopted as presented.
CARRIED

#3.1
REGULAR
MEETING
MINUTES

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES

MOTION: 23.10.34 Moved by: BOARD MEMBER , VERN LYMBURNER
That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, September 20, 2023 be adopted as presented.

CARRIED

#3.2 BUSINESS
ARISING FROM
MINUTES

3.2 BUSINESS ARISING FROM THE MINUTES

#4 DELEGATION

Delegate Jacquie Aitken, Janet Key and Keara MacAloney of PACE (Providing Assistance, Counselling & Information) entered the Board Room at 11:33 am.
Delegate Jacquie Aitken, Janet Key and Keara MacAloney of PACE (Providing Assistance, Counselling & Information) exited the Board Room at 12:20 am.

4.1 PACE (PROVIDING ASSISTANCE, COUNSELLING & INFORMATION)

MOTION: 23.10.35 Moved by: BOARD MEMBER, KRISTINE GAVIN

That Green View Family and Community Support Services Board accept the presentation from PACE (Providing Assistance, Counselling & Information) as information.

CARRIED

MOTION: 23.10.36 Moved by: BOARD MEMBER, SALLY ROSSON

That Green View Family and Community Support Services Board approve the grant request of \$18 000.00 to PACE (Providing Assistance, Counselling & Information) with funds to come from the 2024 Operational budget, Grants to Organizations.

CARRIED

Delegate Sherry Dennis of Grande Prairie and Area Council on Aging- Seniors Outreach joined the meeting by Zoom at 11:04 am.

Delegate Sherry Dennis of Grande Prairie and Area Council on Aging- Seniors Outreach exited the meeting at 11:24 am.

4.2 GRANDE PRAIRIE AND AREA COUNCIL ON AGING- SENIORS OUTREACH

MOTION: 23.10.37 Moved by: BOARD MEMBER, SALLY ROSSON

That Green View Family and Community Support Services Board accept the presentation from the Grande Prairie and Area Council on Aging- Seniors Outreach, for information.

CARRIED

MOTION: 23.10.38 Moved by: BOARD MEMBER, TAMMY DAY

That Green View Family and Community Support Services Board approve the grant request of \$30 000.00 to Grande Prairie and Area Council on Aging- Seniors Outreach with funds to come from the 2024 Operational budget, Grants to Organizations.

CARRIED

One opposed.

#6 NEW
BUSINESS

6.1 FCSS MANAGER REPORT

MOTION: 23.10.39 Moved by: BOARD MEMBER, TAMMY DAY

That the Green View FCSS Board accept the October 2023 Manager's report as presented for information.

CARRIED

Chair Perron called the meeting to recess at 10:57am.

Chair Perron reconvened the meeting at 11:03 am.

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER PARKER- CARROLL

- No report at this time

BOARD MEMBER GAVIN

- No report at this time

BOARD MEMBER SCHLIEF

- Attended PACE's 43rd Anniversary celebration
- Attended Northwest Regional Conference in Slave Lake

BOARD MEMBER LYMBURNER

- Update on the new ambulance bay- will be moving in in the beginning of November

BOARD MEMBER ROSSON

- Attended the Heart River Housing needs assessment meeting

BOARD MEMBER DAY

- Will be attending the Older Adult Information Day in Grovedale

CHAIR PERRON

- Attended an FCSSAA meeting by Zoom

#8
CORRESPONDENCE

8.1 ALBERTA SENIORS, COMMUNITY AND SOCIAL SERVICES LETTER

#9 CLOSED
SESSION

9.0 CLOSED SESSION

#10
ADJOURNMENT

10.0 ADJOURNMENT

MOTION: 23.10.40 Moved by: BOARD MEMBER, KRISTINE GAVIN
That this meeting adjourns at 1:01 pm.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

REQUEST FOR DECISION

SUBJECT: Managers' Report
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: December 20, 2023 GM: MANAGER: LDH
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES PRESENTER: LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the December 2023 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

PROMISE TO THE PUBLIC

Inform

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

- December Managers report

MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Green View Family and Community Support Services Board

TITLE: Manager SUBMITTED BY: Lisa Hannaford

LAST MONTH'S ACTIVITIES:

The two Community Resource Centers combined are averaging approximately 125 client inquiries per week. The top reasons are for technical assistance, employment, income support and food bank information.

The Valleyview Food Bank asked for assistance with photocopying 50-60 applications, and this was done as per their request. The Food Bank volunteers will be supplying these to all active clients at the next Food Bank in December, with the request to complete these in full, with all required documentation attached. It will be stressed to clients that these need to be completed before the next Food Bank to receive assistance.

In Grande Cache, some repair contractors were laid off, supposedly because of lack of budget for repairs. The Community Resource Centre Coordinator fielded conversations last week with individuals feeling a lack of job security. Having helped individuals in the past during mine layoffs, the Community Resource Centre will be mindful of this additional pressure people are facing when fielding calls for assistance. It is unknown at this time how extensive layoffs will be or information about the stability of employment at the mine.

Administration in partnership with the HEART (health, education, and action in relationships team), and ACWS (Alberta Council of Women's Shelters) organized "A Night to Lead Change in Valleyview" on November 9 at the Burnside Performing Arts building. This community presentation replaced the previous Breakfast with the Guys that was hosted in the past, and all genders were welcomed. There were over 140 community members in attendance, and the outcomes proved that over 89 percent of the attendees gained more knowledge on domestic violence. The feedback was very positive, and the event proved to start conversations and bring awareness to the issue.

The Youth Coordinator in Grande Cache is currently delivering programs in 3 out of the 4 schools in the Grande Cache area, Susa Creek, Grande Cache Community High School, and Summitview Middle School. The high school has the Girls Program (grade 9 and 10) and WiseGuyz (grade 9 and 10), and at the request of the middle school Gay Straight Alliance begins this Tuesday and will run for the duration of the school year. Susa Creek grade 4 students are taking part in the Body Talk program.

In Valleyview, current school programming includes WiseGuyz at Hillside High School, Mind Up and I Can Handle Anger at Oscar Adolphson Elementary.

There are currently 140 Home Support clients, 51 in the Grande Cache area, and 89 in the Valleyview, Debolt, and Grovedale areas.

The Outreach worker from Odyssey house continues to provide services out of our office in Valleyview, typically 2 times per month. Services include assisting those in a domestic violence relationship, and may

include counselling, safety planning, court accompaniment, and support groups for women. The next date for this service is December 14th.

At the December Interagency meeting, a new Assertive Outreach Services (AOS) social worker in the Town of Valleyview who works for Alberta Health Services explained her role. The AOS program serves those living with chronic and persistent mental health diagnoses, mainly focusing on schizophrenia, bipolar and those experiencing psychosis disorders. Her role includes supporting clients experiencing addiction and mental illnesses and creating and evaluating individualized goal-focused service plans to provide complex clients with short and long-term support.

The 2021-2023 Green View FCSS business plan has been included in this report. All updates have been included, and administration is recommending all current programs and services continue to be offered, with a few minor exceptions. I look forward to input from the Board in developing a business plan that will guide services for the next three years.

The 2024 Program guides have been ordered and should arrive to distribute early in the new year.

All Coordinator updates are included in this report.

HIGHLIGHTS:

The CRC Coordinator was able to assist one of our regular clients who had lost their AISH (assured income for the severely handicapped) benefits due to an incarceration months ago, to re-establish his benefits without having to start from the beginning in the application process. This individual had been without benefits for months. With an email to his worker, the coordinator was able to explain the situation and work with them and the client to provide minimal updated information to re-establish the benefits. The worker provided an update last week, stating that the client would receive a generous direct deposit of what was back owed to him, and his benefits were fully restored. The client was extremely grateful and thanked FCSS for all the support and assistance provided over the years.

UPCOMING:

The youth mental health coordinator from the Resource Centre for Suicide Prevention will be hosting a program called the Phoenix Group at Green View FCSS on January 31. This one-day workshop is for youth grades 4-6 and focuses on topics such as thoughts, feelings, stress, and self-companion.

Mental health walk-in services continue at Green View FCSS on a monthly basis. The next session is scheduled for December 19, and services will resume monthly in the new year.

The January Interagency meeting will be held at the Valleyview location on January 9th. The purpose of these meetings is to share resources, provide updates on programs and services, and provide networking opportunities to ensure non-duplication of services and referral options to best serve community members.

MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Lisa Hannaford

TITLE: Assistant Manager SUBMITTED BY: Amber Hennig

A combined total of 384 residents received assistance through the Community Resource Centre in October and November. Assistance provided was mostly via phone call and email (70%) followed by in person assistance (30%). Forms assistance (Assured Income for the Severely Handicapped, Alberta Supports applications, etc.), Commissioner for Oaths, referrals and community information were the main reasons for connecting with the Community Resource Centre. Services were provided to residents of the Hamlet of Grande Cache (81%), residents of a Cooperative or Enterprise (15%) and individuals from other communities (4%).

The Purple Light Nights campaign wrapped up at the end of November. The campaign provided purple light bulbs to businesses, agencies, and individuals. Light bulbs were shining throughout the community mainly at night, however some remained light during daylight hours. Accompanying the light bulbs were social media posts that raised awareness about domestic violence. The social media posts reached just under 1000 people. Initially we anticipated 20 to 30 bulbs to be requested, administration is pleased to report that a total of 80 bulbs were given out. At the time of this report follow up phone calls are being made to gather feedback on the campaign. The feedback will be shared in the next Board report.

As mentioned in the last report, Death Café launched in November. Individuals had opportunity to attend on Monday nights to have conversations about death. The sessions are not counselling or support group, but a place to explore curiosities about dying and what comes after. Five people attended and shared personal and spiritual beliefs, learning from one another. While attendance was low, the gratitude expressed by participants will see the return of the Death Café in 2024. Dates and times are yet to be determined but will occur in the early part of the new year.

Also, on November 4 youth from the WiseGuyz program travelled with administration to Valleyview to attend A Night to Lead Change. These youth are referred to as the Returners because they attended WiseGuyz in the previous school year. This opportunity compliments the goal of deeper learner for the youth as we move forward with teachings about mentorship, leadership, allyship and advocacy to reduce relationship violence. When asked each youth stated that the evening let them see the wide-reaching impact relationship violence has and how many adults are ready to be apart of the solution.

Work with youth in schools has seen requests for programs that educate on healthy relationships, sexual health, emotional regulation, and friendships. Programs delivered are Miyo Wichihitowin, Girls Circle, Gay Straight Alliance, Kids Have Stress Too, Body Talk, WiseGuyz, and additional work with male youth that have returned to the WiseGuyz program. Of these programs one was completed (Miyo Wichihitowin) and outcomes can be found the Youth Coordinator section of this report. All other programs mentioned are

ongoing and as such do not have outcomes reported yet. Currently programming is taking place at Summitview Middle School, Grande Cache Community High School, and Susa Creek school.

The Outreach Coordinator services of transportation for essential needs and medication delivery are still being accessed with a monthly average of 20 trips. This service is most commonly utilized by residents of Muskeg and Susa Creek. The clients accessing the service face transportation barriers and this service is allowing them to maintain a sense of independence as they age and to age in place.

Beyond the work involved in coordinating Home Support clients the Adult Coordinator can be found supporting a variety of residents through supportive listening. The clients express feelings of being overwhelmed or defeated because they do not know how to improve their current situation. Once they share their story direct assistance is provided or appropriate referrals are made. The clients leave feeling relieved with resources in hand. This is a critical service provide in a rural community where connection to help often is through centralized out of town agencies or online.

Wrapping up 2023 staff are completing Program Summary Reports for all programs and services.

MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Amber Hennig

TITLE: Community Resource Centre Coordinator

SUBMITTED BY: Crystel Redknap

LAST MONTH'S ACTIVITIES:

Year End Report 2022 (In Office Visits)	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	YEAR TOTAL
Alberta Supports	8	9	3	7	9	11	3	13	6	11	7		87
AISH	11	11	21	8	8	17	5	17	9	9	4		120
Seniors Supports	16	7	5	4	12	9	11	5	0	1	7		77
Referrals	21	15	12	8	25	28	10	27	12	20	21		199
Other	170	168	239	203	230	186	113	164	121	149	155		1898
Total	226	210	280	230	284	251	142	226	148	190	194	0	2381
Residence Break Down:													
Grande Cache	173	163	210	172	255	209	116	185	123	166	146		1918
Cooperatives & Enterprises	38	32	47	48	19	30	15	31	19	16	43		338
Other	15	15	23	10	10	12	11	10	6	8	5		125
Program Break Down:													
Adult Coordinator	25	10	4	1	7	9	12	4	2	8	4		86
Alberta Supports	8	9	3	7	9	11	3	13	6	11	7		87
AISH	11	11	21	8	8	17	5	17	9	9	4		120
Commissioner For Oaths	5	8	14	5	16	13	19	25	4	18	11		138
Community Activity Fee Funding Program (CAFFP)	17	8	8	6	12	5	4	4	6	3	10		83
Community Collaboration	9	4	6	2	6	9	6	8	2	3	3		58
Community Volunteer Income Tax Program (CVITP)	2	24	92	37	26	5	4	2	0	0	2		194
Creative Grief & Loss	0	0	1	0	2	0	1	2	0	1	0		7
Disconnect Boxes	0	0	0	0	1	1	0	0	0	0	0		2
Domestic Violence	0	1	4	3	1	0	0	2	0	0	0		11

Eating for your Wellbeing (cookbooks)	0	0	0	3	0	0	1	1	0	0	0		5
Forms Assistance (General)	13	13	10	8	16	25	7	5	8	13	17		135
General Information	32	25	14	7	11	21	25	15	15	15	8		188
Home Support	21	14	18	14	8	8	6	14	11	10	17		141
Hope Exists in Lots of Places (HELP)	5	6	4	3	5	5	0	0	7	3	7		45
Mountains to Meadows Homelessness	6	2	5	3	5	2	0	14	2	0	0		39
Other Questions/Inquiries	20	7	10	1	26	17	0	5	57	12	28		183
Outreach Coordinator	4	37	29	89	77	55	21	59	12	50	38		471
Referrals	21	15	12	8	25	28	10	27	0	20	21		187
Resource Library	0	0	0	0	0	0	0	1	0	0	2		3
Seniors Benefits	16	7	5	4	12	9	11	5	0	1	7		77
Volunteering	0	0	4	13	1	0	0	0	0	0	0		18
Welcome Baskets	2	0	2	1	1	2	0	0	0	0	2		10
Wheels For Meals	1	1	2	3	0	0	1	0	0	3	1		12
Youth Programming	8	8	12	4	9	9	6	3	7	10	5		81
	226	210	280	230	284	251	142	226	148	190	194	0	2381
Indigenous	42	42	73	32	46	31	21	45	18	19	52		421

Total Clients Using Phone	2	0	5	1	2	4	15	2	0	0	3		34
Total Clients Faxing Documents	8	4	11	1	2	11	25	6	5	6	12		91

Phone Calls	126	116	135	148	148	135	75	139	107	117	106		1352
Facebook Inquiries	6	13	6	2	2	2	2	1	0	2	4		40
Walk-Ins	94	81	139	80	134	114	65	86	41	71	84		989

The Community Activity Fee Funding Program (CAFFP) currently has 51 clients. The Fitness Coordinator from the Grande Cache Recreation Centre spoke with the Community Resource Centre (CRC) Coordinator, reaching out to let them know that a new Community Activity Fee Funding Program client, had been actively participating in the gym. The Fitness Coordinator stated the client, who lives with addictions and mental health concerns, seemed to be doing very well, and seemed to be overall happier. In just a short time, the Fitness Coordinator has noticed the benefits of the Community Activity Fee Funding Program.

Another client, a single father, using the CAFFP came into the CRC to renew a 10x family pass. This client shared that having the passes has been beneficial in helping to strengthen the bond between him and their children.

Workplace Hazardous Materials Information Sheet (WHMIS) was completed.

HIGHLIGHTS:

Over the past several months, the CRC Coordinator has assisted a client, who is new to Canada, to prepare the paperwork for his wife and child with disabilities to immigrate. While he already had his Alberta Health Care Insurance Plan set up, he wanted to ensure that his daughter, who is in need of continuing medical care, and his wife were able to adapt to life in Grande Cache with as little disruption to daily life as possible. In addition to assisting with these forms, the family members were referred to Family Supports for Children with Disabilities, Grande Cache Community Learning and Employment Resource Centre, and Service Canada. The client and his family have expressed to the Community Resource Centre Coordinator that they are grateful for the help provided and "You will always be my friend now."



MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Amber Hennig

TITLE: Adult Coordinator SUBMITTED BY: Diana Blaszczyk

LAST MONTH'S ACTIVITIES:

Currently there are 55 clients in the Home Support programs, this includes 2 more clients and one client's death. There are 35 clients in the Hamlet, 18 reside in a Cooperative or Enterprise. 80% of clients are over the age of 65, 7% are families, and 13% are individuals currently on Assured Income for the Severely Handicapped. Two new clients have entered the Home Support Program in the Hamlet of Grande Cache.

October 11 the Adult Coordinator was invited to present at the Learn at Lunch at the Big Horn Golden Age Club. It was an information session on what Green View FCSS offers to the community and how the programs help promote and assist the aging populations. Home Care also had representation on how they assist the aging population. Acknowledging how each agency supports the clients eliminated confusion regarding services each agency provides and communicated how collaboration occurs between the programs. Two self-referrals to the Home Support Program resulted from the presentation.

Creative Grief and Loss continues to be delivered at the Tawow centre every Tuesday from 1-3pm. Six individuals are attending this program. This program will run to Dec. 12, 2023 this year.

Surveys for developing a Single Parent Support Group were posted online and after tabulating the outcome from these surveys it was identified 60% of individuals acknowledge wanting more information on healthy relationships, communication and how to deal with loneliness.

After consultation with the Assistant Manager, the intent of developing a program solely for single parents has morphed into healthy relationships sessions. These sessions will invite people to understand where and how their values evolve and identifying those values, followed by exploration of how their values impact personal boundaries (financial, privacy, emotional, etc.) This will increase self awareness, which is a foundational component in healthy relationships. This program will have 6 sessions and run in the evening in a virtual format, which allow individuals throughout Greenview to attend. Dates and times will be shared early in the New Year.

HIGHLIGHTS:

A client who was grieving her husband and was new to our community. The client identified that she is living with depression and didn't have many friends. I talked with her for a while and suggested that she make a medical appointment and connect with Alberta Health Services Mental Health and Addictions. The client was also connected with other community services, like the Big Horn Golden Age Club to reduce the isolation the client has been experiencing.

MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Amber Hennig

TITLE: Youth Coordinator SUBMITTED BY: Alexandria Burge

LAST MONTH'S ACTIVITIES:

Girls Circle- In the month of November the Youth Coordinator with the BEST Worker continued to deliver the Girls Circle on every Monday in November from 11:15 till 12:20. The group has a constant 7 girls that come everyday and participate, it is a mix of grade 9 and 10 girls. The program is about helping build self-esteem, teamwork, and getting along with others.

WiseGuyz- 7 male youth are attending this program. The program has 2 more sessions before we finish modules 1 and move on to module 2. The Youth Coordinator attended the "Night to Lead Change" in Valleyview with the Assistant Manager, Outreach Coordinator, and the WiseGuyz Returners. The Night to Lead Change was held at the Burnside Theatre in Valleyview with presentations from the Alberta Council of Women's Shelters, domestic violence, consent, and leading change followed by a presentation from Karen Grosbee, correlation between addiction and domestic violence. FCSS staff did bring the WiseGuyz returners because of what the Night to Lead Change was covering fit in to what they are learning and was a great opportunity to get the hours for the Mentoring Credits.

Kids Have Stress Too- The Youth Coordinator delivered to K-3 in Susa Creek in the month of November, Kids Have Stress Too promotes resiliency by buffering the impacts of stress, students learn how to respond to stress in healthy and constructive ways. Once the Youth Coordinator completed the program with the K-3 split class the principal was so impressed that she requested the program for the grade 4-8 split class.

GSA- GSA is a peer led group that brings LGBTQ2S+ and allied youth together to build community and organize around issues impacting them in their school and communities. The Youth Coordinator had a meeting with the Summitview Middle School principal at which she was requested to facilitate a GSA afterschool once a week, it is offered every Tuesday and will run throughout the 2023/24 school year.

WiseGuyz Returners- The WiseGuyz Returners is a group that the Assistant Manager has created for the 5 boys that wanted to return to WiseGuyz. Coordinating with the high school Principal, the Assistant Manager was able to get create a mentoring group for the 5 boys to be apart off and to get 6 credits for participating. The A Night To Lead Change event in Valleyview is part of the hours which will contribute to credit achievement.

FCSSAA Conference- The Youth Coordinator attended her first FCSSAA Conference and was thrilled that she attended because of the sessions that was offered and experience and networking. The Youth Coordinator signed up for Indigenous teaching, Exploring the Man Code in our Communities, Sharing-Youth Supports and Ageism.

OUTCOMES:

PROGRAM NAME: Miyo Wichihitowin	
As a result of the Miyo Wichihitowin program, I know about Indigenous culture.	Strongly Agree=71% Agree=29% Somewhat Disagree= 0%Disagree=0% Strongly Disagree=0%
As a result of the Miyo Wichihitowin program, I believe we need to respect rights and feelings of people from diverse groups completely different than mine.	Strongly Agree= 78% Agree=22% Somewhat Disagree=0% Disagree=0% Strongly Disagree=0%
I show respect for other kids.	0% not at all / 50% somewhat / 50% very much

HIGHLIGHTS:

During the Youth Coordinators Girls Circle at the Grande Cache High School the girls were asking if the group can talk about what a dental dam is and used for because she has a friend that was in WiseGuyz last year that told her about contraceptives that are used for safe sex and wanted more information.

A mother that attended Mother Daughter Circle came into the office to share that her daughter and her continue to use the tools learned during the program and that she feels more connected with her daughter.

UPCOMING:

- WiseGuyz on Wednesday @11 (High School)
- Girls Circle on Monday @11 (High School)
- Kids Have Stress Too (Susa Creek)
- Home Alone (Susa Creek)



MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Amber Hennig

TITLE: Outreach Coordinator SUBMITTED BY: Raymond Harris

LAST MONTH'S ACTIVITIES:

The Outreach Coordinator attended the "Night to Lead Change" in Valleyview with the Assistant Manager, Youth Coordinator, and the WiseGuyz Returners. The Night to Lead Change was held at the Burnside Theatre in Valleyview with presentations from the Alberta Council of Women's Shelters, domestic violence, consent, and leading change followed by a presentation from Karen Grosbee, correlation between addiction and domestic violence. The Outreach Coordinator enjoyed this event and the follow up conversations had with the presenter from the Alberta Council of Women's Shelters. Overall, the Outreach Coordinator felt that the event had an impact on their role with the Green View FCSS office.

From November 22nd – November 24th the Outreach Coordinator attended the annual FCSSAA, Family and Community Support Services Association of Alberta, conference. Over the three days at the conference the Outreach Coordinator attended several sessions that will help them with their role within Green View FCSS. The sessions that the Outreach Coordinator attended were Indigenous Relationships and Engagement, Exploring the Man Code in our Communities, Alberta Supports 101, and Ageism – Documentaries and Discussions.

The Outreach Coordinator enjoyed each of the sessions that they attended for different reasons. They enjoyed the Indigenous Relationships and Engagement for the knowledge that the Elder had given about the reasonings behind smudging and land. Exploring the Man Code in our Communities was an excellent session for information sharing with different FCSS programs throughout the province, it was a good session for networking and program ideas. Alberta Supports 101 was an informative session for the different ways that Albertans can access the Alberta Supports program with the province, it will help the Outreach Coordinator assist their clients and the different needs that they require. Ageism – Documentaries and Discussions ended the session with an excellent documentary about a 97-year-old, who despite their age, had completed a marathon run, it was a great documentary about resiliency and over-coming obstacles when you are told that you are too old to do something.

There was an increase in the number of Wheels for Meals clients during the month of November, with 4 new clients.

The Outreach Coordinator attended a Coaching Call and Community of Practice with the Centre for Sexuality out of Calgary.

The Outreach Coordinator, with the Community Resource Centre Coordinator, hosted 3 Death Cafes at the Green View FCSS – Grande Cache office, over the 3 sessions there were 3 people in attendance, 1 returning for two sessions and 1 only coming to one. A Death Café is a group discussion of death with no agenda, objectives, or themes. It is a discussion group rather than a grief support or counselling session. The

conversations had at the Death Cafés were very rewarding with two different religious backgrounds coming to talk about what happens with the spirit after the person has passed, it was very educational especially with the religious backgrounds that the Outreach Coordinator was not versed in.

The Outreach Coordinator and Youth Coordinator started GSA at Summitview Middle School, at the time of reporting there has been only one session.

The Outreach Coordinator completed WHMIS training.

HIGHLIGHTS:

The Outreach Coordinator really enjoyed being able to connect with other FCSS programs at the FCSSAA conference and share Green View FCSS programs with others. It was nice to be in a place with like-minded people.

MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Lisa Hannaford

TITLE: Adult Coordinator SUBMITTED BY: Michelle Hagen

SEPTEMBER ACTIVITIES:

The Home Support program provides basic housekeeping, meal preparation, limited respite, and transportation to medical appointments or other essential services. The Home support team attended 492 client homes in October and November. Currently, there are 88 Home Support Clients, 58 from the MD and 30 in the town of Valleyview. During the last two months, 5 people signed on to the program and 2 people signed off. The Home Support team provided transportation 43 times during that time.

The Support and Referral program supports clientele by finding appropriate programs or assisting with applications and or advocacy. The Adult Coordinator assists people with caregiver support, entry into care facilities, estate paperwork, and advanced planning tasks such as doing Wills, Power of Attorney, and Personal Directives. These tasks can take multiple phone calls and meetings. The Adult Coordinator assisted 99 people with 158 needs in September.

Oct/Nov 2023	Residence			99
Support Needs	MD	VV	SLCN	Explanation/ Example
Admin Assist	5	9	8	Faxing, Photocopying, Scanning or Typing for someone
Advanced Planning	1	4		Personal Directives, Guardianship, Funeral Planning
Advocacy/ Mediation		5	1	With anyone, Family, Businesses, Government
Aging in Place				Utilizing resources, preplanning to remain
Alberta Benefits	4	3		Alberta Supports, Blue Cross, Alberta Health, AISH
Caregiver Supports		2		Info on programs, strategies, referrals to other
Commissioner/ Notary	4	8	5	
CRA Inquiry		3	4	any Income Tax inquiries, not filing
Elder Abuse				Queries and Advise
Estate Planning/ Handling		3	1	Power of Attorney, Wills, Paperwork after a funeral
Federal Benefits	3			GST,Canada Child Tax Benefit, Guaranteed Income
Federal Pensions	1	1		CPP, CPP Disability, OAS
Home Support/ Wheels for Meals	13	18		Queries, home visits
Information	12	14	2	General inquiries contact #s etc
Legal	1	3		Queries, Paperwork,
Maintenance Enforcement Prog				Queries, form assistance
Other FCSS Prog		2		Referral to another program or worker within FCSS
Referral to other Agency	2	2		
Supportive Listening	5	6		
Technology Assistance	1	1	1	cell phone, internet, CRA accounts, email- etc
Monthly Total	52	84	22	158

Balance Restorative Yoga started on October 2nd. Balance is a strength and core-building yoga, it is designed to assist in fall prevention and injury or post-surgery recovery. It runs on Mondays and Fridays for a total of 12 sessions. 26 people attended. The fall session ended on Dec 4th. The Winter Session is scheduled to start on Jan 12, 2024.

On Oct 20th, Older Adult Day was held in Grovedale at the Community Hall. 18 people attended to learn about Pension and Benefits, Frauds and Scams, and to attend a Just in Case Workshop.

Older Adult Day was held in Valleyview on October 25th at the Seniors Drop-in Center. 22 people attended the day to learn about the Balance program, Pensions and Benefits, Scams and Frauds, and attend a Just in Case Workshop.

The Community Volunteer Income Tax Program (CVITP) utilizes volunteers to prepare income tax and benefit returns for people with modest incomes and simple tax situations. The program runs year-round, and community members can utilize the program throughout the year to get current and past returns completed. In October and November, the staff completed an additional 22 returns. Processes have started to get staff and volunteers vetted and ready for the new tax season. This requires up-to-date Criminal records checks and approval by the Canadian Revenue Agency.

VV	MD	SL	2023									
282	78	374										
Senior	AISH	Low Inc	GST	CCB	#children	CWB	CAI	AB Benefit	GIS	REFUND	TOTAL	
206	64	464	\$ 313,245.50	\$ 1,167,290.00	155	\$115,969.00	\$ 592,722.00	\$ 373,668.00	\$ 1,141,157.00	\$ 180,282.00	\$ 3,884,333.50	
734												

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

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

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

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

*The Federal Climate Action Incentive (CAI) payment consists of a basic amount and a 10% supplement for residents of small and rural communities. In 2023 this will be paid out in quarterly payments like the GST benefit.

OUTCOMES:

PROGRAM NAME: Balance	
<i>The Balance Program has contributed to my ability to remain in my home.</i>	<i>28 of 28 responded that they agree with this statement.</i>
<i>The Balance Program has helped me believe I have the ability to improve my life.</i>	<i>29 of 29 responded that they agree with this statement.</i>
PARTICIPANT QUOTES: <ul style="list-style-type: none"> • The teacher is awesome. I really need this for my joints and flexibility. Thanks, keep up the great work. • I have gained lots of strength in my core, legs and arms. This helps me to be more stable on my feet and less likely to fall. I love the friendly fun environment. Angie is very knowledgeable, and she cares for all of us. We are thankful for this opportunity and hope to see the program continue. • I told my Doctor I was attending this program and he said it was the best thing I could do. • The Balance Program is awesome and is very beneficial for seniors to increase the mobility and strength. Angie is the best teacher, very knowledgeable, caring, understanding and funny. So nice to have fun while improving your well-being. Thanks for providing this service free of charge. 	

PROGRAM NAME: Older Adult Information Day	
<i>As a result of attending the Older Adult Info Day, I am more aware of the resources and Supports in my community</i>	<i>32 of 32 responded that they agree with this statement.</i>
PARTICIPANT QUOTES: <ul style="list-style-type: none"> • Having lived in many communities much larger than Valleyview, I can say that this community is very fortunate to have these resources for seniors and I hope they always will. • Thank you for the wonderful day of learning and support. • Very valuable information. I am so thankful that Greenview supports this organization (Seniors Outreach). • Very informative and a nice way to get the community together. 	

PROGRAM NAME: Just In Case Workshop	
<i>As a result of the Just in Case Workshop, I feel better about my ability to plan ahead.</i>	<i>27 of 27 responded that they agree with this statement.</i>
PARTICIPANT QUOTES: <ul style="list-style-type: none"> • This was excellent information. I wish every community had this wonderful resource, Thank You • Good Information, thank you for all the handouts and the binder. • It is going to get me organized and make it much easier for my family to handle and deal with stuff if I pass first. • This has given me tools for planning. 	

UPCOMING:

- Balance is scheduled to start on Jan 12th, running Mondays and Fridays for 12 sessions, it will end on Feb 26th.



MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Lisa Hannaford

TITLE: Community Resource Centre Coordinator

SUBMITTED BY: Corinne D'Onofrio

LAST MONTH'S ACTIVITIES:

There was a total of 453 client visits to the Green View FCSS Community Resource Centre in the month of November 2023. Of the 453 client visits, 74 were residents of the Municipal District of Greenview, 132 were residents of Sturgeon Lake Cree Nation, and 247 were residents of the Town of Valleyview. Of the total clients, 9 were new and 444 were clients that had utilized the services at the Resource Centre previously.

68 clients came to the Community Resource Center for employment assistance. Clients received assistance with creating new resumes and cover letters, updating existing resumes and copies of safety certifications, photocopying employment related documents, emailing and faxing to employers. Clients utilized the coordinators assistance to locate and sign up for courses such as SellSafe Cannabis training through AGLC and Alberta Basic Security Training. Clients also utilized the computer in a quiet office space to complete courses.

51 client visits were regarding Income Support. Clients called and visited the Resource Centre for assistance with filing for benefits as well as completing monthly reporting, and document submission to their workers by email. Coordinators also worked with supervisors and other staff at Alberta Supports to arrange community intakes for clients that did not have ongoing access to phone or email. The Community Resource Centre phone number and location can be used for clients to connect with workers to begin the Income Support process. With consent from the clients allowing Green View FCSS Coordinators to communicate with workers at AB Supports, coordinators can support clients by relaying messages between the client and the worker to assist with appointment scheduling, document submission and other requirements during the process.

Clients called and visited the Community Resource Centre for many other needs in the month of November. Calls and visits were made for access to the Food Bank (33), Heart River Housing and housing information (14), Assured Income for the Severely Handicapped -AISH (23) referrals to Mental Health services (5), faxes and information given about Senior Special Needs and Alberta Senior Benefit (13), Canada Revenue Agency inquiries (19), Service Canada- primarily for Employment Insurance and bi-weekly reporting (16), Canada Pension Plan/ CPP Disability applications (9), Old Age Security and Guaranteed Income Supplement application (9), and legal "in nature" supports and referrals (32).

Many individuals were assisted with technological assistance. In November there were 98 visits for tech support. This includes many things including faxes, photocopies, accessing documents off clients' personal devices. Assistance was given to clients completing online documents and submitting documents for various reasons, and accessing My AHS Connect account through their Alberta.ca accounts.

Sturgeon Lake Cree Nation:

Year End Report 2023	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	TOTAL
Income Support clients	8	7	2	2	4	9	10	10	2	4	6		64
Employment Supports	21	20	16	17	5	18	27	54	22	17	18		235
Other Clients	179	224	315	151	88	141	125	102	115	97	108		1645
Total Clients Visits	208	251	333	170	97	168	162	166	139	115	132		1941
Residence Break Down:													
Sturgeon Lake Cree Nation	208	251	333	170	97	168	162	166	139	115	132		1941
New	0	0	3	0	2	1	2	2	0	0	2		12
Returning	208	251	330	170	95	167	160	164	139	115	130		1929
Total Clients Visits	208	251	333	170	97	168	162	166	139	115	132		1941
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	208	251	333	170	97	168	162	166	139	115	132	0	1941
NO	0	0	0	0	0	0	0	0	0	0	0	0	0
Community Social Issues Identified													
CFS	1	0	1	1	0	0	0	0	2	0	1		6
Food Bank	2	0	2	0	0	1	6	2	1	4	9		27
Mental Health	0	0	1	0	0	2	2	1	1	2	2		11
Canadian Child Tax Benefits	0	1	0	0	0	5	0	1	0	0	1		8
AISH	13	6	12	9	4	5	3	6	9	8	5		80
Income Support	8	7	2	2	4	9	10	10	2	4	6		64
Alberta Adult/Child Health Benefit	2	3	1	1	1	0	0	0	1	0	2		11
Housing/ Heart River Housing	0	0	2	0	3	11	3	3	3	1	1		27
Alberta Id	5	5	3	2	0	0	0	0	0	0	0		15
Service Canada	12	5	5	7	5	13	13	1	3	8	8		80
CPP/ CPP Disability	4	4	5	3	1	1	1	3	5	1	2		30
OAS and GIS	2	8	0	1	3	3	4	0	4	3	1		29
Sr. Special Needs/ AB Seniors	6	4	2	1	2	5	5	1	2	3	4		35
Seniors Information	3	1	0	0	1	0	3	1	3	0	1		13
CVITP related	8	28	191	92	6	17	16	14	18	20	5		415
Canada Revenue Agency	16	8	5	14	5	6	2	12	3	9	11		91
Employment Supports	21	20	16	17	5	18	27	54	22	17	18		235
WCB(Workers Compensation Board)	0	0	1	0	0	0	1	0	0	0	0		2
Technology Assistance	39	26	22	22	12	51	58	50	51	24	41		396
Childcare subsidy	0	0	0	0	0	0	0	0	0	0	0		0
program inquires	3	0	0	2	0	0	2	2	1	1	0		11
Legal (faxes, forms, calls)	38	118	26	13	9	8	11	9	11	18	11		272
Other questions/inquires	21	15	5	5	3	12	18	17	16	8	9		129
Mountains to Meadows	0	0	0	0	0	0	0	0	0	0	1		1

HIGHLIGHTS:

In October there were 69 visits for employment supports and 68 visits in November. There was an increase in income support requests at the Community Resource Centre from 35 in October to 51 in November.

Surveys continue to be handed out to clients attending the Community Resource Centre as part of the Alberta Works Contract. In October and November, 100% of the clients surveyed were satisfied and pleased with the services provided. Some of the comments from the participants included "Friendly and ready and willing to help. Accomplished what I needed", "Great help!", and "They are always very friendly and helpful every time I come in."

In October and November, the CRC Coordinator participated in a Grief and Resiliency course through PACE and Northwestern Polytechnic, a webinar on Understanding Electricity and Natural Gas Utilities by the Utilities Consumer Advocate (UCA), a domestic violence training called "Strangulation: What Everyone Needs to Know", eCompliance- Back to Basics, and a webinar by David Irvine called "Mastering Accountability- Why We're Still Missing the Boat".

UPCOMING:

The CRC Coordinator will be preparing three Welcome Baskets for new residents to Valleyview. These families have relocated from Edmonton Alberta, British Columbia, and Ontario and all have relocated for new employment opportunities.



MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Lisa Hannaford

TITLE: Support Coordinator SUBMITTED BY: Tracy Dennis

LAST MONTH:

As of November 30, 2023 the Support Coordinator is entering the date of service, the quantity of hours of service and the rate that will be charged to clients for Home Support invoicing.

On November 9th the Support Coordinator attended and participated in “A Night to Lead Change”. The event focused on issues surrounding domestic violence and abuse. The evening brought community unity and supported individual intervention, small or large, as a positive way to build and foster a healthier community.

The Support Coordinator attended and completed the fire extinguisher course which educates staff to prevent fires and respond appropriately in case of a fire or related emergency.

From November 21st to November 24th the Support Coordinator attended the conference “Creating Connections, Building Bridges”. The breakout sessions attended were FCSS 101, Exploring the Man Code in our Communities, Alberta Supports 101, and Ageism. Relationships were created during the sessions that promoted connections between participants over common issues. This networking will help staff support and improve the well-being of those in the community.

Assistance was given with employment resources, income supports, referrals, mental health and various other community services that are accounted for on the Community Resource Centre Coordinator’s report. 8 requests for commissioning were completed by the Support Coordinator as reflected in the previously mentioned report under legal assistance.

HIGHLIGHTS:

A highlight for the Support Coordinator was networking and collaborating with Family and Community Support Service members including Grande Cache employees, Board Members, and other individuals that attended the conference.



MONTHLY REPORT

MONTH: December YEAR: 2023

SUBMITTED TO: Lisa Hannaford

TITLE: Youth Coordinator SUBMITTED BY: Amanda Roy

LAST MONTH'S ACTIVITIES:

St. Stephens Catholic School and Oscar Adolphson Primary School participated in Mind Up and I Can Handle Anger in October and November. Programming at St. Stephens was completed in November while programming at Oscar Adolphson will continue until December.

Grade 3 students participated in Mind Up. This program uses mindfulness to teach emotional self-regulation and brain-focused strategies to help youth become focused and resilient.

Grade 2 students participated in I Can Handle Anger, an age-appropriate anger management program where students learn ways to handle anger and difficult emotions.

WiseGuyz began on October 18 with ten registered youths. WiseGuyz promotes mental health, and healthy relationships, and helps prevent adolescent dating violence. The Youth Coordinator facilitates WiseGuyz at Hillside Jr/Sr High School on Wednesdays from 11:00 am to 12:19, 10 male youths attended this program since starting on October 18. The program has started Module 2 which covers Sexual Health: human sexuality, anatomy and puberty, sexually transmitted infections and safer sex, pregnancy and pregnancy prevention, and Consent.

The Gay Straight Alliance (GSA) is a youth-led program that 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, GSA has four regular attendees and two new participants.

A Sparks Fly Stationary Bike was purchased for Penson School in Grovedale after they contacted the Youth Coordinator asking for a replacement bike. Sparks Fly Bikes was a program initiated in 2015 to accompany the Mind Up Program. It provides stationary bikes in classrooms to support active learning.

The Youth Coordinator hosted a Cyber Safety Parent Workshop on the evening of October 24. Although attendance was low feedback from participants was positive.

The Youth Coordinator in partnership with the Valleyview Municipal Library hosted a Death Café on November 21. Death Cafes are group-directed discussions of death with no agenda, objectives, or themes. It is a discussion group rather than grief support or counseling. The evening was enjoyed by those who attended and requested that we meet every few months.

The Youth Coordinator took part in two online PACE workshops in October. Cross Cultural Awareness, education on cultural differences, improving awareness, understanding, and skills needed to deliver services and programs in a multicultural environment.

Awareness of Self-Harming Behaviour provided information on self-harming behaviours and the warning signs of individuals who self-harm. Topics such as why some people self-harm, possible triggers, assessing the person's motivation to stop self-harming, and strategies to help individuals stop self-harming were all addressed during the workshop.

OUTCOMES:

PROGRAM NAME: MindUP	
19 grade 3 students surveyed	
Since taking Mind Up, I am better at making good decisions.	100% of the students surveyed agree they are better at making good decisions after taking Mind Up.
Since taking Mind Up, I am better at being mindful.	100% of the students surveyed feel they are better at being mindful after taking Mind Up.
PARTICIPANT QUOTES: "The most important thing I learned in Mind Up was paying close attention to the world around you." "I learned about being optimistic."	

PROGRAM NAME: I Can Handle Anger	
11 grade 2 students surveyed	
Since taking I Can Handle Anger, I know ways in which I can cool down and control my anger.	100% of students surveyed now know ways in which they can cool down and control their anger after taking I Can Handle Anger.
Since taking I Can Handle Anger, I am better at taking care of problems without using harmful words or hitting.	100% of students are better at taking care of problems without using harmful words or hitting after taking I Can Handle Anger.
TEACHER QUOTES: "I love all the books! Students are engaged in discussion!"	

HIGHLIGHTS: Parent Feedback from the GSA Survey

How do you feel the Valleyview Safe Space GSA has impacted your child?

“The GSA has had a profoundly positive impact on my child. It has provided her with a safe space to connect with new people and enjoy the company of like-minded peers. Through her involvement in the GSA, she has experienced a boost in self-esteem and has found a solid support system that stands by her side.

Participation in the GSA has also expanded her awareness of LGBTQ2S+ issues, fostering a deeper understanding of the challenges faced by the LGBTQ+ community. Meeting new friends and immersing herself in the inclusive GSA environment have been highlights of her experience.

Furthermore, the GSA has given her a platform where she feels affirmed by her peers and supported in an environment characterized by welcome, care, and respect. This support has empowered her to become a more effective advocate for herself.

Notably, her involvement in the GSA has allowed her to gain valuable experience in advocacy and activism, skills that are instrumental in promoting LGBTQ+ rights and fostering acceptance in our community.

The dedication and excellence of the staff who facilitate the GSA in Valleyview cannot be understated. Their commitment to creating a positive and welcoming environment is evident, and my daughter's eagerness to participate in the group's weekly sessions reflects the profound and beneficial influence they have on her well-being and personal growth.”

UPCOMING:

- Relationship and Sexual Education program planning and scheduling for January at St. Stephens Catholic School grades 7,8 & 9.
 - Mind Up for grade 6 students at St. Stephens Catholic School to commence in January.
 - The Youth Coordinator will attend school parent council meetings in January.
-



**GREEN VIEW FAMILY AND COMMUNITY SUPPORT
SERVICES BUSINESS PLAN
2021-2023**

**4707 - 50 Street Valleyview, Alberta
Box 1079 T0H 3N0
PH. 780-524-7603
FAX 780-524-4130**

<https://www.facebook.com/#!/GreenViewFCSS>

www.mdgreenview.ab.ca

TABLE OF CONTENTS

Acknowledgements3

Vision, Mission, Values4

Green View FCSS Profile5-6

List of Programs7-10

Core Areas of Business11-18

2021-2023 Goals and Strategies & Timelines19-25

ACKNOWLEDGEMENTS

Green View FCSS would like to acknowledge those that provided assistance and support in the planning and implementation of our business planning:

- Host – M.D. of Greenview
- Facilitation provided by Lisa Hannaford, FCSS Manager

STATEMENT OF APPROVAL AND ACCOUNTABILITY

The business plan for the year commencing January 2021 to December 2023 was prepared under the direction of the Board of Green View Family and Community Support Services. Board members present were Roxie Rutt; Teresa Plontke; Duane Didow; Roxanne Perron; Tammy Day; Teresa Parker-Carroll and Tanya Boman. The Board and Staff are committed to achieving the planned results laid out in this plan.

Date of Board Meeting: January 20, 2021

VISION

Building strong communities through positive, caring interaction and mutual respect.

MISSION

Family and Community Support Services is a joint partnership between the Province of Alberta, the MD of Greenview and the Town of Valleyview, that develops locally driven preventative social initiatives to enhance the wellbeing of individuals, families and communities.

We do this through:

- Providing preventative programs for all age groups
- Helping individuals develop independence, coping skills and become more resistant to crisis
- Building interpersonal and group skills
- Providing support that helps sustain individuals as active participants in their communities
- Increasing the community's ability to overcome difficulty and change

VALUES

Green View Family and Community Support Services supports the following beliefs:

- A community's most valuable resources are its people. Investments made in developing and supporting people pay dividends in all areas of community life.
- We can make valuable contributions to our communities and communities need the contributions of all of us.
- Voluntarism is inherently valuable in that it allows us, as citizens, to contribute directly to our community, which in turn is linked to positive outcomes for individual volunteers.
- Partnerships are fundamental to community building.
- Municipalities can support individuals, families and communities by providing well-designed preventive social programs.
- Each municipality has unique programming needs and is best able to determine what its own needs are.

GREEN VIEW FCSS PROFILE

History:

The Green View FCSS Board held their first meeting on April 16, 1997. Since that time the programs, services, number of staff and people served have significantly increased. The department moved into its current location in July 2012.

Access:

Green View FCSS is open Monday to Friday from 8:00-4:30 P.M. The office is closed for lunch from 12:00-1:00, and on statutory holidays.

<https://www.facebook.com/#!/GreenViewFCSS>

Governance:

Green View FCSS is governed by a board consisting of:

- 1 member of Council from the Town of Valleyview
- 2 members of Council from the M.D. of Greenview
- 4 Community Members at Large

Human Resources:

Green View FCSS has staff year-round with 10 full time staff members and 12 permanent part time staff. Volunteers also play a role in various programs.

The Green View FCSS Manager (Director) is Lisa Hannaford, who continues to make everyone feel welcome at FCSS.

Clientele / Community:

The programs and services are offered to all of the Town of Valleyview residents and those residing in the MD of Greenview which include DeBolt; Little Smoky; New Fish Creek; Sunset House; Crooked Creek; Grovedale and Grande Cache and area. The total population served is approximately 11,400.00.

Partnerships:

- FCSS is a unique 80/20 funding partnership between the Government of Alberta and participating municipalities or Métis settlements. Provincially, the FCSS Program receives its mandate from the FCSS Act and Regulation. The Act describes what the Province and municipality/Metis Settlement can do to provide preventive social services. The Regulation describes how services may be provided. The Regulation sets out the service requirements that a municipality or Métis Settlement must meet to be eligible for funding. At the local level, a municipality or Métis Settlement Council chooses whether to establish a Program and enters into an agreement with the Province to jointly fund FCSS activities. Under FCSS, communities design and deliver social programs that are preventive in nature to promote and enhance well-being among individuals, families, and communities. The programs depend on community resources, and where appropriate involve volunteers in delivery. The FCSS philosophy is based on a belief that self-help contributes to a sense of integrity, self-worth, and independence. The programs developed are intended to help individuals within their communities to adopt healthy lifestyles, thereby improving the quality of life and building the capacity to prevent and/or deal with crisis situations should they arise.
- Contractual service agreements are held with Alberta Works.

Green View FCSS also has valuable partnerships and provides information and referral to:

- Alberta Council of Women's Shelters
- Alberta Health Services

- Aseniwuche Winewak Nation (AWN)
- Child and Family Services
- Emergency Social Services Network of Alberta (ESSNA)
- Family Resource Network
- Grande Cache and Area Food Bank
- Grande Cache Community Learning and Employment Center
- Grande Yellowhead Public School Division
- Hinton Friendship Centre
- Holy Family Catholic School Division
- John Howard Society
- MITTA – Drug and Alcohol Counselling
- Mountain Metis Association
- Northern Gateway Public School Division
- Northern Lakes College
- Odyssey House
- PACE Providing Assistance, Counselling, and Education
- Peace Wapiti Public School Division
- Red Willow Lodge
- RCMP
- Seniors Outreach
- Service Canada
- Sturgeon Lake Cree Nation
- Suicide Prevention Resource Center
- Town of Valleyview
- Town of Valleyview Library
- Victims Assistance
- Valleyview Adult & Family Learning
- Valleyview Food Bank
- Whispering Pines Lodge

PROGRAMMING

Green View FCSS offers programs and services to people of all ages. We manage the following programs:

- **Babysitting Courses:** Green View FCSS partners with service providers who deliver a one-day babysitting course, approx. three times per year for children 11 and older.
- **Balance:** a restorative yoga program for seniors, people with disabilities/disease and post-surgery recovery. This program increases strength and flexibility for fall prevention.
- **Body Talk:** For students in Grade 5 & 6-participants learn how to communicate effectively within boundaries and sustain healthy relationships. This program addresses anatomy, puberty, hygiene, and menstruation.
- **Career and Employment Resource Services:** Available at the Valleyview location. Residents can access the local job board, career and employment computers for job searching and resume building, internet access for printing government forms and completion of online employment insurance applications.
- **Caregiver Workshops-**A variety of workshops give caregivers the tools to manage the unique demands and challenges they face in the care giving role. This can be done individually or in a group setting.
- **Commissioner for Oaths:** Services provided free of charge.
- **Community Activity Fee Funding (formally: Aboriginal Community Activity Fee Assistance Program):** available to residents from the Cooperatives and Enterprises in the Grande Cache area. For those in addictions recovery, healing after a traumatic experience, or experiencing physical or mental health challenges this program provides access to programs and services available at the Grande Cache Recreation Centre. As of January 1, 2023, the program includes non-indigenous peoples and residents within the Hamlet of Grande Cache.
- **Community Support Worker:** Available to residents in Valleyview and area. Partners collaborate to provide an Outreach Worker from Odyssey House to support clients in the transition from situations of domestic violence to regain independence.
- **Counselling Services:** Green View FCSS offers short term one-on-one mental health appointments with a registered psychologist or professional therapist.
- **Disconnect Boxes:** Families or groups can use these boxes to temporarily store technological devices decreasing online time and increasing their in-person face to face connection.

- **Eating for Your Well-being:** This program provides clients with a 30-day cooking resource with easy-to-read recipes, weekly shopping lists, budget friendly ingredients and daily menus.
- **Emergency Social Services:** In times of a disaster, Green View FCSS provides services such as food; housing; childcare; pet care; personal services.
- **The Empathy Program:** This program uses stories and connections to build empathy in children aged 3-5.
- **FCSS Baby Book Bags:** FCSS and the Health Unit partner on this project which has been created to encourage and increase the practice of reading to young children. FCSS provides an educational package for new families to promote bonding and interaction with parents and the child.
- **Friendship Groups:** these small group settings are requested by teachers or school Principals to address and support conflicts, issues, or co-operation strategies in the schools.
- **Gay/Straight Alliance:** This participant led group provides a safe space for LGBTQ2+ youth aged 12-18 to gather, learn and support one another.
- **Green View FCSS Grants:** The FCSS Board is committed to supporting preventive social programs that positively impact the ratepayers of Greenview and the Town of Valleyview.
- **Grief and Loss:** Rainbows for school aged children; and Creative Grief and Loss for Adults. A certified facilitator works with clients during their grief journey providing insights and tools to assist in healing.
- **Hands are Not for Hitting:** For kindergarten and grade 1 students. Students will learn how to properly use their bodies when they are experiencing difficult emotions.
- **HEART:** Health, Education, and Action in Relationships Team. Stakeholders include the RCMP, Victims Assistance for Valleyview and Sturgeon Lake Cree Nation, Child and Family Services and Green View FCSS.
- **Home Alone:** a one-day program that is offered to all grade 4 classes in the MD. This program focuses on safety in the home and prepares children to be left alone for short periods of time.
- **Home Support:** This program provides light housekeeping, meal preparation, and transportation to access essential needs for adults experiencing disruptions to their normal household routines. Adults with disruptions due to physical limitations, mental well-being, pre/post operative care or pre/post-natal care may qualify for assistance. Currently 100 individuals throughout the M.D. access the program with up to 12 Home Support Workers providing service.

- **I Can Handle Anger:** 6-week program for students in grade one and two. This is an age-appropriate anger management program where students learn different ways to handle anger and other difficult emotions.
- **Information, Referral, and Forms Assistance:** We provide referrals that match your need and will assist with completion of forms or applications such as Assured Income for the Severely Handicapped (AISH), Income Support and Seniors Benefits.
- **Inter-Agency Meetings:** Green View FCSS hosts interagency meetings in Valleyview (first Tuesday of every month) and in Grande Cache (last Tuesday of every month). Attendees include organizations such as Alberta Health Services, Education, Mental Health, Victims Assistance, Adult learning, RCMP and Children's Services etc.
- **Just In Case Workshop:** This is a hands on workshop to start preparing the documents and information you will need when you or a family member has a sudden death or emergency.
- **Kids Conference:** Hosted in Grande Cache for children and youth aged 5-12. A dynamic 2.5-day conference offers participants session choices from three streams of learning: life skills, creativity, and physical well-being.
- **Life Skills:** For children and youth. Beyond the academic world children require skills that are used in daily life as adults. Areas of learning may include financial literacy, cooking, public speaking, fostering creativity, and navigating social dynamics.
- **Meadows to Mountains Homelessness Prevention Project:** This project provides crucial supports for individuals and families within Greenview to prevent homelessness. Clients are provided on-going support to navigate systems, access life skills development, and are shown how they are pivotal to their success in stabilizing their living situation. The project is funded through a partnership between Green View FCSS and the Alberta Rural Development Network.
- **Mind-Up:** a program that uses mindfulness to teach emotional self-regulation in students.
- **Miyo Wichihitowin (Good Relations)** -available in Grande Cache for children and youth aged 5-18. Students learn about local Indigenous culture, traditional practices, and have opportunities to connect with Elders and local Indigenous role models. Activities are open to all youth to bridge the gap between cultures.
- **Mother –Daughter Circle:** The purpose of this program is to promote a healthy sustainable bond between mothers and daughters aged 11-14 during the transitional years from girlhood to young womanhood

- **Older Adult Information Day:** This annual event focuses on programs and services available to the senior and older adult population. Event specifics vary as to need and interest, and a variety of guest speakers provide presentations.
- **Relationship and Sexual Education:** The Centre for Sexuality's RSE program provides curriculum for grade 4 – 10 students that was created in partnership with the Public Health Agency of Canada. Youth learn about sexual and reproductive health, healthy and respectful relationships, and violence and consent skills.
- **School Presentations:** Funding may be provided to schools within Greenview to host guest speakers. Topics may include themes such as bullying; digital citizenship; racism etc.
- **Seniors Supports:** Individuals are provided support in filling out forms, gaining access to federal and provincial supports, advocacy etc.
- **Volunteer Appreciation:** Green View FCS organizes events to recognize volunteerism in the community.
- **Volunteer Income Tax Program:** Volunteers provide this free service to seniors and low-income individuals.
- **Welcome Baskets:** The intent of this program is to ensure all newcomers to the M.D. are aware of FCSS and other M.D programs, as well as other community services and businesses in the area.
- **Wheels for Meals:** Green View FCSS delivers meals to residents in the Hamlet of Grande Cache. This program is in partnership with local seniors' lodges, who prepares and coordinates meals, while FCSS staff carry out the delivery.
- **Why Try:** A ten-week program designed for students in grades 4-12. This program assists children who are frustrated, confused, or angry with life's pressures and challenges. The program stresses to youth that although making good decisions can be difficult, doing so results in more opportunity, freedom, and self-respect.
- **WiseGuyz:** A 22 week program for male identified youth ages 13 – 21 that aims at prevention of adolescent dating violence and promote healthy relationships through education and awareness. Youth learn about healthy relationships, sexual health, gender, sexuality and the media and violence prevention and advocacy.

2021 – 2023 GOALS AND STRATEGIES

The following pages contain the business planning components. The Business Plan is reviewed annually and may be modified to adapt to emergent situational changes or to take advantage of innovation or new opportunities and strategic alliances. Detailed action plans and short-term emergent strategies at the operational level are the purview of the FCSS Manager, with approval from the Board, and are by necessity adaptive. These are, therefore, not included in this document.

	CORE AREA OF BUSINESS #1	PROGRAM DEVELOPMENT	
1	DESCRIPTION	Programs are implemented and developed depending on community need and issues presented. The provincial association believes in and supports local autonomy.	
2	GOAL	Programs help communities to be attractive, resilient, and adaptive. Quality of life in the community is improved through FCSS programs and services. There is less reliance on intervention and enforcement programs (RCMP, school, etc.) because of our prevention programs.	
	STRATEGIES	TARGETS	MEASURES
3	Older Adult Programs	All senior and older adults are aware of programs they may qualify for.	Residents are knowledgeable about programs and services for older adults.
4	Family Programs	Families, single parents-supported through partnerships with Family Resource Networks	Families have a change in skills, behavior knowledge, values, or attitude.
5	Youth Programs	Youth aged 6-18	Youth have a change in skills, behavior, values, attitude, or knowledge.
6	Future Visioning	<ol style="list-style-type: none"> 1) New programming regarding grief and loss for adults and teens; Death Café's 2) Partnerships with Family Resource Networks; 3) Men's Shed 	Discussion ensued around all of the noted topics. More research will be done regarding these items.

	CORE AREA OF BUSINESS #2	ADVOCACY	
1	DESCRIPTION	Advocacy is important to give a voice to seniors, low-income individuals, the unemployed; youth; people with developmental disabilities; minority groups etc.	
2	GOAL	We have a strong voice at the table. Our input is recognized in policy. Councils support FCSS. MLA's understand our communities.	
	STRATEGIES	TARGETS	MEASURES
3	Relationship with Funders	To ensure the relationship with current funders meets reciprocal expectations, and service provision maintains realistic.	We have contracts in place which are proving expected outcomes.
4	FCSSAA Board	To have regular updates to provincial happenings, as well as a representative who can take items to the provincial table.	A representative from the North West region is present.
5	MLA	To ensure local and regional politicians are knowledgeable about programs and services.	MLA is invited to visit the CRC, meetings and overview of services has increased awareness.



	CORE AREA OF BUSINESS #3	COMMUNITY ENGAGEMENT	
1	DESCRIPTION	Community engagement refers to the process by which organizations and individuals build ongoing, permanent relationships for the purpose of applying a collective vision for the benefit of a community. Our communities are caring communities. We want to involve as many people as we can in the delivery of programs and services. We want to raise awareness around community issues.	
2	GOAL	The Community is aware of our programs and services.	
	STRATEGIES	TARGETS	MEASURES
3	Volunteers	FCSS increases its trained volunteer base. These volunteers actively contribute to specific programs, as well as are on call for ESS service.	FCSS acknowledges and recognizes volunteers in an annual appreciation dinner. We have growing numbers of attendees every year.
4	In-service training	Teachers and Parent Councils, Interagency	Parents and teachers and other service providers are aware of FCSS services



	CORE AREA OF BUSINESS #4	MEASUREMENT/OUTCOMES	
1	DESCRIPTION	Outcomes are the benefits or changes for individuals, families, communities, or populations during or after participating in program or project activities. These changes must be measured to prove that desired outcomes are reached, and then reported to the province.	
2	GOAL	We are able to effectively meet all our mandated measurement requirements.	
	STRATEGIES	TARGETS	MEASURES
3	Tracking and reporting outcomes	All staff are trained in outcomes measures and are familiar with reporting expectations.	Through surveys, interviews and pre/post tests, people have a change in at least one of the following: knowledge; attitude; values; skills; behavior; condition; or status.



	CORE AREA OF BUSINESS #5	CONTRACT MANAGEMENT	
1	DESCRIPTION	We currently have a service contract with Alberta Works, providing employment related services and information out of the CRC	
2	GOAL	We are able to meet the outcomes of our contract. Contracted programs are sustainable, effective, and efficient.	
	STRATEGIES	TARGETS	MEASURES
3	Alberta Works	This service contract provides residents access to income support; employment resources; a job board and employment computers.	Measure of success include statistical reports indicating the high volume of people utilizing the employment center.



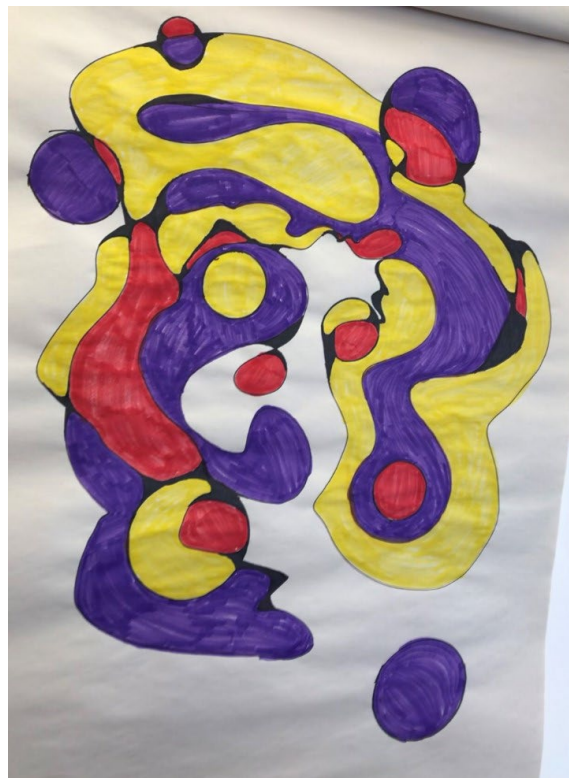
	CORE AREA OF BUSINESS #6	ADMINISTRATION	
1	DESCRIPTION	Administration oversees all staffing supervision, duties, and training; program management; contract management; reporting to the province and meeting all provincial expectations; reporting to the FCSS Board; budgetary items; and relations with partners.	
2	GOAL	Contracts and agreements are clear, current, and relevant. We are able to effectively work within our budgets. We are effectively able to meet the public's needs for social prevention.	
	STRATEGIES	TARGETS	MEASURES
3	Budgets	Administration is able to effectively manage the annual budget.	The annual budget is effectively managed.
4	Agreements	Agreements and service provided meet outcomes and proves expected results.	Agreements and service provisions meet expected results; service agreements and contracts are renewed and or extended.



	CORE AREA OF BUSINESS #7	HUMAN RESOURCES	
1	DESCRIPTION	There are 10 full time employees; 12 part time employees; and approximately 5 volunteers.	
2	GOAL	We have adequate numbers of staff to meet our operational needs.	
	STRATEGIES	TARGETS	MEASURES
3	Volunteer Recruitment	Volunteers are recruited to suit their needs and interests. This varies from program to program, and season to season.	When we have a position requiring volunteers, it is filled.
4	Training and Development	Staff are trained in all areas of need.	Fully trained staff.
5	Human Resources Management	All employees are working effectively and efficiently within their job description. Succession plans are in place, and cross training is provided.	Full and part time staff are well managed and trained.
6	Staff Acquisition	Adequate staff for current programming.	All positions are staffed.



	CORE AREA OF BUSINESS #8	BOARD DEVELOPMENT	
1	DESCRIPTION	Boards are responsible for the overarching governance of an organization, and manage its fiduciary, strategic and generative responsibilities. Boards that are functioning optimally set the framework for effective and efficient organizations.	
2	GOAL	The Board is effective and engaged.	
3	Policy Development	The board remains active in their provincial and local meetings and takes things back to the community.	Board Members attend at least 10 meetings per year, attend the fall FCSSAA conference, as well as the spring regional conference. Board members will be active in Volunteer Appreciation events.
4	Program Approval	The board has reviewed and approved all programs.	Completed
5	Strategic Planning	The board has a completed strategic plan.	Completed Plan
6	Leadership Development (Revised Board Orientation Manual)	The board has an effective and efficient orientation program for new board members.	Completed Orientation Manual



Goals, Strategies & Timelines

A. Goal: To provide services that enhance the well-being of individuals, families, and community through prevention.

1. Strategy: Develop programs and services to promote positive development for children and youth.

Programs may be implemented in the Valleyview, Ridgevalley, Grovedale, and Grande Cache schools or in community settings for the youth between six (6) to eighteen (18) years of age. All programs may be provided upon the request of the individual school requirements in consultation with the principal.

Time Frame	Action	Status as of December 2023
2 – 3 times per year	Deliver Babysitting Courses	<i>Delivered in 2021 in VV and GC Delivered in 2022 in GC As of 2022 GRM delivers this course in VV Completed in 2023 in GC</i>
School year	Deliver Body Talk	<i>Delivered in 2021, 2022 ,2023 in VV Delivered in 2021, 2022 in GC</i>
School year (6 – 10 week program)	Deliver Boys Council program	<i>Delivered in 2021 in VV Delivered 2022 in RV Delivered 2022 in GC This program has changed title to friendship groups and is delivered upon school request</i>
Annually	Deliver the Empathy Program	<i>Program Launched in 2022 Delivered 2022 in GC and VV Delivered in 2023 in VV and GC</i>
Weekly	Facilitate Gay Straight Alliance	<i>Began 2021 in VV – delivered Began 2022 in GC –delivered 2023- delivered in GC and VV</i>
School year (6 – 10 week program)	Deliver Girls Circle program	<i>Delivered 2021 in VV Delivered 2022 in VV and GC Delivered 2023 in GC Program changed to Friendship Groups as is delivered upon school request</i>
School year (4 week program)	Deliver Hands Are Not For Hitting	<i>Delivered in 2021 in VV Delivered 2022 in VV and GC Delivered 2023 in VV and GC</i>

Time Frame	Action	Status as of December 2023
Annually	Deliver Home Alone program	<i>Delivered in VV and GC in 2021 Delivered in VV and GC in 2022 Delivered in VV and GC in 2023</i>
School year (6 week program)	Deliver I Can Handle Anger program	<i>Delivered in VV in 2021 Delivered in VV and GC in 2022 Delivered in 2023 in VV and GC</i>
School year (4-8 week program)	Deliver KIDO program	<i>Delivered Mar 2022 @ HG-no longer relevant-content is woven into other programs eg RSE</i>
Annually	Deliver Kids Conference	<i>Offered in GC only Delivered 2023</i>
July and August	Life Skills/Summer Day Camps –	<i>Delivered in various locations within the municipality in Jul/Aug 2021 and Jul/Aug 2022, July/Aug 2023 in partnership with Recreation</i>
School year (4-6 week program)	Deliver MindUP program	<i>Delivered 2021 in VV Delivered 2022 in VV Delivered 2023 in VV Available upon school request in GC</i>
Ongoing	Deliver Miyo Wichihitowin program – offered in GC only	<i>Delivered in GC 2021, 2022, 2023</i>
School year (4-6 week program)	Deliver Relationship & Sexual Education program	<i>Training completed in fall of 2022 Delivered in 2023 in GC and VV</i>
School year (10 week program)	Deliver SKILLS program	<i>Delivered 2021 in VV Delivered 2022 in VV Delivered in 2023 in VV- this program is being replaced by RSE but can be delivered in a shorter version Ridgevalley and Grovedale</i>
School year (5 week program)	Deliver Kids Have Stress too program	<i>Delivered in GC in 2023 Upon School request</i>
School year (7 week program)	Deliver Why Try program	<i>Delivered in 2021 in VV Delivered in 2022 in VV and GC Upon School request</i>
School year (22 week program)	Deliver WiseGuyz program	<i>Delivered 2021/2022 in GC Currently running in VV and GC 2023/2024</i>

2. Strategy: Develop programs and services to enhance the lives of individuals and families within the community.

Enhance the lives of adults and families to promote economic, mental, and physical wellbeing. Programs may be available annually and are based upon the needs and requests of clients.

Time Frame	Action	Status as of December 2023
Spring and fall sessions	Coordinate Balance restorative yoga program Only available in VV	<i>Completed 2021, 2022 and 2023 in DeBolt and VV</i>
Annually	Coordinate Breakfast with the Guys	<i>Delivered in VV and GC in 2022 Hosted A Night To Lead Change in Valleyview November 2023-replacing Breakfast with the Guys</i>
Annually	Community Activity Fee Funding program (formally Aboriginal Community Activity Fee Assistance Program)	<i>Accessed 2021-2023</i>
Annually	Deliver Community Volunteer Income Tax program	<i>Accessed 2021 both offices Accessed 2022 both offices Accessed 2023 both offices</i>
Annually	Eating for Your Wellbeing	<i>Ongoing</i>
Annually	Deliver Emergency Preparedness 72 prep workshop	<i>Delivered 2022 in GC and VV Information is now delivered in conjunction with communication and protective services dept.</i>
Annually	Deliver Employment Supports	<i>Accessed daily-contract in place until March 2025</i>
Annually	Coordinate FCSS Baby Book Bags	<i>Ongoing</i>
Annually	Coordinate access to Income Supports	<i>Accessed daily-contract in place until March 2025</i>
Annually	Deliver Meadows to Mountains Homelessness Prevention Project	<i>Ongoing-</i>
Annually (6 week program)	Deliver Mother Daughter Circle program	<i>Accessed 2022, 2023 in GC and VV</i>
Annually	Deliver Older Adult Information Day	<i>Accessed in VV and GC in 2021, 2022, 2023</i>

3. Strategy: Develop programs and services to enhance the lives of adults and seniors within the community.

Enhance the lives of adults and seniors to promote economic, mental, and physical wellbeing. These programs may be delivered annually as part of the ongoing operations.

Time Frame	Action	Status as of December 2023
Annually	Deliver Creative Grief and Loss	<i>Accessed in 2021, 2022, 2023 through-out the municipality</i>
Annually	Contracted Counselling Services (H.E.L.P.)	<i>Accessed 2021, 2022, 2023 in GC</i>
Annually	Deliver individual support with forms and subsidy applications	<i>Accessed 2021,2022, 2023 both locations</i>
Annually	Deliver the Home Support program	<i>Accessed 2021, 2022, 2023 both locations</i>
Annually	Deliver Just In Case File workshop	<i>Completed Oct 2021 in VV Completed Nov 2021 in DeBolt Completed Jan, Jun 2022 in GC Completed in both locations in fall 2023</i>
Annually	Deliver Tech To Go Pilot program	<i>Available/underutilized(remove?)</i>
Annually	Deliver the Wheels for Meals program within the Town of Valleyview and Hamlet of Grande Cache	<i>Ongoing in GC On hold due to COVID in VV –</i>

B. Goal: Promote and provide services with various stakeholders for the benefit of residents within the community.

1. Strategy: Explore partnerships with various stakeholders to meet residents' needs.

Partnerships are vital in the community so as the residents' needs may be addressed in cooperation with various stakeholders. The stakeholders may be consulted on an annual basis to review possible partnership opportunities.

Time Frame	Action	Status
Reviewed annually	Alberta Health Services Partnership – “Mental Health Services” and Lunch and Learns; Older Adult Info Day etc.	<i>Ongoing</i>
Reviewed annually	Alberta Health Services – Mental Health Therapist	<i>Ongoing</i>
Reviewed annually	Alberta Works Contract – Employment Services	<i>Ongoing</i>
Reviewed annually	Canada Public Health Agency	<i>Ongoing</i>
Reviewed annually	Centre for Sexuality	<i>Ongoing</i>
Reviewed annually	Child and Family Services	<i>Ongoing</i>
Reviewed annually	Community Outreach Program enhancement (C.O.P.E.)	<i>Ended Oct 2020</i>
Reviewed annually	ESSNA – Emergency Social Services Network of Alberta	<i>Ongoing</i>
Reviewed annually	Evergreens Foundation (Whispering Pines Lodge)	<i>Ongoing</i>
Reviewed annually	Family Resource Network	<i>Ongoing</i>
Reviewed annually	Grande Cache Food Bank	<i>Ongoing</i>
Reviewed annually	Grande Yellowhead Public School Division	<i>Ongoing</i>
Reviewed annually	Holy Family Catholic School Division	<i>Ongoing</i>
Reviewed annually	Mountain Metis Association	<i>Ongoing</i>
Reviewed annually	Northern Gateway School Division	<i>Ongoing</i>
Reviewed annually	Northern Lakes College	<i>Ongoing</i>
Reviewed annually	Northlands School Division	<i>Ongoing</i>
Reviewed annually	Odyssey House – Outreach worker services	<i>Ongoing</i>
Reviewed annually	PACE	<i>Ongoing</i>
Reviewed annually	Peace Wapiti School Division	<i>Ongoing</i>
Reviewed annually	Provide Preventative Community Grants to non-profit agencies or organizations	<i>Ongoing</i>
Reviewed annually	Red Willow Lodge	<i>Ongoing</i>
Reviewed annually	Royal Canadian Legion	<i>Ongoing</i>
Reviewed annually	RCMP	<i>Ongoing</i>
Reviewed annually	Seniors Outreach	<i>Ongoing</i>
Reviewed annually	Service Canada Outreach	<i>Ongoing</i>
Reviewed annually	Sturgeon Lake Cree Nation	<i>Ongoing</i>
Reviewed annually	Suicide Prevention Resource Center	<i>Ongoing</i>
Reviewed annually	Town of Valleyview	<i>Ongoing</i>
Reviewed annually	Town of Valleyview Library	<i>Ongoing</i>
Reviewed annually	Victims Assistance	<i>Ongoing</i>

2. Strategy: Explore opportunities that may enhance resident access to services within the community.

Create a relationship with all relevant stakeholders so as programs and services may be coordinated to meet the community's needs.

Time Frame	Action	Status
Annually Sep – Jun	Host monthly interagency meetings	VV – ongoing 1 st Tues of the month GC – ongoing last Tues of the month
Annually – twice a month	Provide an Odyssey House support worker	Ongoing
Annually	Deliver the Welcome Basket program	Ongoing – upon request
Annually	Host Service Canada Outreach Clinics in the CRC	Ongoing
Annually	Coordinate the Community Information Board	Ongoing
Annually	Deliver Information Referral services	Ongoing
Annually	Provide Community Training sessions	Ongoing
Annually – weekly	Coordinate Mental Health out of the CRC	Ongoing
Bi-annually	Host HEART Domestic Violence Conference	On hold
Annually	Host Breakfast with the Guys	Scheduled for November 2022- replaced in 2023 with a night to lead change
Annually – September	Community Connections night	Delivered 2021 Scheduled for 2022- no longer running
Annually	Daily Thoughts banners	Ongoing
Annually	Did You Know Campaign (social media posts)	3 times/year – 4 posts per occurrence

C. Goal: Provide opportunities whereby residents are actively engaged within the community.

1. Strategy: Promote resident participation and engagement within the community.

Community engagement and connection contributes to improved social wellbeing. Residents are encouraged to assist in various deliverable opportunities.

Time Frame	Action	Status
Annually – November	Deliver the Red Silhouette program/Purple Lights	<i>Completed Nov 2021, 2022 and 2023</i>
Annually	Host Volunteer Appreciation events	<i>Completed 2021,2022, 2023</i>
Annually	Provide residents with volunteer opportunities to assist with various deliverable programs	<i>Have volunteers in place</i>

D. Goal: Provide service excellence to residents within the community.

1. Strategy: Develop actions that enhance Green View FCSS service deliverable excellence.

Time Frame	Action	Status
Annually	Review the Green View FCSS Strategic plan	<i>Reviewed Dec. . 2023</i>
Annually	Provide measurable outcomes where applicable for programs and services	<i>Ongoing</i>
Annually	Ensure that staff has access to effective training opportunities	<i>Ongoing</i>
Annually	The Green View FCSS Manager will draft and present the annual budget to the respective Councils	<i>2024 proposed budget complete</i>
Annually	Staff performance appraisals will be administered to all staff	<i>Completed Dec 2021, 2022, 2023</i>

