



REGULAR BOARD MEETING AGENDA

Wednesday January 17th, 2024

9:30 am

Meeting Room
Green View FCSS Building

#1	CALL TO ORDER		
#2	ADOPTION OF AGENDA		
#3	MINUTES	3.1 Organizational Minutes of the Green View Family and Community Support Services Board Meeting held December 20, 2023 to be adopted.	1
		3.2 Regular Green View Family and Community Support Services Meeting minutes held December 20, 2023 to be adopted.	4
		3.3 Business Arising from the Minutes	
#4	DELEGATION	4.1 Peace Wapiti School Division	7
#5	OLD BUSINESS	5.0	
#6	NEW BUSINESS	6.1 2024-2026 Business Plan	11
		6.2 FCSS Manager Report	37
#7	MEMBER REPORTS	7.1 Chair/Member Reports	
#8	CORRESPONDENCE	8.0	
#9	CLOSED SESSION	9.0	
#10	ADJOURNMENT	10.0	

Minutes of a
ORANIZATIONAL MEETING
GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES
 Green View Family and Community Support Services Building
 Valleyview, Alberta, on Wednesday, December 20, 2023

1: FCSS Manager Lisa Hannaford called the meeting to order at 1:04 p.m.
CALL TO ORDER

PRESENT	Board Member, Greenview Councillor	Sally Rosson
	Board Member, Member at Large, Greenview	Tammy Day
	Board Member, Greenview Councillor	Christine Schlieff
	Board Member, Member at Large, Greenview	Roxanne Perron
	Board Member, Member at Large, Greenview	Gwen Villebrun
	Board Member, Town of Valleyview Councillor	Samantha Steinke
	Board Member, Member at Large, Town of Valleyview	Kristine Gavin

ATTENDING	FCSS Manager	Lisa Hannaford
	Recording Secretary	Corinne D’Onofrio

ABSENT

#2: **MOTION: 23.12.41** Moved by: BOARD MEMBER, ROXANNE PERRON
AGENDA That the December 20, 2023 Organizational Meeting agenda be adopted as presented.
 CARRIED

#3 Manager, Lisa Hannaford called for nominations for the election of Chair.
NOMINATION FOR CHAIR BOARD MEMBER, TAMMY DAY nominated : BOARD MEMBER, ROXANNE PERRON
 Manager, Lisa Hannaford called a second time for nominations for the election of Chair.
 *None were heard

NOMINATIONS FOR CHAIR CEASE **MOTION: 23.12.42** Moved by: BOARD MEMBER, CHRISTINE SCHLIEFF
 That the Green View Family and Community Support Services Board cease nominations for Chair.
 CARRIED

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

**#4
NOMINATIONS
FOR VICE CHAIR**

Manager Hannaford called for nominations for the election of Vice Chair.

BOARD MEMBER, CHRISTINE SCHLIEF nominated BOARD MEMBER, TAMMY DAY

Manager, Lisa Hannaford called a second time for nominations for the election of Vice Chair.

*None were heard

**#4 NOMINATIONS
FOR VICE CHAIR
CEASE**

MOTION: 23.12.43 Moved by: BOARD MEMBER, SALLY ROSSON
That the Green View Family and Community Support Services Board cease nominations for Vice Chair.

CARRIED

Manager Hannaford declared BOARD MEMBER, TAMMY DAY as the Vice Chair of the Green View Family and Community Support Services Board until the next annual Organizational meeting and assumed position as Vice Chair.

#5 MEETING DATES 5.0 REGULAR MEETING DATES

**REGULAR GREEN
VIEW FCSS BOARD
MEETING DATES**

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

MOTION: 23.12.44 Moved by: BOARD MEMBER, TAMMY DAY
That the Green View Family and Community Support Services Board hold regular scheduled Board meetings on the 3rd Wednesday of the month, commencing at 9:30 a.m. in the Green View FCSS meeting room at 4707-50th street, Valleyview, Alberta.

CARRIED

#6
ADJOURNMENT

6.0 ADJOURNMENT

MOTION: 23.12.45 Moved by: BOARD MEMBER, SAMANTHA STEINKE
That this meeting adjourns at 1:09 p.m.

CARRIED

FCSS MANAGER

FCSS CHAIR

UNADOPTED

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, December 20, 2023

1: Chair Perron called the meeting to order at 1:11 am.
CALL TO ORDER

PRESENT

Chair, Member at Large, Greenview	Roxanne Perron
Board Member, Member at Large, Greenview	Tammy Day
Board Member, Member at Large, Greenview	Gwen Villebrun
Board Member, Member at Large, Town of Valleyview	Kristine Gavin
Board Member, Town of Valleyview Councillor	Samantha Steinke
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: 23.12.46 Moved by: BOARD MEMBER , KRISTINE GAVIN
 That the December 20, 2023 agenda be adopted as presented.

CARRIED

#3.1
REGULAR
MEETING
MINUTES

3.1 GREEN VIEW FCSS REGULAR BOARD MEETING MINUTES

MOTION: 23.12.47 Moved by: BOARD MEMBER, SALLY ROSSON

That the Minutes of the Regular Green View FCSS Board Meeting held on Wednesday, October 18, 2023 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

6.1 FCSS MANAGER REPORT

MOTION: 23.12.48 Moved by: BOARD MEMBER, TAMMY DAY

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

CARRIED

7.1 CHAIR/MEMBER REPORTS

BOARD MEMBER GWEN VILLEBRUN

- Attended A Night to Lead Change
- Attended a Crime Prevention meeting in Town and noted high levels of crime such as break ins, and the importance of reporting incidences
- Attended the FCSSAA Conference in Edmonton in November

BOARD MEMBER STEINKE

- Spoke of Town of Valleyview Council hosting a Community Engagement session at the Memorial Hall
- Spoke of the importance of personal connections and engagement

BOARD MEMBER SCHLIEF

- No report at this time

BOARD MEMBER GAVIN

- Attended the FCSSAA Conference in November for the 2nd time since being a Green View FCSS Board Member
- Attended A Night to Lead Change and the Cyber Security session

BOARD MEMBER ROSSON

- Spoke about Municipal Grants process
- Commented that enrollment has increased in some colleges in the region including Northwest Polytechnic

BOARD MEMBER DAY

- Reported that the Older Adult Information Day in Grovedale went very well
- Attended the FCSSAA Conference and enjoyed a breakout session on Ageism

CHAIR PERRON

- Attended the FCSSAA Conference and enjoyed the presentations and a session about kindness
- Reported that the Food Bank is having clients update their applications with current information in the New Year

**#8
CORRESPONDENCE 8.0 CORRESPONDENCE**

**#9 CLOSED
SESSION 9.0 CLOSED SESSION**

**#10
ADJOURNMENT 10.0 ADJOURNMENT**
MOTION: 23.12.49 Moved by: BOARD MEMBER, CHRISTINE SCHLIEF
That this meeting adjourns at 3:17 pm.

CARRIED

F.C.S.S. MANAGER

F.C.S.S. CHAIR

REQUEST FOR DECISION

SUBJECT: Delegation-Peace Wapiti School Division
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD
MEETING DATE: January 17, 2024
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES

REVIEWED AND APPROVED FOR SUBMISSION

GM:
MANAGER: LDH
PRESENTER: LDH

RELEVANT LEGISLATION:
Green View FCSS Policy: N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the presentation from the Peace Wapiti School Division, for information.

BACKGROUND/PROPOSAL:
Green View FCSS has provided \$45,000.00 annually to Peace Wapiti School Division to fund a Family School Liaison Program in both Ridgevalley School and Penson School in Grovedale. This agreement ensures preventive supports are provided to youth in all areas of the municipality, (as the focus of the two Youth Coordinators employed through Green View FCSS concentrate their time in Valleyview and Grande Cache Schools). A formal agreement was signed with the Peace Wapiti School Division in 2017 and has been included as an attachment.

BENEFITS OF THE RECOMMENDED ACTION:

1. The benefit of accepting the presentation is to update the Board on the Family School Liaison Program at Peace Wapiti School Division.

DISADVANTAGES OF THE RECOMMENDED ACTION:

1. There are no perceived disadvantages to accepting the presentation.

ALTERNATIVES CONSIDERED:
Alternative #1: The Green View Family and Community Support Services Board may choose not to accept the presentation for information. This alternative is not recommended for if the Board is aware of what services are being delivered and how the funds are being utilized; the Board will be well informed and better able to make funding decisions in the future.

FINANCIAL IMPLICATION:

Direct Costs: N/A

Ongoing / Future Costs: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:

Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS: N/A

ATTACHMENT(S): Memorandum of Agreement

MEMORANDUM OF AGREEMENT

BETWEEN

Peace Wapiti Public School Division
 8611A-108 Street
 Grande Prairie, Alberta
 T8V 4C5
 (hereinafter referred to as the "School Division")
 OF THE FIRST PART

-And-

GREEN VIEW FAMILY and COMMUNITY SUPPORT SERVICES
 P.O. Box 1079, Valleyview, Alberta, T0H 3N0
 (hereinafter referred to as the "FCSS")
 OF THE SECOND PART

RE: FAMILY SCHOOL LIAISON PROGRAM

WHEREAS, the School Division and FCSS have agreed to participate in the funding of a Family School Liaison Program (hereinafter referred to FSLP).

WHEREAS, it is desirable that the Family School Liaison Program operate during the school year,

THEREFORE, the Parties to this Agreement, in consideration of mutual terms, covenants and conditions to be observed and performed by each party, agree as follows:

1. FCSS may contribute \$45,000.00 annually toward the costs of operating the FSLP for the upcoming school year.
2. The School Division shall provide an invoice to FCSS prior to October 31 for the upcoming school year.
3. The School Division will provide administration, supervision, and liability insurance of all staff in relation to delivering the FSLP.
4. The School Division will ensure that the FSLP staff will be available and will provide services to schools within Greenview's boundaries.
5. Both parties agree that services funded by Green View FCSS shall not be delivered outside Greenview's boundaries.

- 6. The School Division shall submit to FCSS an annual outcomes report that will include, but not be limited to, the following: statistics, program outlines, results observed, challenges and program successes. FCSS reserves the right to withhold the FSLP funding if the required outcomes report is not submitted by September 30th of each year. Presentations to the Board may be requested on an annual basis.
- 7. This Agreement may be terminated by any party at any time and for any reason by giving 60 days prior written notice to the other party.
- 8. This Agreement may be amended by mutual consent in writing by both parties hereto.
- 9. This Agreement shall come into effect upon the signing thereof by both parties and will remain in effect unless otherwise terminated in writing by either party.
- 10. For the purpose of giving notice under this Agreement, the addresses shall be:
 - a. For Family and Community Support Services:
4707 – 50 Street, P.O. Box 1079
Valleyview, Alberta
T0H 3N0
 - b. For the School Division:
Peace Wapiti Public School Division
8611A-108 Street
Grande Prairie, Alberta
T8V 4C5

On Behalf Of School Division

[Signature]
Signature
Heather Rubio
Print Name
Feb 10, 2022
Date

[Signature]
Witness
Tammie Diehl
Print Name
Feb 10, 2022
Date

On Behalf of Green View Family and Community Support Services

[Signature]
Signature
LISA HANNAFORD
Print Name
January 26, 2022
Date

[Signature]
Witness
Corinne Donofrio
Print Name
January 26, 2022
Date

REQUEST FOR DECISION

SUBJECT: **2024-2026 Business Plan**

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

MEETING DATE: January 17, 2024
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 approve the 2024-2026 Green View FCSS Business Plan.

BACKGROUND/PROPOSAL:
Green View Family and Community Support Services Board has a business plan that is reviewed regularly. The current plan covers the period of 2024-2026. The strategic plan is required to ensure administration continues to align with the Boards direction, and delivers the programs and services aligned with provincial priorities and meets community needs.

BENEFITS OF THE RECOMMENDED ACTION:
1. The benefit of approving the business plan is to ensure the Board members have opportunities to change or set direction.

DISADVANTAGES OF THE RECOMMENDED ACTION:
1. There are no perceived disadvantages of approving the business plan.

ALTERNATIVES CONSIDERED:
Alternative #1: The Green View Family and Community Support Services Board may choose not to approve the business plan. This alternative is not recommended as the plan will set clear direction for administration.

FINANCIAL IMPLICATION:
Direct Costs: There are no direct costs associated with the approval of the business plan.
Ongoing / Future Costs: N/A

STAFFING IMPLICATION: N/A

PUBLIC ENGAGEMENT LEVEL:

Greenview has adopted the IAP2 Framework for public consultation.

INCREASING LEVEL OF PUBLIC IMPACT

Inform

PUBLIC PARTICIPATION GOAL

Inform - To provide the public with balanced and objective information to assist them in understanding the problem, alternatives, opportunities and/or solutions.

PROMISE TO THE PUBLIC

Inform - We will keep you informed.

FOLLOW UP ACTIONS:

N/A

ATTACHMENT(S):

2024-2026 Business Plan



**GREEN VIEW FAMILY AND COMMUNITY SUPPORT
SERVICES BUSINESS PLAN
2024-2026**

**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

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ACKNOWLEDGEMENTS

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

- Host – Greenview
- Facilitation provided by Lisa Hannaford, FCSS Manager

STATEMENT OF APPROVAL AND ACCOUNTABILITY

The business plan for the years commencing January 2024 to December 2026 was prepared under the direction of the Board of Green View Family and Community Support Services. Board members present were Roxanne Perron; Tammy Day; Gwen Villebrun; Christine Schlieff; Sally Rosson; Kristine Gavin and Samantha Steinke. The Board and Staff are committed to achieving the planned results laid out in this plan.

Date of Board Meeting: January 17, 2024

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.
- Volunteerism 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 am - 4:30 pm. The office is closed for lunch from 12:00 pm -1:00 pm, 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 MD of Greenview
- 4 Community Members at Large

Human Resources:

Green View FCSS has staff year-round with 10 full time staff 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 the Town of Valleyview residents and those residing in the Greenview which include Valleyview, Ridgevalley, DeBolt; Little Smoky; New Fish Creek; Sunset House; Crooked Creek; Grovedale, 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 Resource 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
- Northlands School Division
- Northern Gateway Public School Division
- Northern Lakes College
- Odyssey House
- PACE (Providing Assistance, Counselling, and Education)
- Peace Wapiti Public School Division
- Red Willow Lodge
- Resource Centre for Suicide Prevention
- RCMP
- Seniors Outreach
- Service Canada
- Sturgeon Lake Cree Nation
- Town of Valleyview
- Town of Valleyview Library
- Victims Assistance
- Valleyview Adult & Family Learning
- Valleyview Food Bank
- Valleyview Men's Shed
- Valleyview Walking With Families
- Whispering Pines Lodge

PROGRAMMING

Green View FCSS offers programs and services to people of all ages through use of six (6) key prevention strategies.

- Promote and encourage active engagement in the community
- Foster a sense of belonging
- Promote social inclusion (the act of making all groups of people within a society feel valued and included)
- Develop and maintain healthy relationships
- Enhance access to social supports
- Develop and strengthen skills that build resilience

Programming and services contribute to positive outcomes in relation to five (5) Provincial Prevention Priorities.

1. Homelessness and housing insecurity
2. Mental health and addictions
3. Employment
4. Family and sexual violence across the lifespan
5. Aging well in community

**In brackets following the program name the Provincial Prevention Priority (PPP) number(s) the program contributes to is/are listed.*

- **Babysitting Courses (PPP 2 & 3):** 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 (PPP 2 & 5):** 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 (PPP 2 & 4):** 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 (PPP 1 & 3):** 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 (PPP 1, 2 & 5):** 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 (PPP 3):** Services provided free of charge.
- **Community Activity Fee Funding (PPP 2):** For those in addictions recovery, healing after a traumatic experience, or experiencing physical or mental health challenges, this program provides access to the Grande Cache Recreation Centre public swimming, public skating, and fitness center.
- **Community Support Worker (PPP 2 & 4):** 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.

- **Community Volunteer Income Tax Program (PPP 1 & 5):** Volunteers provide this free service to seniors and low-income individuals.
- **Counselling Services (PPP 2):** Green View FCSS offers short term one-on-one mental health appointments with a registered psychologist or professional therapist.
- **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 (PPP 2 & 4):** This program uses stories and connections to build empathy in children aged 3-5.
- **FCSS Baby Book Bags (PPP 2 & 4):** 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.
- **Gay Straight Alliance (PPP 2 & 4):** This participant led group provides a safe space for 2SLGBTQQA+ youth aged 12-18 to gather, learn and support one another.
- **Green View FCSS Grants (PPP 1, 2, 4 & 5):** 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 (PPP 1, 2, 4, & 5):** 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 (PPP 4):** For kindergarten and grade 1 students. Students will learn how to properly use their bodies when they are experiencing difficult emotions.
- **HEART (PPP 4 & 5):** Health, Education, and Action in Relationships Team. Stakeholders may include the RCMP, Victims Assistance for Valleyview and Sturgeon Lake Cree Nation, Child Services and Green View FCSS.
- **Home Alone (PPP 2 & 4):** For youth 8 – 10 years of age. Focusing on safety in the home and preparing your child to be left alone for short periods of time. This program also offers students information on navigating the online world and skills on how to be a good cyber citizen.
- **Home Support (PPP 2 & 5):** 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 130 individuals throughout the Greenview access the program with up to 12 Home Support Workers providing service.
- **I Can Handle Anger (PPP 2 & 4):** 6-week program for students in grade 1 and 2. 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** (*PPP 1, 2, 3, 4 & 5*): 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** (*PPP 1, 2, 3, 4 & 5*): Green View FCSS hosts inter-agency 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.
- **Interpersonal Relationship Skills** (*PPP 2 & 4*): these small group settings are requested by teachers or school Principals to address and support conflicts, issues, or co-operation strategies in the schools.
- **Just In Case Workshop** (*PPP 5*): 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** (*PPP 2*): 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.
- **Kids Have Stress Too** (*PPP 1 & 4*): For grade 1 – 12 students. Curriculum is adjusted to be relevant to the students' ages. This program promotes resiliency by buffering the impacts of stress. We teach students how to respond to stress in healthy and constructive ways.
- **Meadows to Mountains Homelessness Prevention Project** (*PPP 1, 2, 3 & 5*): 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** (*PPP 2 & 4*): A program that uses mindfulness to teach emotional self-regulation in students.
- **Miyo Wichihitowin (Good Relations)** (*PPP 2 & 4*) 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** (*PPP 2 & 4*): 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** (*PPP 2, 4 & 5*): 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** (*PPP 2 & 4*): 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** (*PPP 2 & 4*): 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** (*PPP 1, 2, 4 & 5*): Individuals are provided support in filling out forms, gaining access to federal and provincial supports, advocacy etc.
- **Volunteer Appreciation** (*PPP 5*): Green View FCSS organizes events to recognize volunteerism in the community.
- **Welcome Baskets** (*PPP 2*): The intent of this program is to ensure all newcomers to Greenview are aware of FCSS and other Greenview programs, as well as other community services and businesses in the area.
- **Wheels for Meals** (*PPP 5*): Green View FCSS delivers meals to residents in the Hamlet of Grande Cache. This program is in partnership with the local seniors' lodge, who prepares and coordinates meals, while FCSS staff carry out the delivery.
- **Why Try** (*PPP 2 & 4*): 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** (*PPP 2 & 4*): For male identified youth, this program promotes mental health, healthy relationships and prevent adolescent dating violence. The program provides a space for participants to discuss and explore the impacts of harmful gender stereotypes and builds essential relationship skills.

2024 - 2026 CORE AREAS OF BUSINESS

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.



	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 outcomes.	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 DEVELOPMENT / 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, are also 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
5	Awareness campaigns	Community	Community gains knowledge about social issues, resources, and supports. Examples: Poverty Simulation, A Night to Lead Change. Purple Light Nights, Red Silhouette
6	Community Collaboration	Special interest groups, social service providers, local volunteer groups.	Number of campaigns, events, and programs delivered with partnerships. Examples: Women's Group, VTRA training, MHFA, customized workshops.

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 Career and Employment Storefront Services	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	The Board shall be concerned with community issues that enhance, strengthen, and stabilize the family and community life. The Board shall be concerned with the growth and development of a broad range of programs to help prevent family or community social breakdown, and to help prevent the development of personal or family crises that may require major intervention or rehabilitative measures to correct.	
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	Business Planning	The board has a completed Business 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 September 2024
2 – 3 times per year	Deliver Babysitting Courses	
School year	Deliver Body Talk	
School year (6 – 10 week program)	Deliver Boys Council program	
Annually	Deliver the Empathy Program	
Weekly	Facilitate Gay Straight Alliance	
School year (6 – 10 week program)	Deliver Girls Circle program	
School year (4 week program)	Deliver Hands Are Not For Hitting	

Annually	Deliver Home Alone program	
School year (6 week program)	Deliver I Can Handle Anger program	
School year (4-8 week program)	Deliver KIDO program	
Annually	Deliver Kids Conference	
July and August	Life Skills/Summer Day Camps –	
School year (4-6 week program)	Deliver MindUP program	
Ongoing	Deliver Miyo Wichihitowin program – offered in GC only	
School year (4-6 week program)	Deliver Relationship & Sexual Education program	
School year (10 week program)	Deliver SKILLS program	
School year (5 week program)	Deliver Kids Have Stress too program	
School year (7 week program)	Deliver Why Try program	
School year (22 week program)	Deliver WiseGuyz program	

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.

<i>Time Frame</i>	<i>Action</i>	<i>Status as of September 2024</i>
Spring and fall sessions	Coordinate Balance restorative yoga program Only available in VV	
Annually	Coordinate Breakfast with the Guys	
Annually	Community Activity Fee Funding program (formally Aboriginal Community Activity Fee Assistance Program)	
Annually	Deliver Community Volunteer Income Tax program	
Annually	Eating for Your Wellbeing	
Annually	Deliver Emergency Preparedness 72 prep workshop	
Annually	Deliver Employment Supports	
Annually	Coordinate FCSS Baby Book Bags	
Annually	Coordinate access to Income Supports	
Annually	Deliver Meadows to Mountains Homelessness Prevention Project	
Annually (6 week program)	Deliver Mother Daughter Circle program	
Annually	Deliver Older Adult Information Day	

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.

<i>Time Frame</i>	<i>Action</i>	<i>Status as of September 2024</i>
Annually	Deliver Creative Grief and Loss	
Annually	Contracted Counselling Services (H.E.L.P.)	
Annually	Deliver individual support with forms and subsidy applications	
Annually	Deliver the Home Support program	
Annually	Deliver Just In Case File workshop	
Annually	Deliver Tech To Go Pilot program	
Annually	Deliver the Wheels for Meals program within the Town of Valleyview and Hamlet of Grande Cache	

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.

<i>Time Frame</i>	<i>Action</i>	<i>Status</i>
Annually Sep – Jun	Host monthly interagency meetings	
Annually – twice a month	Provide an Odyssey House support worker	
Annually	Deliver the Welcome Basket program	
Annually	Host Service Canada Outreach Clinics in the CRC	
Annually	Coordinate the Community Information Board	
Annually	Deliver Information Referral services	
Annually	Provide Community Training sessions	
Annually – weekly	Coordinate Mental Health out of the CRC	
Bi-annually	Host HEART Domestic Violence Conference	
Annually	Host Breakfast with the Guys	
Annually – September	Community Connections night	
Annually	Daily Thoughts banners	
Annually	Did You Know Campaign (social media posts)	

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.

<i>Time Frame</i>	<i>Action</i>	<i>Status</i>
Annually – November	Deliver the Red Silhouette program/Purple Lights	
Annually	Host Volunteer Appreciation events	
Annually	Provide residents with volunteer opportunities to assist with various deliverable programs	

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

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

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

REQUEST FOR DECISION

SUBJECT: Managers' Report
SUBMISSION TO: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES BOARD REVIEWED AND APPROVED FOR SUBMISSION
MEETING DATE: January 17, 2024 GM: MANAGER: LDH
DEPARTMENT: GREEN VIEW FAMILY AND COMMUNITY SUPPORT SERVICES PRESENTER: LDH

RELEVANT LEGISLATION:
Green View FCSS Policy– N/A

RECOMMENDED ACTION:
MOTION: That Green View Family and Community Support Services Board accept the January 2024 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):

- January Managers report



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Green View Family and Community Support Services Board

TITLE: Manager SUBMITTED BY: Lisa Hannaford

LAST MONTH'S ACTIVITIES:

Dear Board Members,

I hope you all had an enjoyable holiday season.

The FCSS offices were open on December 28 and 29, and then after New Years Day. The offices have been very busy, and we have been shorted staffed in some areas. This is mainly due to holidays, and in some cases illness. In the four days of January 2-5, there were 140 clients requesting service in the Community Resource center in Valleyview. Most of these requests were from residents of Sturgeon Lake Cree Nation, and were regarding First Nations Drinking Water applications, as well as Day Scholar application forms.

Many duties typically assigned to the Adult Coordinator, including Home Support services, have been taken over by the Manager and Support Coordinator, this will continue for the foreseeable future.

The 2024-2026 business plan has been updated to reflect recommendations made by the Board in December and has been included in the agenda package for approval.

At the January meeting, the Board will hear a presentation from representatives of the Peace Wapiti School Division. Delegates will provide an overview of the services delivered by the School Liaison Workers in Ridgevalley and Penson schools.

Updates from Grande Cache and all Program Coordinator reports are included in this report.

HIGHLIGHTS:

The FCSS Manager and Assistant Manager are part of the planning committee to organize and host the Spring Directors Network conference in May in Grande Prairie. Unlike the fall FCSSAA conference where Board members attend, the Directors Network conference is for staff only, and provides professional development opportunities for all FCSS directors, staff, and has an information session specifically for New Directors across the province.

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 January 30, and services will resume monthly thereafter.

The January Interagency meeting was held at the Valleyview location on 9th and scheduled in Grande Cache January 30 . 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. A guest speaker joined via zoom in January to discuss the registered disability saving plan and the disability tax credit program.

There will be a Northwest emergency social services meeting held on January 16, this is an opportunity to discuss items such as mutual aid, provincial supports, standard operating procedures, training opportunities and updates from the emergency social services network of Alberta.



MONTHLY REPORT

MONTH: January

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Assistant Manager

SUBMITTED BY: Amber Hennig

December saw 164 individuals interact with the Community Resource Centre with the majority choosing to connect over the phone as opposed to in person. In addition to those individuals an additional 23 interactions took place with individual staff members via email or phone, for a total of 187 interactions. Outreach Coordinator services and Home Support top the list for reasons why clients were connecting with the Grande Cache location, followed by forms assistance and Commissioner for Oaths.

Administration conducted phone surveys with individuals and organizations that received a purple light bulb in November, results of the survey can be found in the Community Resource Centre Coordinator's section of this report. A total of 80 bulbs were given out and were seen shining bright on homes, at businesses, at service provider offices, and in high school classrooms. In addition to the bulbs 11 Facebook posts featuring statistics on domestic violence reached close to 1000 people.

Program Summary Reports are being completed this month for services and programs delivered in 2023. Data from those reports will be shared in the next monthly report. Third quarter reporting for the Meadows to Mountains Homelessness Prevention grant will be completed this month as well. The funding for this project ends March 31, 2024, and at the time of this report administration has received no updates from the Rural Development Network about continuation of funding beyond March 31, 2024. Based on conversations with the funder we are hopeful for additional funding but have no guarantees.

Administration coordinated two significant collaborative responses for complex client situations in December. The positive working relationships with other social service providers, local volunteer groups, and law enforcement were contributing factors in successful outcomes for the clients. The first, prevented homelessness and improved mental well-being for a client who was reconnected to estranged family and the second assisted in supporting an individual experiencing family violence. These situations served as a powerful reminder about why Green View FCSS invests time in building relationships with external support services.

As we begin a new year administration looks forward to continuing prevention work.

HIGHLIGHTS:

As part of the Purple Light Nights campaign a local program that aids high risk families asked her clients if they wanted to participate. During a home visitation with one of those clients a young child in the home was very excited to share with the worker why they had a purple light. As a result of the light, not only did conversation

take place in the home regarding unhealthy relationships, but the client also felt they had regained some power in their life and accessed additional supports related to family violence.

Another mom, who has three teenage boys in her home, stated that once the light was explained it was her boys that ensured it was on at night so that “people know their house is a safe place”. The boys also asked to keep the light on after the campaign ended.

UPCOMING:

- Completion of 2023 Program Summary reports
- Meadows to Mountains Homelessness Prevention third quarter reporting
- 2024 goal setting with staff
- WiseGuyz returners facilitation
- Relationship and Sexual Health Education at Summitview Middle School
- Interagency

MONTHLY REPORT

MONTH: January

YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Community Resource Centre Coordinator

SUBMITTED BY: Crystel Redknap

LAST MONTH'S ACTIVITIES:

Year End Report 2023 (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	9	96
AISH	11	11	21	8	8	17	5	17	9	9	4	0	120
Seniors Supports	16	7	5	4	12	9	11	5	0	1	7	2	79
Referrals	21	15	12	8	25	28	10	27	12	20	21	9	208
Other	170	168	239	203	230	186	113	164	121	149	155	144	2042
Total	226	210	280	230	284	251	142	226	148	190	194	164	2545
Residence Break Down:													
Grande Cache	173	163	210	172	255	209	116	185	123	166	146	133	2051
Cooperatives & Enterprises	38	32	47	48	19	30	15	31	19	16	43	16	354
Other	15	15	23	10	10	12	11	10	6	8	5	15	140
Program Break Down:													
Adult Coordinator(re referrals)	25	10	4	1	7	9	12	4	2	8	4	3	89
Alberta Supports	8	9	3	7	9	11	3	13	6	11	7	9	96
AISH	11	11	21	8	8	17	5	17	9	9	4	0	120
Commissioner For Oaths	5	8	14	5	16	13	19	25	4	18	11	12	150
Community Activity Fee Funding Program (CAFFP)	17	8	8	6	12	5	4	4	6	3	10	6	89
Community Collaboration	9	4	6	2	6	9	6	8	2	3	3	10	68
Community Volunteer Income Tax Program (CVITP)	2	24	92	37	26	5	4	2	0	0	2	1	195
Creative Grief & Loss	0	0	1	0	2	0	1	2	0	1	0	0	7
Disconnect Boxes	0	0	0	0	1	1	0	0	0	0	0	0	2
Domestic Violence	0	1	4	3	1	0	0	2	0	0	0	1	12

Eating for your Wellbeing (cookbooks)	0	0	0	3	0	0	1	1	0	0	0	0	5
Forms Assistance (General)	13	13	10	8	16	25	7	5	8	13	17	10	145
General Information	32	25	14	7	11	21	25	15	15	15	8	14	202
Home Support-referrals	21	14	18	14	8	8	6	14	11	10	17	13	154
Hope Exists in Lots of Places (HELP)	5	6	4	3	5	5	0	0	7	3	7	4	49
Mountains to Meadows Homelessness	6	2	5	3	5	2	0	14	2	0	0	12	51
Other Questions/Inquiries	20	7	10	1	26	17	0	5	57	12	28	6	189
Outreach Coordinator-referrals	4	37	29	89	77	55	21	59	12	50	38	48	519
Referrals to other organizations	21	15	12	8	25	28	10	27	0	20	21	9	196
Resource Library	0	0	0	0	0	0	0	1	0	0	2	0	3
Seniors Benefits	16	7	5	4	12	9	11	5	0	1	7	2	79
Volunteering	0	0	4	13	1	0	0	0	0	0	0	0	18
Welcome Baskets	2	0	2	1	1	2	0	0	0	0	2	0	10
Wheels For Meals	1	1	2	3	0	0	1	0	0	3	1	1	13
Youth Programming referrals	8	8	12	4	9	9	6	3	7	10	5	3	84
	226	210	280	230	284	251	142	226	148	190	194	164	2545

Total Clients Using Phone	2	0	5	1	2	4	15	2	0	0	3	3	37
Total Clients Faxing Documents	8	4	11	1	2	11	25	6	5	6	12	5	96

Phone Calls	126	116	135	148	148	135	75	139	107	117	106	101	1453
Facebook Inquiries	6	13	6	2	2	2	2	1	0	2	4	6	46
Walk-Ins	94	81	139	80	134	114	65	86	41	71	84	57	1046

December was a quieter month for walk ins, as anticipated, this has allowed time to redesign promotional materials for Green View FCSS programs and services in addition completion of Program Summary Reports.

The Community Resource Centre Coordinator was the touch point for the coordinated collaborative response of the clients mentioned in the Assistant Manager's report. Numerous phone calls, emails and active listening to the clients when they were on site was time well spent as proven in the successful outcome for both clients.

OUTCOMES:

PROGRAM NAME: Choose an item. Purple Light Nights	
Were you asked about the purple light?	Yes 66% No 34% <i>*42 people asked light bulb recipients about the purpose of the light</i>
Did you have conversations about domestic violence as a result of the light?	Yes 66% No 34%
Did you give out any resource information sheets?	Yes 42% No 58%
<p>What did you like about the campaign?</p> <p>“The it was a community effort, and that people were willing to be more involved in spreading awareness.”</p> <p>“I felt like it gave me a little bit of power back.”</p> <p>“Seeing all the lights around the community made it feel like talking about it wasn’t quite so taboo.”</p> <p>“Learning the number of supports available.”</p> <p>“It was such a simple and brilliant thing to show support.”</p> <p>“It lets people talk about it. I never spoke about my own domestic violence until after my ex broke my nose. I think more people should talk about it.”</p> <p>“Bringing awareness to the community. The light drew attention. You could see people stopping by the window and looking in at the light.”</p> <p>“I liked it in general, and it’s a good way to spread awareness. If this continues, I think it will have more momentum as more people talk.”</p> <p>“Generating conversation and seeing awareness throughout the school and community.”</p>	

HIGHLIGHTS:

A client of the Community Activity Fee Funding program that provides Recreation Centre 10-punch passes to eligible clients reported the program has improved the mental well being of her young adult sons. There has been a notable improvement in their attitude, increased communication, and decreased isolation. She is grateful for the program and believe it to be a life changer for her boys.



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Adult Coordinator SUBMITTED BY: Diana Blaszczyk

LAST MONTH'S ACTIVITIES:

Currently there are 54 clients in the Home Support programs, and one client's move into the lodge. There are 34 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.

Creative Grief and Loss continues at the Tawow centre every Tuesday from 1-3pm. Six individuals are attending this program regularly and at the request Aseniwuche Winewak Nation sessions will continue because the attendees have expressed they want to continue. Currently work is centered around identification of emotions and how they are connected to grief.

One client for Meadows and Mountains was completed. The individual is a single parent with a young adult child that worked hard to be accepted in post secondary studies. It is the mom's desire to ensure her child has success in life and does not face the same challenges the mom has had to overcome due to low income earning. Much of the mom's limited income was redirected to help her daughter. This resulted in utility arrears. The grant helped with that cost in addition to connecting the client with budgeting assistance and resources on how and where her daughter can access scholarships in the future.

HIGHLIGHTS:

Part way through completion of Home Support year-end surveys, the feedback from clients has been uplifting as they express their gratitude for the program and state how Home Support positively impacted their lives. For example, interaction with their worker is the highlight of the week or because of the program they have been able to remain in their home.

UPCOMING:

- On boarding new clients for Home Support
- Continuing Creative Grief and Loss sessions at the Tawow Centre
- Finish developing the curriculum and PowerPoints for Healthy Relationships.



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Youth Coordinator SUBMITTED BY: Alexandria Burge

LAST MONTH'S ACTIVITIES:

Girls Circle- The month of December the Youth Coordinator and the BEST Worker from the school continued to deliver the Girls Circle. The group has 7 girls that come everyday and participate, and is a mix of grade 9 and 10 girls. The program content includes self-esteem, teamwork, getting along with others, etc.

WiseGuyz- In the month of December the Youth Coordinator, Outreach Coordinator and Assistant Manager continued to facilitate in the High School on Wednesdays. On the 21st of December the Youth Coordinator, Outreach Coordinator and Assistant Manager held a Christmas fun event for the boys that attend WiseGuyz where they could bring a friend, WiseGuyz will be resumed in January/10/2024 when Christmas break ends.

GSA- The Youth Coordinator and Outreach Coordinator cofacilitate this program at Summitview Middle School every Tuesday afterschool. The program is offered at the request of the school and to date poorly attended, that said Green View FCSS will continue to show up because we understand some programs take a bit longer to gain participation.

Home Alone- The Youth Coordinator facilitated a 3-day Home Alone course at Susa Creek school for grades 4-8 in December. Home Alone is a program that prepares students to be left alone for short periods of time. Many students were absent due to illness, and Youth Coordinator did offer to come back in the new year and re facilitate the program when all students are back.

UPCOMING:

- WiseGuyz (Wednesday's from 11:00-12:15) Grande Cache Community High School
- Girls Circle (Monday's from 11:00-12:15) Grande Cache Community High School
- GSA (Tuesday's from 3:00-3:30) Summitview Middle School
- Home Alone (Susa Creek)
- Body Talk (Susa Creek)
- Kids Conference
- RSE (Summitview Middle school)
- Meeting with Susa Creek Principle to plan for more FCSS Programming



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Amber Hennig

TITLE: Outreach Coordinator SUBMITTED BY: Raymond Harris

LAST MONTH'S ACTIVITIES:

The Outreach Coordinator continues co-facilitating WiseGuyz, with the Youth Coordinator and Assistant Manager, at the Grande Cache Community High School. The first module, Healthy Relationships, will be wrapping up in the middle of January. The Outreach Coordinator attended one virtual meeting with the Centre for Sexuality.

The Outreach Coordinator continues co-facilitating Gay-Straight Alliance, with the Youth Coordinator, at Summitview Middle School. There were no active members or meetings during the month of December.

The Outreach Coordinator had two new clients, referred from Home Care out of the Grande Cache Community Health Complex. One client had fallen and injured their back, requiring assistance with paperwork, medication, and general shopping. The other client required transportation to physiotherapy at the Grande Cache Community Health Complex from Muskeg on a weekly basis throughout the month of December. The Outreach Coordinator also referred this client to the Grande Cache Municipal Library, for assistance with media materials, and the Grande Cache Institution, for assistance with wood collecting and yard maintenance.

There was one Wheels on Meals client throughout the month of December until the 22nd of December.

HIGHLIGHTS:

The Outreach Coordinator received a message from a client's adult child during the Christmas break, thanking the Outreach Coordinator for all the help that they provided to their mother after hurting her back. They were really appreciative of FCSS.

UPCOMING:

- WiseGuyz at the Grande Cache Community High School
- GSA at Summitview Middle School



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Community Resource Centre Coordinator

SUBMITTED BY: Corinne D'Onofrio

LAST MONTH'S ACTIVITIES:

There was a total of 370 client visits to the Green View FCSS Community Resource Centre in the month of December 2023. Of the 370 client visits, 54 were residents of the Municipal District of Greenview, 101 were residents of Sturgeon Lake Cree Nation, and 215 were residents of the Town of Valleyview. Of the total clients, 3 were new and 367 were clients that had utilized the services at the Resource Centre previously.

35 clients came to the Community Resource Center for employment assistance. Clients received assistance with creating new resumes and cover letters, updating existing resumes and photocopying employment related documents. Clients were also referred to various job opportunities that were posted on the job board and assisted with corresponding with agencies such as Alberta Gaming, Liquor and Cannabis regarding completing the process to be certified to work in businesses that sell liquor and cannabis.

45 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 continued to work with staff and management at AB Supports to assist more challenging client situations due to lack of availability by phone or email and lack of documentation such as identification, and proof of residence such as rental agreements or utility bills showing their legal land description.

Clients called and visited the Community Resource Centre for many other needs in the month of December. Calls and visits were made for access to the Food Bank (21), Heart River Housing and housing information (10), Assured Income for the Severely Handicapped -AISH (8) referrals to Mental Health services (5), faxes and information given about Senior Special Needs and Alberta Senior Benefit (5), Canada Revenue Agency inquiries (19), Service Canada- primarily for Employment Insurance and bi-weekly reporting (18), Canada Pension Plan/ CPP Disability applications (8), Old Age Security and Guaranteed Income Supplement application (9), and legal "in nature" supports and referrals (30).

Many individuals were assisted with technological assistance. In December there were 81 visits for tech support. This includes many things including faxes, photocopies, accessing documents off clients' personal devices. Clients are sometimes assisted with creating emails with attachments for various reasons such as banking and insurance purposes, or various applications.

A breakdown of services provided to clients based on their residence can be seen below in the following three charts.

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	7	71
Employment Supports	21	20	16	17	5	18	27	54	22	17	18	13	248
Other Clients	179	224	315	151	88	141	125	102	115	97	108	81	1726
Total Clients Visits	208	251	333	170	97	168	162	166	139	115	132	101	2042
Residence Break Down:													
Sturgeon Lake Cree Nation	208	251	333	170	97	168	162	166	139	115	132	101	2042
New	0	0	3	0	2	1	2	2	0	0	2	0	12
Returning	208	251	330	170	95	167	160	164	139	115	130	101	2030
Total Clients Visits	208	251	333	170	97	168	162	166	139	115	132	101	2042
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	101	2042
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	0	6
Food Bank	2	0	2	0	0	1	6	2	1	4	9	2	29
Mental Health	0	0	1	0	0	2	2	1	1	2	2	0	11
Canadian Child Tax Benefits	0	1	0	0	0	5	0	1	0	0	1	1	9
AISH	13	6	12	9	4	5	3	6	9	8	5	2	82
Income Support	8	7	2	2	4	9	10	10	2	4	6	7	71
Alberta Adult/Child Health Benefit	2	3	1	1	1	0	0	0	1	0	2	0	11
Housing/ Heart River Housing	0	0	2	0	3	11	3	3	3	1	1	2	29
Alberta Id	5	5	3	2	0	0	0	0	0	0	0	0	15
Service Canada	12	5	5	7	5	13	13	1	3	8	8	8	88
CPP/ CPP Disability	4	4	5	3	1	1	1	3	5	1	2	3	33
OAS and GIS	2	8	0	1	3	3	4	0	4	3	1	0	29
Sr. Special Needs/ AB Seniors	6	4	2	1	2	5	5	1	2	3	4	0	35
Seniors Information	3	1	0	0	1	0	3	1	3	0	1	0	13
CVITP related	8	28	191	92	6	17	16	14	18	20	5	5	420
Canada Revenue Agency	16	8	5	14	5	6	2	12	3	9	11	7	98
Employment Supports	21	20	16	17	5	18	27	54	22	17	18	13	248
WCB(Workers Compensation Board)	0	0	1	0	0	0	1	0	0	0	0	0	2
Technology Assistance	39	26	22	22	12	51	58	50	51	24	41	18	414
Childcare subsidy program inquires	0	0	0	0	0	0	0	0	0	0	0	0	0
Legal (faxes, forms, calls)	38	118	26	13	9	8	11	9	11	18	11	13	285
Other questions/inquires	21	15	5	5	3	12	18	17	16	8	9	7	136
Mountains to Meadows	0	0	0	0	0	0	0	0	0	0	1	0	1

HIGHLIGHTS:

In early December numerous families were supported with submitting their Santa's Anonymous applications. Individuals were also supported with updating their Food Bank applications with assistance printing documents and compiling the required documentation.

A total of 6416 client visits were assisted at the Community Resource Centre in 2023 compared to 6055 in 2022. There has been a consistent increase of clients per year utilizing the services of the Community Resource Centre in the last few years, with the only exception being in 2020 due to the pandemic.

UPCOMING:

The CRC Coordinator will be participating in a webinar on labour market information as part of the AB Works Contract mid January.



MONTHLY REPORT

MONTH: January YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Support Coordinator SUBMITTED BY: Tracy Dennis

LAST MONTH:

As of December, 2023 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. 7 requests for commissioning were completed by the Support Coordinator as reflected in the previously mentioned report under legal assistance.

Many of the Adult Coordinator's duties will be performed by the Support Coordinator including home assessments, expense claims, and time sheets. The Home Support program provides basic housekeeping, meal preparation, limited respite, and transportation to medical appointments or other essential services. Currently, there are 89 Home Support clients, 59 from the Municipal District of Greenview and 30 in the Town of Valleyview. During the last month 1 client signed on to the program and no clients have signed off. The home support team provided transportation 12 times during December.

Other Adult Coordinator's duties that will be performed by the Support Coordinator will be organizing, setting up, and registering people for the Balance Restorative Yoga program. Balance Restorative Yoga is a strength and core-building yoga designed to assist in fall prevention and injury or post-surgery recovery. It runs on Mondays and Fridays for a total of 12 sessions. 14 people are signed up for the Winter Session, which is scheduled to start on January 12, 2024.



MONTHLY REPORT

MONTH: January

YEAR: 2024

SUBMITTED TO: Lisa Hannaford

TITLE: Youth Coordinator

SUBMITTED BY: Amanda Roy

LAST MONTH'S ACTIVITIES:

Grade 3 and grade 1 Oscar Adolphson Primary School students participated in Mind Up. This program uses an evidence-based curriculum in mindfulness to teach emotional self-regulation and brain-focused strategies to help youth become focused and resilient.

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

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.

OUTCOMES:

PROGRAM NAME: MindUP	
28 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 how to control my emotions." "Paying attention." "Was about my brain."	

PROGRAM NAME: I Can Handle Anger	
19 grade 2 students surveyed	
Since taking I Can Handle Anger, I know ways in which I can cool down and control my anger.	90% 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: "The Youth Coordinator is always well prepared, highly engaging, and organized. Her kindness towards students is admirable."	

UPCOMING:

- Relationship and Sexual Education program commencing January 15 at St. Stephens Catholic School for grades 7, 8, and 9 students.
- Mind Up for grade 6 students at St. Stephens Catholic School on January 15.
- The Youth Coordinator will be attending school council meetings at Harry Gray Elementary School on February 1 and Oscar Adolphson School on January 24.
- The second Death Café meeting will be held in February.
- Teacher requested Rainbows Grief and Loss group at Harry Gray Elementary School in February.