



# Cold Lake and District Family and Community Support Services (FCSS)

2019

## Report to Chief Administrative Officer

FCSS ADMINISTRATION		
INFORMATION AND REFERRALS		YTD 2019
FCSS	242	2044
PLC	53	654
Community	116	754
INTERAGENCY		YTD 2019
Information Sharing	19	154
INITIATIVES		YTD 2019
FCSS/PLC Room Rentals	21	178
Block Party Participants	78	308
Community Rental Participants	785	4250
Baby Bags	60	440
SERVICES		YTD 2019
Resource Library	30	448
Forms and Assistance	18	240
Impact of FCSS Grants	0	690
Meals on Wheels	89	1091
Counselling	14	143
MARKETING AND SOCIAL MEDIA		YTD 2019
Infomall – Calendar views	460	783
Infomall – Page views	93	1023
Infomall – Page subscribers	124	1027



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COMMITTEES AND PARTNERSHIPS		
MEETINGS	Sep-19	YTD 2019
Committee and Partnership Meetings	3	58
EVENTS		
Bully Free Committee Workshops and Events	0	150
Early Childhood Development Coalition	0	496
Additional Committee Events	0	76
PROGRAMMING		
CHILD AND YOUTH	Sep-19	YTD 2019
Life Skills and Social Competency	0	108
Social Skills and Development	44	611
Youth Advocacy and Empowerment	78	367
Character Education	0	200
ADULT		
Personal Growth	11	266
Seniors Services	24	522
Emergency Social Services	28	28
FAMILY AND COMMUNITY		YTD 2019
Family Support	7	127
Family Workshops	41	459
Community Events	400	809



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<b>VOLUNTEER SERVICES</b>		
<b>RECRUITMENT AND PROGRAMMING</b>	<b>Sep-19</b>	<b>YTD 2019</b>
Volunteer Recruitment	8	25
Volunteer Appreciation Event	0	175
govolunteer.ca Postings	0	5
Volunteer Hours	0	1200.9
Number of Volunteers	1	290
CVITP Files Processed	7	344
Volunteer Inquiries	8	42
Volunteer Requests	6	41
<b>PARENT LINK CENTRE</b>		
<b>PROGRAM ATTENDANCE AND HOURS</b>	<b>Sep-19</b>	<b>YTD 2019</b>
Unique Drop-ins	127	2003
Drop-in Attendance	1379	14060
Programming Attendance	24	371
Program Hours	169	1528
<b>PARENT LINK OUTREACH</b>		
<b>PROGRAM ATTENDANCE</b>	<b>Sep-19</b>	<b>YTD 2019</b>
Parent Outreach	0	0
Community Education	0	10
Parent and Child Programming	22	1033
<b>SPECIAL TRANSPORTATION</b>		
<b>RIDERS</b>	<b>Sep-19</b>	<b>YTD 2019</b>
Number of Riders	402	4239
Number of Riders Turned Away	13	209
<b>SUPPORT RIDERS</b>	<b>Sep-19</b>	<b>YTD 2019</b>
Assistants/Staff Support/Volunteers	56	634



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FAMILY SERVICES - LIFE COACHING		
SERVICE	Sep-19	YTD 2019
Life Coaching Clients Served	15	143
Parent Support	6	113
USER GROUP	Sep-19	YTD 2019
1 – 12 years	4	34
Teens	4	36
Adults	8	98
Couples	2	39
Families	3	53
REFERRED TO	Sep-19	YTD 2019
Alberta Health Services - Mental Health	3	45
Alberta Health Services - Addictions	2	23
Alberta Health Services	4	48
LCFASD	1	10
Private Service	6	89
REFERRED FROM	Sep-19	YTD 2019
Self-Referred	3	58
Advertising / Online	0	30
FCSS Programs Attendance	4	49
Friend / Family Member	6	38
Child and Family Services/Social Services	2	25
Probation	1	8
Mental Health	5	43
CLIENT ISSUES	Sep-19	YTD 2019
Anger/Conflict Management	8	88
Relationship Issues	16	114
Parent-Teen Conflict	7	60
Parenting	8	123
Self-Esteem	19	165
Co-Parenting	6	33
Goal-Setting	17	174