



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

**2019**

**Report to Chief Administrative Officer**

| <b>FCSS ADMINISTRATION</b>        |               |                 |
|-----------------------------------|---------------|-----------------|
| <b>INFORMATION AND REFERRALS</b>  |               |                 |
|                                   | <b>Oct-19</b> | <b>YTD 2019</b> |
| FCSS                              | 191           | 2235            |
| PLC                               | 67            | 721             |
| Community                         | 106           | 860             |
| <b>INTERAGENCY</b>                |               |                 |
|                                   | <b>Oct-19</b> | <b>YTD 2019</b> |
| Information Sharing               | 19            | 173             |
| <b>INITIATIVES</b>                |               |                 |
|                                   | <b>Oct-19</b> | <b>YTD 2019</b> |
| FCSS/PLC Room Rentals             | 10            | 188             |
| Block Party Participants          | 0             | 308             |
| Community Rental Participants     | 445           | 4695            |
| Baby Bags                         | 50            | 490             |
| <b>SERVICES</b>                   |               |                 |
|                                   | <b>Oct-19</b> | <b>YTD 2019</b> |
| Resource Library                  | 45            | 493             |
| Forms and Assistance              | 6             | 246             |
| Impact of FCSS Grants             | 0             | 690             |
| Meals on Wheels                   | 99            | 1190            |
| Counselling                       | 13            | 156             |
| <b>MARKETING AND SOCIAL MEDIA</b> |               |                 |
|                                   | <b>Oct-19</b> | <b>YTD 2019</b> |
| Infomall – Calendar views         | 7             | 790             |
| Infomall – Page views             | 124           | 1147            |
| Infomall – Page subscribers       | 125           | 1152            |



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| <b>COMMITTEES AND PARTNERSHIPS</b>        |                 |                 |
|-------------------------------------------|-----------------|-----------------|
| <b>MEETINGS</b>                           | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Committee and Partnership Meetings        | 6               | 64              |
| <b>EVENTS</b>                             |                 |                 |
| <b>Oct-19</b>                             | <b>YTD 2019</b> |                 |
| Bully Free Committee Workshops and Events | 0               | 150             |
| Early Childhood Development Coalition     | 0               | 496             |
| Additional Committee Events               | 0               | 76              |
| <b>PROGRAMMING</b>                        |                 |                 |
| <b>CHILD AND YOUTH</b>                    | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Life Skills and Social Competency         | 5               | 113             |
| Social Skills and Development             | 42              | 653             |
| Youth Advocacy and Empowerment            | 132             | 499             |
| Character Education                       | 200             | 400             |
| <b>ADULT</b>                              | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Personal Growth                           | 19              | 285             |
| Seniors Services                          | 23              | 545             |
| Emergency Social Services                 | 0               | 28              |
| <b>FAMILY AND COMMUNITY</b>               |                 | <b>YTD 2019</b> |
| Family Support                            | 12              | 139             |
| Family Workshops                          | 103             | 562             |
| Community Events                          | 0               | 809             |



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| <b>VOLUNTEER SERVICES</b>           |                 |                 |
|-------------------------------------|-----------------|-----------------|
| <b>RECRUITMENT AND PROGRAMMING</b>  | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Volunteer Recruitment               | 10              | 35              |
| Volunteer Appreciation Event        | 0               | 175             |
| govolunteer.ca Postings             | 0               | 5               |
| Volunteer Hours                     | 124.5           | 1549.5          |
| Number of Volunteers                | 47              | 388             |
| CVITP Files Processed               | 20              | 364             |
| Volunteer Inquiries                 | 3               | 45              |
| Volunteer Requests                  | 3               | 44              |
| <b>PARENT LINK CENTRE</b>           |                 |                 |
| <b>PROGRAM ATTENDANCE AND HOURS</b> | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Unique Drop-ins                     | 51              | 2054            |
| Drop-in Attendance                  | 1342            | 15402           |
| Programming Attendance              | 54              | 425             |
| Program Hours                       | 187             | 1715            |
| <b>PARENT LINK OUTREACH</b>         |                 |                 |
| <b>PROGRAM ATTENDANCE</b>           | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Parent Outreach                     | 0               | 0               |
| Community Education                 | 0               | 10              |
| Parent and Child Programming        | 71              | 1104            |
| <b>SPECIAL TRANSPORTATION</b>       |                 |                 |
| <b>RIDERS</b>                       | <b>Oct-19</b>   | <b>YTD 2019</b> |
| Number of Riders                    | 508             | 4747            |
| Number of Riders Turned Away        | 15              | 224             |
| <b>SUPPORT RIDERS</b>               |                 |                 |
| <b>Oct-19</b>                       | <b>YTD 2019</b> |                 |
| Assistants/Staff Support/Volunteers | 101             | 735             |



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| <b>FAMILY SERVICES - LIFE COACHING</b>    |               |                 |
|-------------------------------------------|---------------|-----------------|
| <b>SERVICE</b>                            | <b>Oct-19</b> | <b>YTD 2019</b> |
| Life Coaching Clients Served              | 23            | 166             |
| Parent Support                            | 17            | 130             |
| <b>USER GROUP</b>                         |               |                 |
| <b>USER GROUP</b>                         | <b>Oct-19</b> | <b>YTD 2019</b> |
| 1 – 12 years                              | 6             | 40              |
| Teens                                     | 9             | 45              |
| Adults                                    | 11            | 109             |
| Couples                                   | 6             | 45              |
| Families                                  | 8             | 61              |
| <b>REFERRED TO</b>                        |               |                 |
| <b>REFERRED TO</b>                        | <b>Oct-19</b> | <b>YTD 2019</b> |
| Alberta Health Services - Mental Health   | 8             | 53              |
| Alberta Health Services - Addictions      | 9             | 32              |
| Alberta Health Services                   | 6             | 54              |
| LCFASD                                    | 3             | 13              |
| Private Service                           | 12            | 101             |
| <b>REFERRED FROM</b>                      |               |                 |
| <b>REFERRED FROM</b>                      | <b>Oct-19</b> | <b>YTD 2019</b> |
| Self-Referred                             | 9             | 67              |
| Advertising / Online                      | 3             | 33              |
| FCSS Programs Attendance                  | 12            | 61              |
| Friend / Family Member                    | 9             | 47              |
| Child and Family Services/Social Services | 4             | 29              |
| Probation                                 | 0             | 8               |
| Mental Health                             | 3             | 46              |
| <b>CLIENT ISSUES</b>                      |               |                 |
| <b>CLIENT ISSUES</b>                      | <b>Oct-19</b> | <b>YTD 2019</b> |
| Anger/Conflict Management                 | 16            | 104             |
| Relationship Issues                       | 22            | 136             |
| Parent-Teen Conflict                      | 8             | 68              |
| Parenting                                 | 31            | 154             |
| Self-Esteem                               | 24            | 189             |
| Co-Parenting                              | 6             | 39              |
| Goal-Setting                              | 31            | 205             |