



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

2019

## Report to Chief Administrative Officer

FCSS ADMINISTRATION		
INFORMATION AND REFERRALS	Nov-19	YTD 2019
FCSS	216	2451
PLC	61	782
Community	104	964
INTERAGENCY	Nov-19	YTD 2019
Information Sharing	16	189
INITIATIVES	Nov-19	YTD 2019
FCSS/PLC Room Rentals	15	203
Block Party Participants	0	308
Community Rental Participants	0	4695
Baby Bags	44	534
SERVICES	Nov-19	YTD 2019
Resource Library	29	522
Forms and Assistance	7	253
Impact of FCSS Grants	0	690
Meals on Wheels	93	1283
Counselling	11	167
MARKETING AND SOCIAL MEDIA	Nov-19	YTD 2019
Infomall – Calendar views	1421	2211
Infomall – Page views	100	1247
Infomall – Page subscribers	127	1279



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COMMITTEES AND PARTNERSHIPS		
MEETINGS	Nov-19	YTD 2019
Committee and Partnership Meetings	13	77
EVENTS		
	Nov-19	YTD 2019
Bully Free Committee Workshops and Events	58	208
Early Childhood Development Coalition	93	589
Additional Committee Events	0	76
PROGRAMMING		
CHILD AND YOUTH	Nov-19	YTD 2019
Life Skills and Social Competency	16	129
Social Skills and Development	0	653
Youth Advocacy and Empowerment	111	610
Character Education	0	400
ADULT	Nov-19	YTD 2019
Personal Growth	22	311
Seniors Services	37	582
Emergency Social Services	0	28
FAMILY AND COMMUNITY	Nov-19	YTD 2019
Family Support	15	154
Family Workshops	0	562
Community Events	39	848



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<b>VOLUNTEER SERVICES</b>		
<b>RECRUITMENT AND PROGRAMMING</b>	<b>Nov-19</b>	<b>YTD 2019</b>
Volunteer Recruitment	7	42
Volunteer Appreciation Event	0	175
govolunteer.ca Postings	0	5
Volunteer Hours	70	1619.5
Number of Volunteers	40	428
CVITP Files Processed	21	385
Volunteer Inquiries	4	49
Volunteer Requests	4	48
<b>PARENT LINK CENTRE</b>		
<b>PROGRAM ATTENDANCE AND HOURS</b>	<b>Nov-19</b>	<b>YTD 2019</b>
Unique Drop-ins	83	2137
Drop-in Attendance	1324	16726
Programming Attendance	10	435
Program Hours	163	1878
<b>PARENT LINK OUTREACH</b>		
<b>PROGRAM ATTENDANCE</b>	<b>Nov-19</b>	<b>YTD 2019</b>
Parent Outreach	0	0
Community Education	11	21
Parent and Child Programming	22	1126
<b>SPECIAL TRANSPORTATION</b>		
<b>RIDERS</b>	<b>Nov-19</b>	<b>YTD 2019</b>
Number of Riders	560	5307
Number of Riders Turned Away	24	248
<b>SUPPORT RIDERS</b>		
<b>Nov-19</b>	<b>YTD 2019</b>	
Assistants/Staff Support/Volunteers	108	843



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FAMILY SERVICES - LIFE COACHING		
SERVICE	Nov-19	YTD 2019
Life Coaching Clients Served	25	191
Parent Support	19	149
USER GROUP	Nov-19	YTD 2019
1 – 12 years	9	49
Teens	6	51
Adults	12	121
Couples	8	53
Families	9	70
REFERRED TO	Nov-19	YTD 2019
Alberta Health Services - Mental Health	6	59
Alberta Health Services - Addictions	6	38
Alberta Health Services	12	66
LCFASD	2	15
Private Service	19	120
REFERRED FROM	Nov-19	YTD 2019
Self-Referred	13	80
Advertising / Online	9	42
FCSS Programs Attendance	6	67
Friend / Family Member	9	56
Child and Family Services/Social Services	0	29
Probation	2	10
Mental Health	5	51
CLIENT ISSUES	Nov-19	YTD 2019
Anger/Conflict Management	19	123
Relationship Issues	29	165
Parent-Teen Conflict	12	80
Parenting	31	185
Self-Esteem	39	228
Co-Parenting	9	48
Goal-Setting	39	244