



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

2019

Report to Chief Administrative Officer

| FCSS ADMINISTRATION | | |
|-------------------------------|--------|----------|
| INFORMATION AND REFERRALS | Dec-19 | YTD 2019 |
| FCSS | 147 | 2598 |
| PLC | 40 | 822 |
| Community | 57 | 1021 |
| | | |
| INTERAGENCY | Dec-19 | YTD 2019 |
| Information Sharing | 12 | 201 |
| | | |
| INITIATIVES | Dec-19 | YTD 2019 |
| FCSS/PLC Room Rentals | 7 | 210 |
| Block Party Participants | 0 | 308 |
| Community Rental Participants | 836 | 5531 |
| Baby Bags | 50 | 584 |
| | | |
| SERVICES | Dec-19 | YTD 2019 |
| Resource Library | 28 | 550 |
| Forms and Assistance | 5 | 258 |
| Impact of FCSS Grants | 121 | 811 |
| Meals on Wheels | 117 | 1400 |
| Counselling | 4 | 171 |
| | | |
| MARKETING AND SOCIAL MEDIA | Dec-19 | YTD 2019 |
| Infomall – Calendar views | 76 | 2287 |
| Infomall – Page views | 110 | 1357 |
| Infomall – Page subscribers | 128 | 1407 |



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| COMMITTEES AND PARTNERSHIPS | | |
|---|----------|----------|
| MEETINGS | Dec-19 | YTD 2019 |
| Committee and Partnership Meetings | 0 | 77 |
| EVENTS | | |
| Dec-19 | YTD 2019 | |
| Bully Free Committee Workshops and Events | 0 | 208 |
| Early Childhood Development Coalition | 0 | 589 |
| Additional Committee Events | 0 | 236 |
| PROGRAMMING | | |
| CHILD AND YOUTH | Dec-19 | YTD 2019 |
| Life Skills and Social Competency | 1 | 130 |
| Social Skills and Development | 0 | 653 |
| Youth Advocacy and Empowerment | 69 | 679 |
| Character Education | 0 | 400 |
| ADULT | | |
| Dec-19 | YTD 2019 | |
| Personal Growth | 0 | 311 |
| Seniors Services | 360 | 942 |
| Emergency Social Services | 0 | 28 |
| FAMILY AND COMMUNITY | | |
| | | YTD 2019 |
| Family Support | 6 | 160 |
| Family Workshops | 0 | 562 |
| Community Events | 0 | 848 |



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| VOLUNTEER SERVICES | | |
|-------------------------------------|---------------|-----------------|
| RECRUITMENT AND PROGRAMMING | Dec-19 | YTD 2019 |
| Volunteer Recruitment | 2 | 44 |
| Volunteer Appreciation Event | 0 | 175 |
| govolunteer.ca Postings | 0 | 5 |
| Volunteer Hours | 154 | 1773.5 |
| Number of Volunteers | 69 | 497 |
| CVITP Files Processed | 10 | 406 |
| Volunteer Inquiries | 2 | 51 |
| Volunteer Requests | 2 | 50 |
| PARENT LINK CENTRE | | |
| PROGRAM ATTENDANCE AND HOURS | Dec-19 | YTD 2019 |
| Unique Drop-ins | 56 | 2193 |
| Drop-in Attendance | 1164 | 17890 |
| Programming Attendance | 8 | 443 |
| Program Hours | 179 | 2057 |
| PARENT LINK OUTREACH | | |
| PROGRAM ATTENDANCE | Dec-19 | YTD 2019 |
| Parent Outreach | 0 | 0 |
| Community Education | 0 | 21 |
| Parent and Child Programming | 76 | 1202 |
| SPECIAL TRANSPORTATION | | |
| RIDERS | Dec-19 | YTD 2019 |
| Number of Riders | 460 | 5767 |
| Number of Riders Turned Away | 32 | 280 |
| SUPPORT RIDERS | Dec-19 | YTD 2019 |
| Assistants/Staff Support/Volunteers | 76 | 919 |



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| FAMILY SERVICES - LIFE COACHING | | |
|---|--------|----------|
| SERVICE | Dec-19 | YTD 2019 |
| Life Coaching Clients Served | 27 | 218 |
| Parent Support | 15 | 164 |
| USER GROUP | Dec-19 | YTD 2019 |
| 1 – 12 years | 7 | 56 |
| Teens | 6 | 57 |
| Adults | 16 | 137 |
| Couples | 8 | 61 |
| Families | 5 | 75 |
| REFERRED TO | Dec-19 | YTD 2019 |
| Alberta Health Services - Mental Health | 11 | 70 |
| Alberta Health Services - Addictions | 3 | 41 |
| Alberta Health Services | 8 | 74 |
| LCFASD | 0 | 15 |
| Private Service | 12 | 132 |
| REFERRED FROM | Dec-19 | YTD 2019 |
| Self-Referred | 16 | 96 |
| Advertising / Online | 3 | 45 |
| FCSS Programs Attendance | 6 | 73 |
| Friend / Family Member | 8 | 64 |
| Child and Family Services/Social Services | 1 | 30 |
| Probation | 2 | 12 |
| Mental Health | 6 | 57 |
| CLIENT ISSUES | Dec-19 | YTD 2019 |
| Anger/Conflict Management | 12 | 135 |
| Relationship Issues | 24 | 189 |
| Parent-Teen Conflict | 9 | 89 |
| Parenting | 18 | 203 |
| Self-Esteem | 33 | 261 |
| Co-Parenting | 4 | 52 |
| Goal-Setting | 29 | 273 |