

## **Hinton Services for Individuals and Families 2013 Business Plan**

### **A. DIVISIONAL MISSION AND PURPOSE**

The Community and Protective Services Division enhances quality of life and fosters healthy lifestyles through the provision of preventive social services, social infrastructure, recreation, culture, protective services and lifelong learning opportunities.

#### **Family and Community Support Services**

FCSS develops locally driven, preventative social initiatives, including social infrastructure to enhance the wellbeing of individuals, families and the community.

#### **Services for Individuals and Families**

- Assisting the community with identifying social needs and developing responses to meet those needs
- Enhancing the quality of life of the retired and semi-retired
- Enriching and strengthening family life
- Informing the public of available services
- Promoting, encouraging, and supporting volunteer work in the community
- Promoting the social development of children and their families

### **B. ANNUAL WORK PLAN**

#### **SERVICE PROVISION**

- Continue assessing social needs in the community and developing responses to those needs
- Continue enhancing quality of life for seniors and enriching family life
- Continue informing the community about services offered by FCSS as well as other service providers in the area
- Continue encouraging, supporting and promoting volunteerism in the community
- Continue to foster social development of individuals and families in Hinton
- Seniors Tax Program follow up with recommended forms for individuals
- Helping people who drop-in to FCSS for help with government paperwork
- Home visitation
- Workshops as needed
- Continue making customer service a top priority

#### **CORPORATE PROJECTS (INCLUDING CAPITAL PROJECTS)**

##### **“Will You Help George and Betty?” Regional Pilot Project**

**SDS Seniors** - The Alberta Network of Seniors Related Organizations (ANSRO) requested expressions of interest from communities and senior-serving organizations in Alberta to serve as Pilot Sites for a project to field test a model for managing integrated services for seniors. Work has begun on the project with partners from Edson, Wildwood, Evansburg and areas in Yellowhead County and into Parkland County. This is a 3 year Pilot project that is intended to create a model that will be used province wide.

**Key Result Area (KRA)** - Social Well-being and Customer Service

### Shared Living Project Wrap-up

**SDS Housing and Youth** - Group home options for those with social, health or disability needs requiring additional supports and, where feasible, include support services related to needs of special populations. Contacts have been made with appropriate agencies and their interest is established. A group home facility is secured but unable to secure 3 families with eligible needs. There needs to be more interest from a town of this size in order to make this project feasible.

**KRA** - Social Well Being

### Home Support

**SDS Seniors** - Expand in-home care and provide opportunities for seniors remaining in their homes to alleviate demand for institutional care and stress on family caregivers.

Successfully completed 1.5 years of Home Support in Hinton and always building on the program as the community needs grow. Snow shovelling has been added to the list of Home Support services and will continue to gain momentum into 2013.

**KRA** - Social Well Being

### LinkAGES program development

**SDS Seniors and Youth** - Create a senior-friendly community by supporting the provision of diverse services for seniors. This school year 2012/2013 is the first year LinkAGES has been happening in Services for Individuals and Families Program

**KRA** - Social Well Being

## **OPERATIONAL ENHANCEMENT INITIATIVES**

### **KRA:** Customer Service and Social Well Being

The Alberta Network of Seniors Related Organizations (ANSRO) requested expressions of interest from communities and senior-serving organizations in Alberta to serve as Pilot Sites for a project to field test a model for managing integrated services for seniors. Hinton FCSS partnered with Edson FCSS, Yellowhead County FCSS and a representative from Evansberg, in a regional application that will target services across Yellowhead County and into Parkland County. This application was approved and work will begin in December 2012, and continue through 2013.

### **KRA:** Customer Service and Public Engagement

Serve on a Board for a not for profit agency. Services Coordinator is currently serving on the board for HIVWY as the Board Chair and will be complete the 2 year term for Board Chair by the next business plan.

### **KRA:** Customer Service

Offer community workshops and learning opportunities. Schedule workshops and events in a way that focuses on finding ways to reach the community about programs in an informational and cost effective way. Review workshops offered and form partnerships with other FCSS in the area (Edson, Jasper, Yellowhead County) to make it as cost effective as possible.

### **KRA:** Social Well Being

Early Childhood Mapping Project - This mapping is done and results compiled. The Individuals and Families Service Coordinator will be using creative outreach to help get the community on board with the changes that need to be made to support our preschool aged children before they go to school. The Coordinator will also use creative outreach to help families improve their

child's readiness for school in all five pillars that are addressed in the Mapping Project information.

**KRA: Customer Service and Social Well Being**

Seniors teas will be held in the colder months of October through April. The teas are better attended in the winter and this allows for the service to still be offered at a smaller cost.

**C. RESOURCES (HUMAN AND FINANCIAL)**

**1 FTE position** 35 hours a week; wages and benefits commensurate with new Union Agreement, passed by Council)

**2 PTE** contract positions up to 20 hours a week each for a total of 40 hours

**D. COMMENTS (LOOKING AHEAD TO 2013 AND BEYOND)**

- Consider new ways to get the word out to the community about services offered from FCSS
- Looking forward to some "Parental Communication After Divorce" train the trainer sessions in 2013
- Coordinator is looking at new ways to educate seniors about the costs of their AB Seniors Benefits for appointments and appliances due to medical care needed because of poor health and fitness choices. Studies show, that falls can be prevented by keeping active and doing light exercise for strength and balance. Other costly conditions such as osteoporosis and diabetes can also be managed and/or prevented with wiser diet and exercise choices.