



FCSS 2022 ANNUAL REPORT



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FCSS Manager 2022 Highlights

After another uncertain start to the year due to the pandemic, we were excited to see a return to a more normal way of providing services. As the year went on we saw a steady increase in the number of people accessing in-person services. It was wonderful to hear little voices (and sometimes cries) coming from our Family Centre again and to be able to host a number of events to increase connections between individuals and families in our community. As some participants continued to prefer the virtual option, we have continued to offer a blend of programming methods for many of our services.

Staff were able to attend various community and school events throughout the year across our service area. They were there to provide activities and information, promote our services, and answer any questions that people had.

In May we hosted the North East Region Spring Gathering in Lac La Biche, The two day event included an impactful session with Donna Webster from the Lac La Biche Canadian Native Friendship Centre, a networking social, our regional meeting and wrapped up with a lunch session with MLAs Brian Jean and Shane Getson.

While staff continued to access additional trainings via Zoom, they also had the opportunity to attend trainings and networking opportunities in person. Some of the topics included indigenous awareness, trauma, suicide, mental health and emergency social services. We had a number of new staff join our team this year and had some existing staff take on different roles and responsibilities. We feel very fortunate to have a team of very skilled and dedicated service providers.

Our Interagency continued to be well attended which provided the opportunity for services in our area to connect and share information on opportunities and challenges faced by children and families we serve. We had the opportunity to share our thoughts, concerns and successes with a number of different political figures this year with a visit from Deputy Minister Sherri Wilson (Children's Services), attendance at the round table with Minister Copping (Health), several meetings with our local MLA Glenn vanDijken and contact with Minister Jeremy Nixon with Seniors, Community and Social Services.

This was my sixth and last year serving as a member on the FCSSAA Board, representing the Directors' Network Committee. I will be giving up my position as one of the Northeast representatives on the DN Committee in May 2023. This year was very productive as I was able to take part in the working groups for the FCSS Accountability Framework which was released at the end of the year.

In December we signed a revised FRN Grant Agreement and received a one-year extension for our Hub, Family Wellness and Family Centre Spoke services. This extension covers April 2023 to March 2024.

Our FCSS Advisory Board welcomed one new member this year with Wendy McLean appointed as a County member at large. Our current Board members are: Barb Smith (Village of Boyle Councillor), Ida Edwards (Town of Athabasca Councillor), Laura Hynes (Town member at large), Sarah Froese (Town member at large), Kelly Chamzuk (Athabasca County Councillor), Joe Gerlach (Athabasca County Councillor), Belinda Hague (County member at large), Wendy McLean (County member at large), and Carmen Jensen-Tebbs (County member at large and Board Chair).

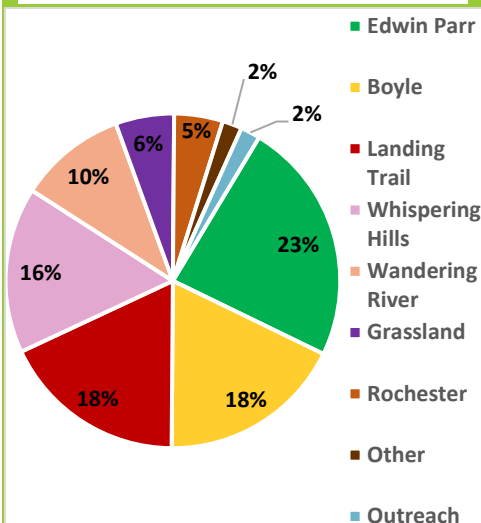
Family School Liaison Program

The Family School Liaison Program provided services to a total of 106 students in 2022.

The program provides one-on-one support to meet the social and emotional needs of children and youth who are experiencing difficulties. Some of the group activities facilitated this year were Mindfulness Classroom Sessions at WHPS and Gratitude Exercises at LTIS.

The FSL Program is offered in partnership with Aspen View Public Schools.

PERCENTAGE OF FSL CLIENTS



Seniors Advocate

570 Phone Call Inquiries
176 In-person Senior Visits

Majority of inquiries involved assisting seniors in accessing provincial and federal support.

In June, Seniors Symposiums were held in Athabasca and Boyle with a total of 121 attendees. Alzheimer Care Partners Support Group sessions started in September.

Donations: \$1000 from Angels in Motion and \$500 from UFA Calgary Head Office.



Athabasca Mentorship Program

The Athabasca Mentorship program commenced in October 2022 with 21 Mentor/Mentee matches. Mentors were screened, trained and matched by the AMP Committee and Coordinator. This is a joint community project between Aspen View Schools, AHS Mental Health and FCSS.

Two wrap-up luncheons (LTIS and WHPS) were held in June.

Donations of \$2500 from TC Energy and \$1000 from ATB were received.

January – December 2022

323 Sessions



Northern Lakes Family Resource Network

HUB

In 2022, the Hub made 182 service referrals to the 5 Spokes that are part of the NLFRN. There were also 859 contacts for information.

81 meetings: NLFRN, Interagency (Athabasca and Lac La Biche), staff, supervisory, Provincial FRN, Health Neighbourhood, Youth MHFA, HFHF AGM, Together to Live Group, Together Talk and Wellness Roundtable (Calling Lake).

The Provincial FRNs were granted a one-year grant extension, so this had us busy re-writing the schedules for this grant. Additional funding for the NLFRN went to expanding the Indigenous Parenting Program to facilitate an Indigenous Pre-natal Program.

The Family Resource Guide from 2021 was updated in 2022 and reprinted. A valuable resource to newcomers to the community and employees at the various service agencies. The Family Wellness Planning and Organization calendar with parenting tips, important numbers and other useful information was designed this year, printed and given to clients and local organizations for distribution.

We were able to take part in many of the local community events in Athabasca, Lac La Biche, Rochester, Boyle and Calling Lake this year to inform people of the services offered by NLFRN. We also became part of the Wellness Roundtable group in Calling Lake to help determine services most required in this community.

We hosted the Children's Services Deputy Minister and ADM to a short visit in August.



Family Wellness Program

68 clients received services from our three full-time Family Wellness Workers in 2022.

Focus for the clients ranged from parenting support and education, co-operative parenting skills development, support for conflict resolution and advocacy.

In March, the Family Wellness Workers had started visiting clients in person again in the communities of Athabasca, Boyle, Plamondon, Calling Lake, Grassland and Rochester. 15 new referrals were received this year. Three collaboration events with the Athabasca Family Centre were offered to families.



Athabasca Family Centre

138 families accessed the services of the Athabasca Family Centre. The Family Centre worker positions were revamped with one worker (Family Centre Worker) facilitating the majority of the in-centre programming and FRN programs and the second worker (Family Centre Outreach Worker) taking Family Centre programs to the outlying communities. Home Alone and Babysitter courses and class sessions in the area schools on emotional regulation and empathy were provided when requested. Both workers received Triple P training this year and offer Triple P for various age groups and topics to families, either one-on-one or in small groups.

In-person programming resumed in March with the continued options for some programs offered in hybrid and virtual format. Special events such as Halloween and Santa Pictures were hosted where families interacted, received relevant parenting information and learned about the programs offered at the Family Centre.



Outcomes 2022 Annual Provincial FCSS Report

Childhood Development and Wellbeing Domain

61% Strongly Agreed and 36% Agreed their child's self-confidence had increased as a result of attending a program offered through our FRN.

69% Strongly Agreed and 28% Agreed the programs offered through the Northern Lakes Family Resource Centre have helped their child develop both socially and emotionally.

100% Strongly Agreed the program they attended was facilitated by a knowledgeable, engaging staff member.

Caregiver Capacity Domain

67% Strongly Agreed and 33% Agreed their personal well being had increased as a result of attending a program offered through our FRN.

56% Strongly Agreed and 44% Agreed they were able to problem solve more effectively using the skills learned in the program offered.

53% Strongly Agreed and 47% Agreed they know where to turn for support if they are having a difficult time or are facing an issue they are struggling with.

67% Strongly Agreed and 33% Agree they are more aware of how their child's needs change as he/she grows and develops.

Social Connections Domain

67% Strongly Agreed and 33% Agree that they felt an increased sense of belonging to their neighbourhood/community as a result of attending a program offered through our FRN.

Athabasca Family Centre Program Client Feedback:

"My day home children love and look forward to Tiny Tunes every Friday. It is high energy, lots of rhythm time and so much fun. On cold winter days is a blessing to participate in Tiny Tunes. Highly recommend this program, I have incorporated it into my weekly planning."

As a newcomer to Athabasca, the Pancakes and Play (and all the programs hosted by the Family Centre) have introduced us to other families we would otherwise struggle to meet."

"It was really helpful to be shown a variety of mindfulness techniques to figure out what could work for us. Also, I find the facilitator's voice very soothing to listen to and she provides the right amount of knowledge and information." (Remember Me participant)

Family Wellness Program Client Feedback:

"The Family Wellness Program has impacted my family relationships in the most positive way. I am confident in the tools that I learned to use them in my relationships and to help with my parenting. I really appreciate these supports it's nice to have a positive place with great councilors to answer some of my parenting concerns and to help guide me in a positive and healthy way."

Family School Liaison Program

92% of youth believe they have increased knowledge of tools to use to overcome challenges in life and to build positive social skills.

80% of youth surveyed feel confident in themselves.

Home Alone & Babysitter Safety

94% of participants in the Babysitter Safety course reported feeling more confident in their ability to care for young children.

93% of participants in the Home Alone course stated that they are now more prepared to keep themselves safe when staying home alone.

Seniors Advocate Program

96% of attendees surveyed at the Seniors Symposiums stated they now know more about community resources by attending the event.

Notes from 2022

- 162 information and referrals were provided by the front desk with 43% of requests being contact information on Alberta Supports and Children's Services.
- With most of the remaining COVID-19 restrictions being lifted in March, all programs were back in full operation. An increase of clients on each program had been noted. Many clients were more than ready to engage with the workers and get the support through physical availability of social connections.
- Staff participated in trainings such as Trauma – Informed Care, Mental Health First Aid for Youth and Kairos Blanket Exercise to improve professional competences to optimize the support they can offer to individuals, families and community.



Community Partnerships and Initiatives

Alberta Health Services
Alzheimer's Society
Angels in Motion
Aspen Service Providers
Aspen View Public Schools
Athabasca and Area Prevention of Relationship Abuse Action Committee (PRAAC)
Athabasca Community Christmas Dinner
Athabasca Family Centre Advisory Board
Athabasca Mentorship Program
Athabasca Native Friendship Centre
Athabasca Seniors' Centre
Boyle Seniors' Centre
Calling Lake School
Calling Lake Wellness Round Table
Children's Services
CYS Sharing Hub
Extendicare Athabasca
FCSSAA
Great Beginnings
Healthy Families Healthy Futures
Interagencies – Athabasca, Calling Lake, Lac La Biche, MD of Opportunity
Lac La Biche Canadian Native Friendship Centre
Mental Health Advisory
Northern Lakes Family Resource Network
Pleasant Valley Lodge
Public Libraries – Athabasca, Boyle, Grassland, Rochester
Santa's Anonymous
The Dragonfly Centre
The Health Neighbourhood
Together To Live
Wildrose Villa
Words Work Literacy



Contact Information

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Office Hours Monday – Friday | 8:30am to 4:30pm

In Partnership with

**Summer Villages of Mewatha, West Baptiste, Sunset Beach, Island Lake South
and Whispering Hills**

