

2022

ANNUAL REPORT

COMMUNITY RESOURCE CENTRE



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TERMINOLOGY

Barrier: certain struggles that make it more difficult for an individual or family to access resources or services i.e. low digital literacy can be a barrier to someone needing to complete an online application

Client contact: any point of contact made with anyone who comes to the CRC seeking assistance or support i.e. telephone, email, walk-in, or program attendance. This does not count unique individuals, but total times a CRC staff interacted with a client

Funder: agency, company, government, or other entity that provides funding for one or more specific programs or projects and to whom we report

Integrated Practice: service delivery that is coordinated across partner agencies who are co-located providing seamless support

Mandate: specific set of guidelines put forth by funders that must be followed and outline what projects/programs/supports are allowed under funding agreements

Minimally-Sufficient: providing just enough assistance to help clients become self-sufficient

Natural Supports: people in an individual's life who support them in a non-professional setting

Partner: a separate agency, group, business, etc. that provides a program/support alongside the CRC

Preventative programming: programming focused on helping clients build skills while they are in a good place that will help them if/when they go through difficult times

Program: this term is used in 2 ways. 1. Program: a funded entity within the CRC that provides services to the community i.e. FCSS, CALP, HRH, FRN, etc. 2. program: an activity or activities put on by the CRC for community members to attend

Referrals: when a client comes in needing support in an area outside of our expertise, we will give them information for other agencies/groups/businesses that provide the supports they are looking for i.e. we refer clients to AHS for mental health or addictions concerns

Self-Efficacy: the belief we have in our own abilities to accomplish the things we need or want to accomplish, or to be able to deal with challenges that come our way

Service gaps: areas of support that have been identified as either minimal or non-existent in our community/region

Spoke: the FRN operates under a "hub and spoke" model meaning that there is one central office (the hub) with other offices providing services in other communities (spoke); Fox Creek FRN is a spoke to the Whitecourt Hub

Supports: services we offer that are provided on a one-on-one basis i.e. assistance filling out Canada Pension Plan applications, or assistance with resume writing

WHO ARE WE AND WHAT DO WE DO?

The Community Resource Centre (CRC) serves the community and surrounding area of Fox Creek and is often the first point of contact for people in the community looking for support. Our purpose is to offer a variety of services to enhance the lives of everyone in our community. Our clients are community members and sometimes transient persons that access our services for various reasons, such as job searching, low income, fallen on hard times, mental health issues, loneliness, or looking for a place to belong. The CRC serves community members from all walks of life of all ages, from pre-natal through to retirement.

Our office offers a variety of direct supports for individuals and families and also seeks to connect clients to other supports and resources outside of our office that might benefit them. Some of our services that we offer directly include employment services, social programs for all ages, parent education, adult learning, GED support, low-income housing, assistance completing provincial and federal government benefit applications, resume help, and more. As a small town Community Resource Centre, one of our strengths is our willingness and ability to be creative as we look for ways to help clients in a wide variety of situations.



IN THIS SECTION

COMMUNITY ADULT LEARNING PROGRAM
FAMILY AND COMMUNITY SUPPORT SERVICES
FAMILY RESOURCE NETWORK
HEART RIVER HOUSING
FOOD BANK SOCIETY
CAREER AND EMPLOYMENT CENTRE

COMMUNITY ADULT LEARNING PROGRAM (CALP)

Our CALP Program is funded by the Provincial Government to help support organizations in providing non-formal learning opportunities for adults. The Government of Alberta's focus is on 5 main areas:

- Adult Literacy
- Numeracy
- Basic Digital Skills
- Skills for Learning
- English Language Learning



Fox Creek CALP provides assistance with resume & cover letter writing, exam invigilation, digital assistance with computers, phones, tablets & programs or apps, GED Prep & English Language Learning. CALP is also focused on reducing barriers for individuals so they can attend all learning opportunities such as providing childminder services and assisting with programming or travel costs.

Some 2022 highlights from CALP



Assisted 5 clients with resume and cover letter writing



Assisted 4 clients over multiple sessions with basic digital skills



Proctored 8 exam invigilations



1 GED student



Started new program for newcomers "The First Step" to help people who are new to Fox Creek connect



240% increase in clients supported through the CALP program from 2021 to 2022



Supported 4 English Language Learners biweekly from October to December with all 4 continuing in the new year

FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)

FCSS is a partnership between the Provincial and Municipal government that develops locally-driven, preventative social initiatives to enhance the well-being of individuals, families, and communities. FCSS does this by:

- Promoting and encouraging active engagement in the community
- Fostering a sense of belonging
- Promoting social inclusion
- Developing and maintaining healthy relationships
- Enhancing access to social supports
- Developing and strengthening skills that build resilience



Our FCSS supports the community through youth and seniors programming and support, and low-income support. This support may include assistance with government benefits applications, completing income taxes, in-kind support for community groups, other one-on-one client support such as homework help, or connecting individuals and families to other resources.

FCSS 2022 at a Glance



2,760 client contacts



37 programs for various age groups



Partnered with 18 other agencies



113 volunteers put 600 hours into 8 volunteer based programs



Completed 59 tax returns bringing \$68,035 back into our community



Kept 125 seniors up to date with our bi-monthly seniors newsletter



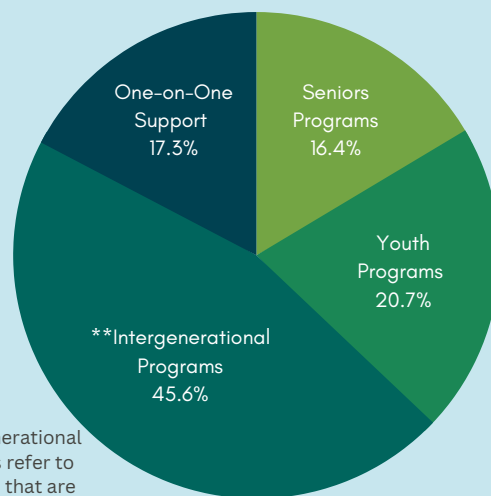
All 43 of our Community Garden boxes were rented in 2022



Supported 8 clients 129 times with light cleaning and social connection



Started new community calendar to keep Fox Creek updated on all events happening in town



**Intergenerational programs refer to programs that are open to multiple age groups

FAMILY RESOURCE NETWORK (FRN)

The **Family Resource Network in Fox Creek is a part of the SPARK FRN**, whose main office is located in Whitecourt. The SPARK FRN is designed for rural Alberta and acts as central referral point for families wanting assistance to build on their strengths and to develop strong familial units. While the SPARK FRN supports families with children ages 0-18, the Fox Creek Home Visitation and Caregiver Support spoke focuses on families with children ages 0-6. The FRN provides a range of free services that focus on:

- Strengthening caregiver knowledge
- Assisting with access to community supports and resources
- Improving child and youth development
- Building resiliency and fostering well-being

The focus of Home Visitation is to provide free, voluntary, ongoing support to families with children aged 0-6, as well as families who are currently expecting a child. The Home Visitation program's goal is to empower caregivers with the knowledge, skills, and encouragement necessary to then be able to navigate the challenges of parenthood, create a safe, nurturing environment for their children to grow and thrive, and experience improved overall well-being as a family unit. The Home Visitor regularly met one-on-one with families in the family's home or at the CRC until July when our Home Visitor position became vacant. For the remainder of the year, Westlock took over supporting our clients virtually so as to not interrupt services for the families.

Our Caregiver Supports spoke promotes the development and strengthening of caregivers' parenting skills, knowledge and resilience through parent education programs and family support services. We offer strength-based services to build caregiver resilience and confidence. Some programs we offer include Hurray Let's Play, Wee Play, Triple P, and Lunch and Learn.



In 2022, the FRN supported families through various programs including WEE Play, Hurray Let's Play, Lunch & Learns, Triple P, and Home Visitation

Our monthly Lunch & Learn program taught caregivers about topics such as water safety, internet safety, First Aid/CPR basics, developmental screenings and more



HEART RIVER HOUSING

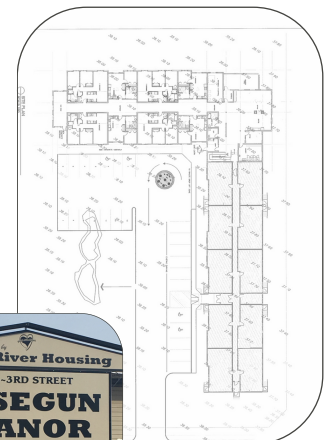
Heart River Housing provides subsidized social housing throughout our region. We are able to offer a variety of housing choices to seniors, moderate income individuals and families. Heart River Housing can assist you with: transitional housing, affordable housing, private landlord rent supplement, and direct rent subsidy.

Tenants are required to submit applications; each client is point scored according to Alberta Housing Act requirements. Eligible clients are placed on a waiting list until a suitable unit is available. A client with the highest point score will be offered an open unit first. The client will be required to pay 30% of their calculated gross income in rent. Heart River Housing pays for water, sewer and heating costs. Power is charged to the tenant, which is included in the rent calculation, with any overages charged back to the tenant.



In 2010, Heart River Housing established Iosegun Manor as a seniors self contained facility with 10 single bedroom units. The need has increased for Fox Creek and Heart River Housing was able to secure funding for an addition. The project will see 8 additional units added to the Manor, 4 being two bedroom units and 4 being single bedroom units. There will also be a common recreation area joining the two buildings.

The project started in February 2022 with the completion date of January 2023. Thank you to the funders for making this project happen: CMHC for the seed funding and Rapid Housing Initiative, M.D. of Greenview for the Common Area, the Town of Fox Creek for the land and Heart River Housing for the development.



FOX CREEK FOOD BANK

The Fox Creek Food Bank Society's goal is to provide emergency food provisions while connecting patrons to other community resources. The Food Bank provides food hampers to those in need on a weekly basis by appointment only.

During the Christmas season, the Food Bank ran its Bins for Businesses campaign. With this campaign, businesses sign up to get a bin that is used in a company food drive. All of the collected food items then get donated to the Food Bank. Additionally, the Food Bank partners with the Fox Creek Lions Club who provides community members in need with Christmas food hampers through their Santa's Anonymous program.



In 2022 the
Food Bank
Society...



dispersed 227
hampers
compared to 193
in 2021



served 511
individuals in our
community (adults
and children)

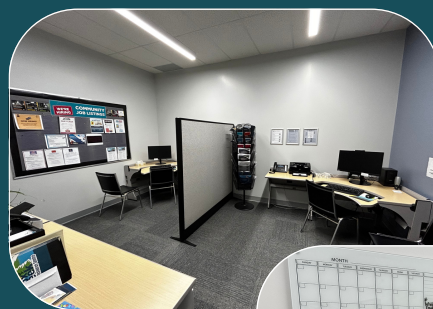


had 12 volunteers
who worked 424
hours



CAREER & EMPLOYMENT RESOURCE CENTRE (CERC)

Our Career & Employment Resource Centre (CERC) offers a self-serve employment room with two computer stations, printers, and a fax machine. There is a regularly updated job board and "Indeed Binder" as well as an information board with updated information from Service Canada, rental properties, and employment training opportunities. Clients are also able to book appointments to receive additional supports with form completion or resume writing as needed.



ADDITIONAL ONE TIME GRANTS

At the CRC we apply for a variety of different grants that will allow us to serve clients in different ways by supplementing our regular funding. Additional one time grants allow us to offer different services outside of our various Program mandates or in some cases, supplement services within our Program mandates. Some of these grants span over a period of months, some over a year, and some over multiple years.

For each grant there are specific requirements from the funders that we must adhere to and each has specific reporting that we must submit to the funders. We may apply for many grants and only receive one or two, ultimately the decision is up to the funders.



IN THIS SECTION:

EMPLOYMENT AND INTEGRATION
MEDICALLY AT RISK DRIVERS GRANT (MARD)
RECREATION ACCESS PROGRAM
RURAL MENTAL HEALTH PROJECT COMMUNITY GRANT
NEW HORIZONS GRANT FOR SENIORS

EMPLOYMENT AND INTEGRATION GRANT

The Employment and Integration grant for \$10,000 was provided by an anonymous funder, and supports clients in obtaining the necessary training to successfully gain employment. We had noted that many clients struggled to fund various employment trainings over the course of the pandemic after losing their employment and that not having the training was a significant barrier to obtaining new employment. Those who have completed their training through this program have reported that the program had a positive impact on their employment outcomes.

Grant Summary



14 Inquiries into the program



5 Individuals received assistance with employment training

MEDICALLY AT RISK DRIVERS GRANT

The Medically At Risk Drivers (MARD) Grant was a grant through the University of Alberta's MARD Centre and was focused on transportation for seniors. The MARD Grant was focused on:

- 1.Meeting the increased demand for medical and essential transportation during and following the easing of COVID-19 restrictions
- 2.Establishing and/or strengthening collaboration with other rural/remote ATS service providers, community organizations, FCSS, and/or municipalities within Alberta to enhance ATS service delivery, and
- 3.Developing sustainability plans to ensure ongoing operations beyond this grant funding.

With this one time funding of \$23,160, we were able to fund our Volunteer Driver Medical Transport program and our Taxi Pass program for the 2021 and 2022 year. In total, because of this grant...

29 individuals were able to get to medical appointments out of town



Our Taxi Pass Program subsidized 2520 taxi rides

RECREATION ACCESS PROGRAM



110 recreation passes have been accessed through RAP



53 child and youth recreation passes



38 adult recreation passes



19 family recreation passes

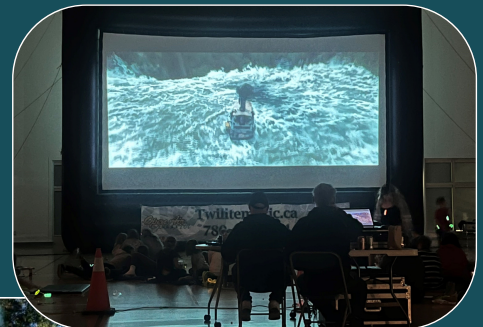
The Recreation Access Program is a grant program that was funded by The Community Foundation of Northwestern Alberta for a total of \$20,000. This program financially supports families and individuals in accessing recreational activities within the Fox Creek Greenview Multiplex. RAP can provide financial assistance to individuals, families, or youth with general membership, registration fees, and fitness classes offered at the Multiplex. This funding helps us reduce barriers to a healthy lifestyle for families and individuals in our community.

RURAL MENTAL HEALTH PROJECT COMMUNITY GRANT

The Canadian Mental Health Association Community Grant was available to communities with an Animator and was intended to support community projects that focused on: collaboration, whole community view, strengths of the community, domains of mental health, and positive mental health.

Here in Fox Creek, the projects that we received \$10,000 funding for include:

- "You Good?" stickers and magnets with a link to various mental health resources
- Community Movie Night
- Colour Fun Run



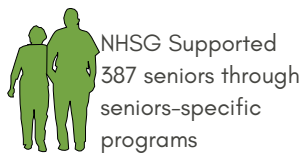
This funding helped us to support nearly 300 people in our community

NEW HORIZONS FOR SENIORS GRANT

The New Horizons for Seniors Grant (NHSG) is funded federally by the Government of Canada. This grant focused on seniors wellness and emphasized integrating seniors into the community as a whole. The objectives of this grant are to:

- Promote volunteerism among seniors and other generations
- Engage seniors in the community through the mentoring of others
- Expand awareness of elder abuse, including financial abuse
- Support the social participation and inclusion of seniors

In 2022, this \$22,688 grant helped supplement our regular seniors programming and services, which allowed us to create and introduce new programs. Of the programs run under this grant, some were specifically for seniors, some were intergenerational, meaning adults of all ages (and in some cases, youth) could participate.



Some of our Seniors and Intergenerational Programs in 2022



Presentation on elder abuse from Alberta Council of Women's Shelters



Christmas Dessert Social



Men's Night: Building Wall Mounted Bottle Openers



Seniors Week Golf



Seniors Week Pickle Ball Tournament

CRC HIGHLIGHTS



In the post-pandemic climate, we were able to introduce many new programs including Tween Get Together, The First Step Newcomers Support Group, Ladies Craft Night, Experts Program, and Connecting Neighbours. We were also able to host and support some new and exciting community events including the Community Movie Night, the Colour Fun Run, Seniors Christmas Dessert Social, Seniors Cookies and Kindness, International Youth Day, and Wine Glass Painting.

We introduced a new community calendar that can be accessed from www.calendarwiz.com/foxcreekevents. The community calendar is meant to be a single calendar that all community groups can post their events on, so that everything is in one place. This calendar is still in its beginning stages, but we hope it will continue to grow as more community groups begin making use of it.



Interagency meetings have continued online with steady attendance. These meetings help foster integrated practice, meaning that many agencies in the region are coming together to discuss the needs in Fox Creek and how the various agencies can work together to support our community members.

This year we really focused on the quality of our programs rather than the quantity to foster genuine connection amongst community members of all ages. Through this focus on quality of programs, we have been able to witness community connection, individual growth, increase in family protective factors, learning of new skills, and more.

Our staff were able to attend multiple trainings and conferences for learning and professional development opportunities. These trainings and conferences are important because they help our staff to continually learn best practices in the community social services field in order to be able to provide the best programs and services to our community. These trainings and conferences also strengthen our networking, which allows us to learn about programs, funding, and new ideas from other communities.

The Culture and Recreation Board is now up and running in partnership with the CRC, the Town of Fox Creek Recreation Department, and a volunteer board. The Culture and Recreation Board acts as an advisory board to the Town of Fox Creek Council in an effort to create a strong and healthy community through social and leisure opportunities.

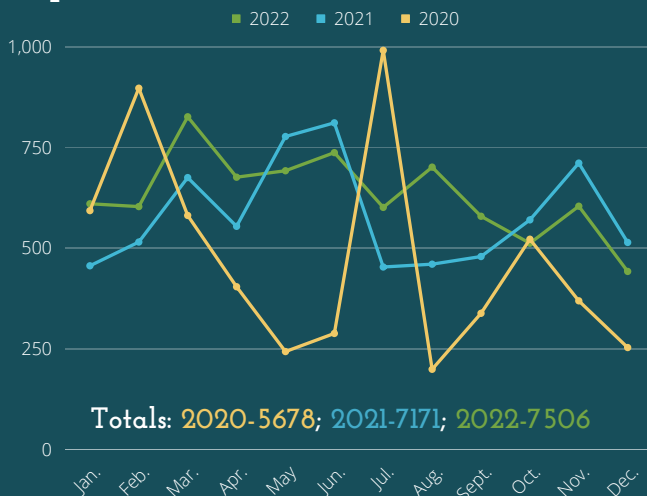
Heart River Housing worked on an addition to the Iosegun manor. The building will have 4 two bedroom units and 4 single bedroom units. There will also be a common recreation area joining the two buildings. The project started in February 2022 with the completion date of January 2023.

STATISTICS AND TRENDS

At the CRC, we track data every day. Data that we track includes how many phone calls and emails we get, and how many people visit our centre in-person for information, to use the Employment Centre, or to attend programs. We also track the nature of each client's reason for contacting us and which specific Program they were looking for or were referred to.

Tracking all of this information helps us to see where we might have gaps in services that need to be addressed, and is also used to report to our Municipal, Provincial and Federal grant funders to ensure we continue to receive the funding necessary to serve our community.

Number of Program Supports Accessed By Month in 2020, 2021, and 2022



We had
1,768 client
contacts by
phone



We made
3,788 in
person client
contacts



1,299 client
contacts were
made via email
and social media



In 2022, our total client
contacts equaled 6,873



The amount of client
contacts made increased
20% from 2021-2022

2022 Trends

This year we saw an increase in one-on-one supports needed by our clients. These one-on-one supports primarily included assistance with form completion for various provincial and federal government applications.

The number of clients we support from our office continues to grow from year to year, and our programs and services have adapted to meet the needs of our growing client base.

In our employment centre, we have seen employment trends move towards a surplus of jobs with a shortage of people to fill them, compared to 2021 where we saw a surplus of people looking for jobs with a shortage of jobs to work.

In CALP, there has been a trend towards a higher need for English Language Learning compared to the larger need for GED training in 2021.

HRH has seen an increase in applications for both low-income housing, and rent supplements.

The FRN saw steady attendance for their family play programs and increased need for Home Visitation.

In 2022 we saw an overall down turn in client contacts in the second half of the year. We identify this as being due to having two staff positions vacant from July-December.

FREQUENTLY ASKED QUESTIONS

Where does our funding come from?

We have various sources of funding. Each Program has its own source(s) of funding, although some do overlap. Our regular, annual funders include the Town of Fox Creek, and various departments of the Government of Alberta. We also apply for various one-time funding grants such as those listed in the "Additional One Time Grants" section of this report (pages 21-30). These funding sources vary year to year and we must submit applications for these grants. Additionally, some of our programs have registration fees to help offset some costs, but subsidy options are available for those who qualify.

How do we determine which one time grants to apply for?

We determine which grants to apply for based on a combination of things. In some cases we search out or hear about grants to support programs we already provide. In other cases, once service gaps have been identified, we hear about or look for grants that can help us fill those gaps if they fall within our areas of expertise, either through staff trainings or developing new programs to fit within the grant funding.

How do we determine client eligibility for certain programs or supports?

Generally, eligibility is determined based on our Program mandates, or grant agreements. Our programs are voluntary and clients can either seek support on their own, or can be referred to us by other agencies. Eligibility and cost may differ slightly from program to program, but the CRC does not have specific eligibility as a whole to come in and access our services.

Do we see instances of clients "abusing the system?"

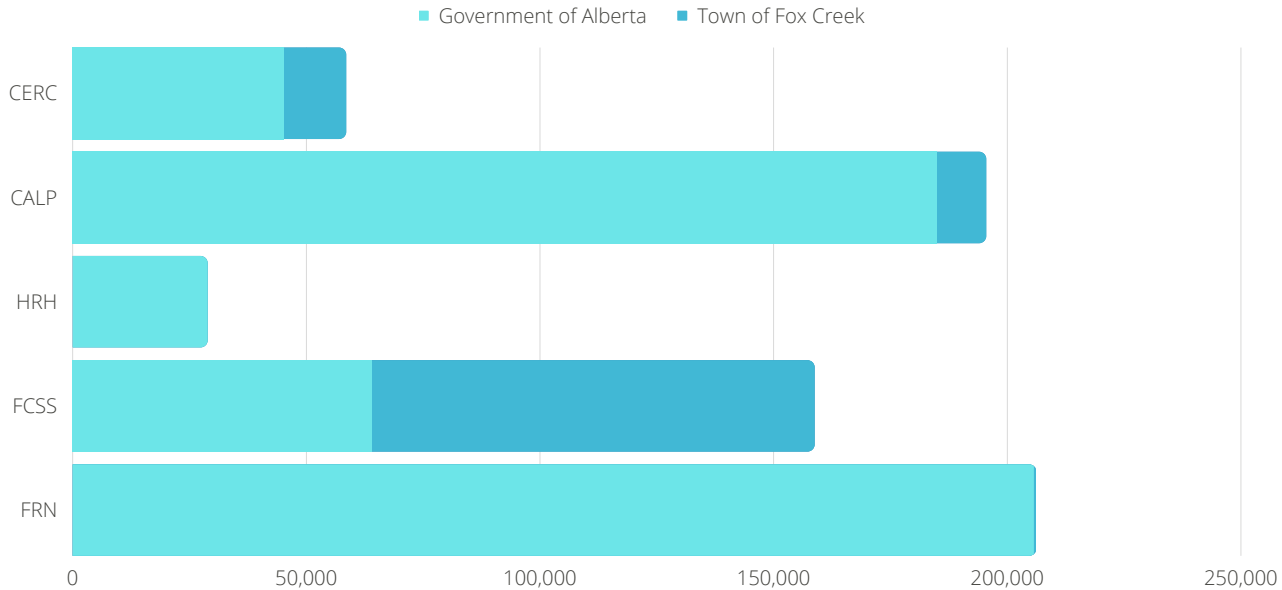
In short, the answer is no, we do not see clients abusing the system. While each support and program has controls in place to be fiscally and ethically responsible, we do our best to support anyone who comes through with whatever needs they bring forward without judgement or discrimination. Often people are going through challenges that others aren't aware of and, in most cases, these individuals have exhausted their natural support resources. We truly believe that it takes a lot of courage and humility to come forward and ask for help. We do our best to provide that help with compassion and confidentiality.

How do we decide what programs to run?

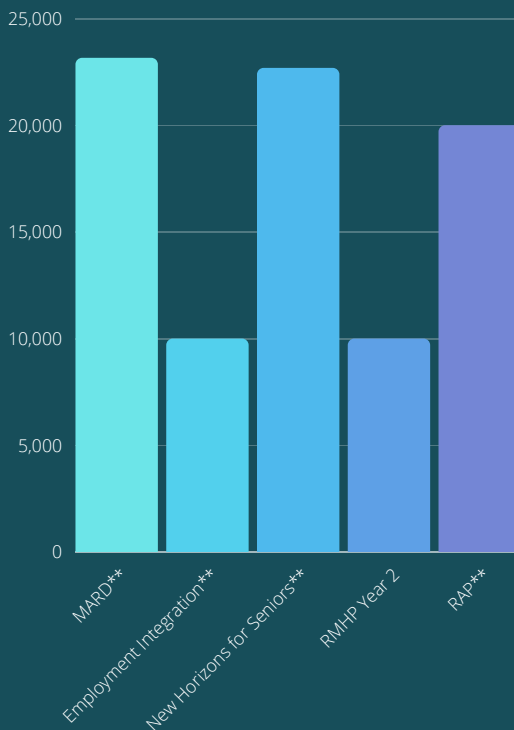
The programs we offer throughout the year depend on availability of funding, as well as community needs and interests. As long as we follow our various Program mandates, we are able to adapt what we offer to fit the needs of our community.

CRC BUDGET

CRC 2022 Funding Sources and Budgeted Amounts by Program

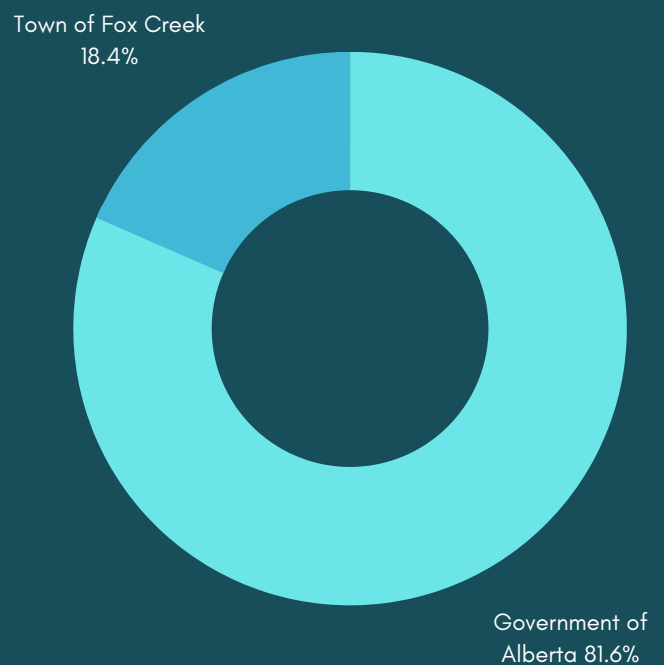


One Time Grants



**These grants spanned over 2 years so these totals are not specific to 2022

Budgeted Contribution of Government of Alberta and Town of Fox Creek to the CRC in 2022 by percentage



SUMMARY

Looking Back...

2022 was another busy year for the CRC. It was our first year fully back in the swing of programming post-pandemic, and this meant the introduction of multiple new programs for our community members. Our staff worked hard to bring normalcy and connection back to our community, and to support those who needed a little extra help getting back on their feet. We are proud of our efforts throughout this, and every year to continue to provide supports and programs despite obstacles thrown our way, as well as our commitment to offering strengths-based, community-informed services to the community.

What does 2023 have in store?

As we move into 2023, we hope to continue supporting our community in a way that is community-informed and flexible to fit the needs of Fox Creek. Our skilled and supportive staff are planning and preparing to best serve our community in the coming year. We look forward to continuing to provide the community with a variety of programs and supports as we navigate funding, ever-changing expectations, service gaps, and community and client needs.

2023 also brings a change in our role within the FRN. Family play programs will continue throughout the year, however, we will no longer be offering Home Visitation & Caregiver Supports through our organization. After lengthy conversations and weighing all options, Council ultimately decided that the evolving structure of the FRN Spoke, as well as its required increased service delivery area, no longer represented the best interests of Fox Creek. The services will continue to be offered through a new contract holder when one is secured by the funder. As more information becomes available, we will be sure to communicate that to the community.



Our staff has already been busy planning for 2023. Some exciting things to look forward to include having tenants move into the new losegun Manor addition starting February 1, hosting the Go Girls Conference for our region on April 29, many new and renewed partnerships, and continued youth, senior, and intergenerational programming to meet the needs of our community.

Thank-you Fox Creek for being a part of another successful year at the CRC!



We encourage community members to reach out with questions and to give our programs a try. We can be reached via Phone (780-622-3758), Facebook (Fox Creek Community Resource Centre), Town of Fox creek website (www.foxcreek.ca), or email (various emails listed on website). Check out what programs are currently being offered by calling or visiting www.calendarwiz.com/foxcreekevents

Our Team
TOWN OF
Fox Creek
Community Resource Centre



Wendy Chaychuk
Director of
Community Services



Brianne Staples
Family and Community
Support Services



Roxanne Grumbach
Administration &
Fox Creek Food Bank



Jennifer Taylor
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Support Services &
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Nickie Ballard-Amos
Community Adult
Learning Program



Gina Pangan
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Home Support

