

# ANNUAL REPORT 2021

COCHRANE FAMILY & COMMUNITY SUPPORT SERVICES (FCSS)  
AND COCHRANE & AREA FAMILY RESOURCE NETWORK (FRN)



# MANAGER'S MESSAGE

On behalf of Cochrane Family & Community Support Services (FCSS) and Cochrane & Area Family Resource Network (FRN), I am pleased to present the 2021 Annual Report.

Over the past year, we have collectively focused our efforts on strengthening the capacity of local organizations and building individual and family resilience with the goal of preventing and reducing difficulties before problems require a response from larger, more complex systems.

Social organizations have played a critical role in responding to the COVID-19 pandemic and the increasing number and complexity of challenges facing residents. Strong partnerships between organizations have been invaluable as we work together to create meaningful community connections and ensure that our most vulnerable residents have the support they require.

I truly appreciate the support we receive from our funders, our partners and the passion and dedication of our amazing team.

Kim Krawec

Manager, Family & Community Support Services



**T** TOGETHER  
**E** EVERYONE  
**A** ACHIEVES  
**M** MORE

# VISION, MISSION & VALUES

## VISION

Our community is collaborative, inclusive, engaged and connected.

## MISSION

We will enhance, strengthen and stabilize our community by identifying gaps, assets and needs, connecting people and systems, developing and strengthening community partnerships and through preventative and intervention-based programming. We define our community as: all who live, work or play in Cochrane and neighbouring areas.

## STAFF LIST

Manager of Family & Community Support Services:

Kim Krawec

Administrative Team:

Nicole Copses

Deanna Kemp

Cory Lahoda

Tracy Tilma

Childcare Worker:

Doris Taguiam Carag

Community Development Team:

Renita Bartlett

Hillary Cornelius Stormon

Kristen Immel

Mae Kroeis

Coordinator of Affordable Housing: (FCSS/Cochrane Society for Housing Options (CSHO))

Kevin McDonald

Family Support Worker Team:

Tessa Davidson

Eleanor Marr

Amanda Moulard

Mental Health Consultant:

Erin Butters

Resource Worker Team:

Natalie Brulotte

Sherry Grund

Terri Lauer

Wendy Farnsworth

## Cochrane Family & Community Support Services (FCSS)

is a program that is cost-shared between the Province and the municipality. FCSS provides a variety of programs that work together to meet the social needs of the community. Together, FCSS, the FRN and an affordable housing partnership with Cochrane Society for Housing Options (CSHO) provide a vast continuum of services across the lifespan ranging from community development, primary prevention and early intervention based front line services.

### Community Development:

Identifying social needs and bringing residents and stakeholders together to develop strategies.

### Primary Prevention:

Proactive, strength-based programs designed to help individuals, families and communities to develop skills, knowledge and capacity.

### Early Intervention:

Programs to help individuals and families experiencing crisis and stress.

We provide a multitude of co-located programs to reduce barriers of access and ensure residents are connected to the support that they need.

## Prevention •

Access to

Supports to

Basic Budgeting

Programs to

Programs to

Prenatal Support

Workshops for Youth

Early Childhood Development Programs

Developmental Screening

Parent Education

Rural Child Development Programs

Families with children 0-6 years

Families with children, 7-18 years



## • Early Intervention

Post-Partum Depression Support

FRN Counselling Program

One on One Parenting Support

Essential Needs Programs

Rural Outreach

Supportive Counselling/Information/

Affordable Housing

Maintain Housing

and Financial Coaching

Address Mental Health

Address Poverty

and Adults Supporting Youth

Age Friendly Initiative

Collaborative Tables

Community Events to Promote Social Connection

Programs and Supports for Organizations Working with Older Adults

Programs and Supports for Non-profit Organizations

Capacity-Building Opportunities

19-49 years

50+ years

Community



(food, transportation, housing supports)

Program

Referrals/System Navigation & Advocacy

**Legend**

Affordable Housing Partnership with Cochrane Society for Housing Options (CSHO)

Cochrane FCSS

Cochrane FRN

# SOCIAL RECOVERY TASK FORCE (SRTF)

The Social Recovery Task Force was established on April 27, 2020 - June 30, 2021, by the Town of Cochrane Mayor and Council to support and enhance the well-being, safety and resilience of Cochrane residents through the COVID-19 pandemic.

The SRTF conducted surveys to understand the needs of the community and assist with developing a coordinated response. We heard from 892 (22 organizations) respondents that:

**66%**

Are concerned about financial stability

**7%**

Need to move within the next 6 months due to finances

**80%**

Are concerned about their mental health and personal wellbeing

**41%**

Do not feel a sense of belonging to our community

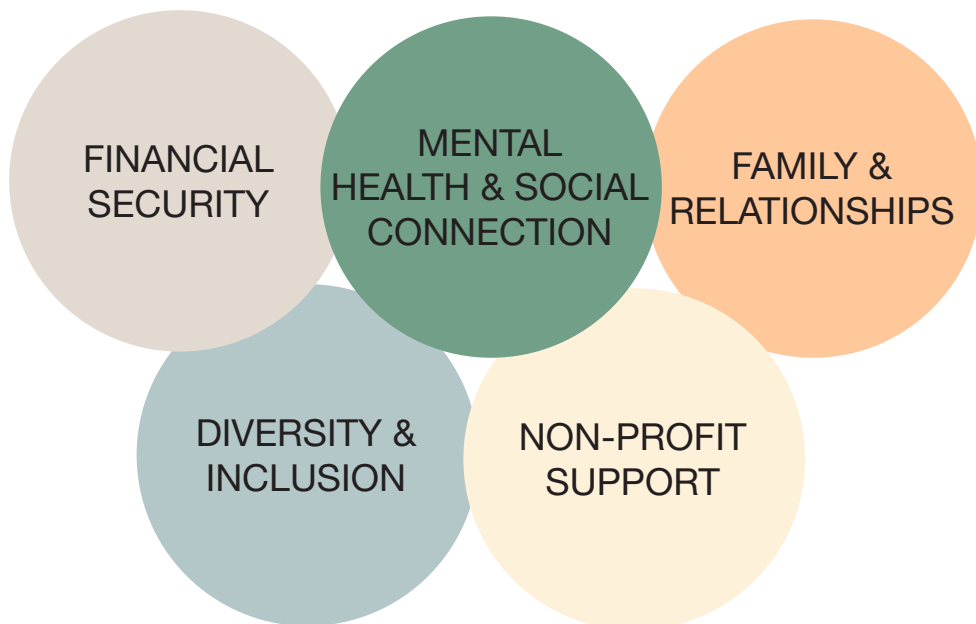
**36%**

Reported an increase in family conflict

**80%**

of organizations are seeing an increased demand from clients and community

## IN RESPONSE, FCSS FOCUSED OUR RESOURCES ON ADDRESSING THE FOLLOWING THEMES:



### SRTF MEMBERSHIP:

Mayor Genung  
Councillor Flowers  
Chairra Nicolle, Helping Hands Society of Cochrane & Area  
Jan Tracy, Cochrane Activettes  
Lauren Delahunt, Cochrane & Area Victim Services  
Natalia Tapia Glenn, Cochrane Rotary Club  
Sandra Gateman, Big Hill Haven  
Terri Lauer, FRN  
Kim Krawec, FCSS, Chairperson  
Nicole Copses, FCSS, Recording Secretary

## FINANCIAL SECURITY

## COMMUNITY RESOURCE WORKERS & RURAL SUPPORT

Our team of Resource Workers provide support, information, referrals and system navigation to individuals and families living in Cochrane and West Rocky View County. They play a crucial role in ensuring residents have access to essential needs and financial support.

1846

Clients Received Support

### EMERGENCY FUNDING

21

Individuals were supported with rent, housing issues, utilities or hotels

Funded by the Rural Development Network and delivered through a partnership with Cochrane Society for Housing Options (CSHO)

### FIRM PROGRAM

27

Individuals received support with financial counselling and connection to additional resources

### FINANCIAL EDUCATION

5

Canada Revenue Agency Workshops

11

Credit Counselling Workshops

### CONNECT CARD

198

Connect Cards were issued providing lower income residents' access to a variety of programs and services at a reduced rate

The program expanded significantly with **11 new partners** joining the program

Cochrane FCSS is actively involved in the Alberta Living Wage Network advocating to reduce the impact of poverty.

Cochrane's living wage was calculated at:

\$22.60

Assessed in 2021

## VOLUNTEER INCOME TAX PROGRAM

Decreasing poverty & increasing economic self-sufficiency.

2

Volunteers

431

Returns Filed

86

Children Impacted

237

Seniors Impacted

32

AISH Recipients Impacted

159

Low Income Residents Impacted

## ADDRESSING POVERTY THROUGH COMMUNITY EVENTS

### JACKET RACKET

79 Adults    49 Children

Received warm winter wear

### BACK TO SCHOOL PROGRAM

52 Families

Supported with school supplies and/or technology

### KIWANIS TOY PROJECT

71 Adults    159 Children

Received gifts and essentials at a holiday event

Partnerships between the FRN, Cochrane Kiwanis, Helping Hands Society of Cochrane & Area, Cochrane Alliance Church, Staples, Cochrane Activettes, Cobs Bread and the Cochrane Generals made these events possible.





# THE POWER OF PARTNERSHIPS TO ADDRESS FOOD SECURITY

The Cochrane Activettes, Helping Hands Society of Cochrane & Area, FCSS and FRN partner to ensure no one in our community goes hungry.

902

Food Hampers distributed

33

Clients Accessed Meals for  
Your Freezer Program

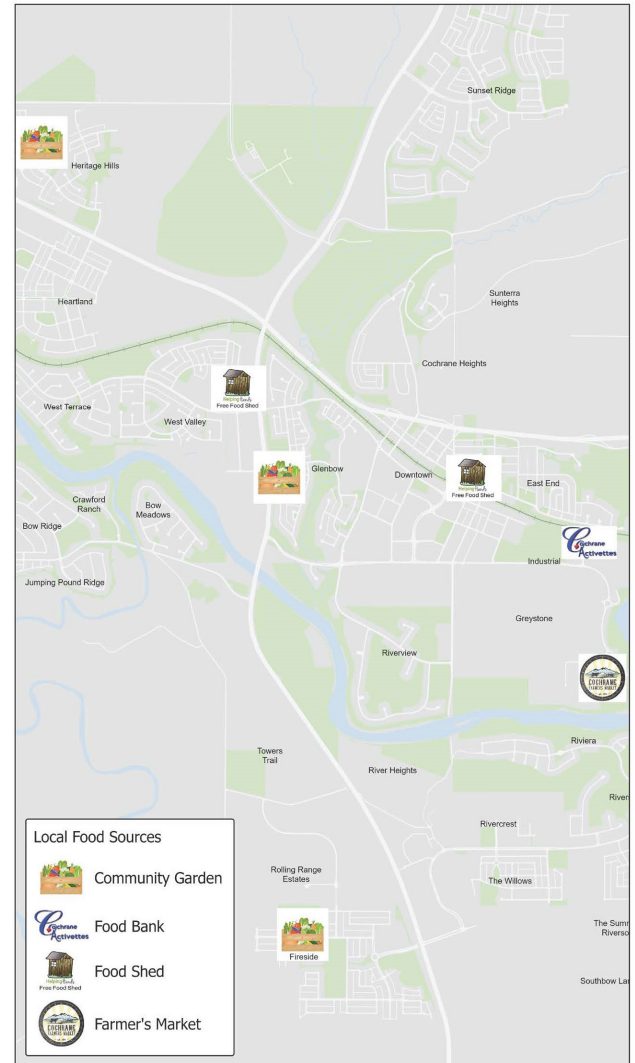
1387

Meals/Soups sold with the Meals  
for Your Freezer Program

265

Emergency Meals Distributed

## LOCAL FOOD SOURCES



## COCHRANE AND AREA FOOD CONNECTIONS

A collaborative committee was formed to create an accessible, affordable and sustainable food system in Cochrane and neighbouring areas. The committee partnered with the University of Calgary Faculty of Nursing to create a food asset map, highlighting available food resources. Other initiatives included expanding food rescue and recovery programs and developing communication materials to help residents access food supports and education.

# AFFORDABLE HOUSING PARTNERSHIP WITH COCHRANE SOCIETY FOR HOUSING OPTIONS (CSHO)

After being an instrumental force in the creation of CSHO and over 20 years of service, Corinne Burns, Affordable Housing Coordinator, retired at the end of 2021.

Kevin McDonald has joined our team and is looking forward to continuing the exemplary work of CSHO.

16

Tenants Maintained  
Successful  
Housing



## MENTAL HEALTH & SOCIAL CONNECTION

## EARLY CHILD DEVELOPMENT PROGRAMS

The FRN creates opportunities for social connection. Child Development programs provide developmentally enriching activities for children birth to 6 and ensure parents have access to a combination of peer and professional support.

Through restrictions, the FRN offered a combination of virtual and in-person programs to support caregivers and their young children.

316

Caregivers

494

Children

Attended virtual programs

463

Caregivers

977

Children

Attended in-person programs

316

Craft kits distributed



# COMMUNITY HELPERS PROGRAM

Community Helpers are trained to support the mental health of their peers, contributing to the mental wellbeing of our community overall.

Additional professional development opportunities provided to trained Community Helpers this year included Applied Suicide Intervention Skills Training (ASIST) and a Self-Care Retreat.

62

Youth Trained

74

Adults Trained



## A COMMUNITY APPROACH TO ADDRESS ISOLATION

In times of crisis, Cochrane agencies rally to provide a coordinated approach to addressing social issues. Many agencies and committees worked together to develop strategies to ensure that Cochrane and area residents had the necessary mental health support and resources to remain resilient through the COVID-19 pandemic.

**GRIEF AND THE PANDEMIC DR.  
JODY CARRINGTON, PHD**

1669

Views on YouTube

**SCAVENGER HUNT**

An opportunity for Cochransites to safely rediscover their community and explore the many resources available.

1189

Website Clicks

170

**MENTAL HEALTH KITS**

were distributed free of charge to support the wellbeing of residents

# SUPPORTING THE WELLBEING OF OLDER ADULTS

## ONLINE TECHNOLOGY SUPPORT FOR OLDER ADULTS

Virtual sessions provided an opportunity to build skills and confidence to stay connected to the community.

**861**

Participants

## SENIORS' WEEK

Cochrane celebrated with a week of free coffee, online events and storytelling. Sessions included an Indigenous learning workshop, an author event to talk about the history of local ranches, story sharing, wellness workshops, coffee with the Mayor and wellness and exercise classes.

**177**

Participants

Sponsors: Mayfair Diagnostics. Partners: Storytelling Alberta, John Snow Jr., Stockmen's Memorial Foundation, local businesses and Seniors on the Bow

## 50+ ART PROGRAM

Older adults received art kits for online art instruction and conversation.

**28**

Participants

## 50+ WELLNESS AND EXERCISE CLASSES

Classes were designed to increase their wellbeing and connections to the community.

**689**

Participants

## BRAIN AGING AND CHANGING MINDS WITH A CLINICAL NEUROPSYCHOLOGIST

A workshop for older adults to learn what normal age-related changes to memory are and tips and tricks to navigate these changes.

**39**

Participants

## ACHIEVING BALANCE IN THE SECOND HALF OF LIFE

A workshop for older adults focused on countering ageist ways of thinking to promote a more balanced, meaningful and fulfilling life.

**14**

Participants

## WORLD ELDER ABUSE AWARENESS DAY (WEAAD)

A lilac bush was planted at Cochrane FCSS to raise awareness of elder abuse.

## ALBERTA COUNCIL ON AGING

A partnership with Alberta Council on Aging to connect seniors to the living strong program(s). Cochrane residents attended programs to build resiliency and explore different areas of wellbeing.

The Alberta Council on Aging is collaborating with Cochrane FCSS through information sharing and connections to resources and facilitators. They also provide mentorship on how to tackle ageism and support age-friendly initiatives.



## FAMILY & RELATIONSHIPS

### PARENTING SUPPORT

Family Support Workers provide one-on-one strength based and trauma informed support for parents and caregivers with children birth to 18.

40  
Families Supported



*Testimonial: I am a single mom to a ten year old boy and we were struggling - to say the least. Upon making contact with the FRN, I was introduced to the Triple P program. The worker took me through the pyramid where I had several "light bulb" moments in the most unassuming and unexpected ways. Throughout the process - without even being conscious of it - my parenting style changed. At home I put those light bulb nuggets into practice and saw results. It seemed to work - my son was responding in a positive manner. I continued to try the very simple methods as I learned them and was rewarded with success - almost always. Which inspired me to continue to try the new approaches I was learning about. At the end of the pyramid our family had changed. We were happier and functioning in a much healthier way. I finally felt like I was actually a "good" mom and treating my son fairly and he was so much happier because of it. To say the program changed my life is a big statement and probably dramatic - but it did and has! It was the least painful change I think I have ever done and had one of the biggest impacts.*

The Cochrane FRN is the HUB in the provincial funding model. The FRN works closely with the Children's Cottage Society and BGC Cochrane and Area to ensure families have the necessary support to thrive.

## FRN COUNSELLING PROGRAM

An internal counselling program reduces barriers to access mental health support.

2

Counsellors

27

Families Supported

180

Hours of Counselling

## PARENT EDUCATION

Programs increase knowledge, skills and resiliency of parents and caregivers.

58

Attended Parent Education Programs

## DEVELOPMENTAL SCREENING

31

Families completed Ages & Stages Questionnaires® and received support to enhance their child's development

## RESOURCE LIBRARY

The FRN has an extensive resource library with books, resource boxes and children's literature.

192

Resources Accessed



## DIVERSITY & INCLUSION

FCSS and the FRN are committed to truth and reconciliation efforts.

### EQUITY & INCLUSION COMMITTEE

Several workshops were held for staff to increase knowledge and awareness of indigenous history and strengthen relations with our indigenous neighbours.

An Indigenous Advisor was contracted to develop a Truth and Reconciliation Tool Kit for the Town of Cochrane.

### INDIGENOUS AWARENESS TRAINING

The Nakoda Iyethkyabi (Stoney Nakoda people) have lived in and around the Rocky Mountains for millennia. This workshop tells the story of the Stoney Nakoda people and their struggle to regain their heritage and reassert their autonomy since colonization.

95

Participants



### AUMA NEWCOMERS PROJECT

Alberta Municipalities, Calgary Catholic Immigration Services, Cochrane Immigrant Services Committee and FCSS partnered to conduct a community assessment and action plan to support newcomers.

### BUILDING INTERCULTURAL RELATIONSHIPS AMONG OLDER ADULTS

A lunch hour learning session with local immigrant & newcomer groups and senior serving organizations; focused on building intercultural relationships and initiating inclusive and collaborative programming.

6

Local Organizations

### ORGANIZATIONAL INCLUSION TRAINING

Equity and inclusion training in partnership with the Equity & Inclusion Committee and Seniors on the Bow.

6

Participants

## NON-PROFIT SUPPORT

### VIRTUAL VOLUNTEER FAIR

FCSS hosted their very first Virtual Volunteer Fair.

16

Organizations Participated

### COMMUNITY AWARDS

Thirty-eight nominees and fourteen Cochrane Community Award recipients were celebrated in 2021 at the awards ceremony held on Sunday, November 28.

FCSS sponsored and presented two awards to very deserving recipients:

**Volunteer Group of the Year:**  
Helping Hands Society of Cochrane & Area

**Equity & Inclusion Champions of the Year:** Paul Singh and Ozzie Sawicki

### VOLUNTEER APPRECIATION

In partnership with Volunteer Alberta and Canlin Energy movie passes were distributed to recognize the amazing volunteers in the community.





## WORKSHOPS FOR NON-PROFIT ORGANIZATIONS

Staff assisted several local organizations with workshops including:

- Basics are the Building Blocks! How to Recruit, Retain & Recognize Volunteers
- Board Governance
- Creating a Culture of Volunteer Engagement
- Creating an Effective Volunteer Manual
- Social Media and Volunteer Engagement
- Start with Why: The How-To's of Program Design
- Writing Volunteer Positions

**29**

Participants

**23**

Community groups supported to access grants

**2**

Non-Profit Support Webpages Created



## SENIORS ON THE BOW (SOTB)

Staff provided the following support to SOTB:

- Facilitated collaboration with community partners
- Partnered for Seniors Week Events
- Training with facility rentals, contracts and registration software
- Guidance for hiring contractors
- Safety guidance and training for re-opening to the public
- Board governance and grant writing



The Seniors on the Bow of  
Cochrane and Area Society

## PARTNERS SHARING SPACE

- Big Hill Haven
- Children's Cottage Society
- Cochrane Society for Housing Options
- Helping Hands Society of Cochrane and Area
- Rocky View Immigrant Services / Calgary Catholic Immigrant Services
- Rocky View Schools - Family School Liaison Workers

# FCSS ADVISORY BOARD

The FCSS Advisory Board has six community volunteers appointed by Town Council and one Council representative. The Board reviews and assesses the FCSS and United Way Partnership Grant Applications and makes recommendations for funding allocations to Town Council.

Councillor Wilson  
Diana Lowe  
Kaitlin Chamberlain  
Lyle Balmer  
Margaret Stevens  
Theresa Newland  
Valerie Borsos

## **FCSS Staff:**

Kim Krawec, Manager  
Nicole Copses, Recording Secretary



# 7

Advisory Board Members

# 12

Groups Received Funding

# \$117,500

Grant Dollars Provided



# WE ARE HAVING AN IMPACT!

**Cochrane FCSS is focused on increasing capacity of local organizations to support learning, growth and sustainability.**

**100%** reported they are able to serve their community well.

**Cochrane FCSS provides leadership and support to develop/sustain collaborative tables that are working to identify and address the complex, root causes of social issues in Cochrane and area.**

**100%** reported their organization has good working relationships with other agencies.

**Cochrane FCSS provides programs and services to ensure that residents have access to the support they require.**

**88%** reported they know how to access the resources available when they need them.

**Cochrane FCSS & FRN worked together to ensure individuals and families have access to the resources they require to thrive.**

**100%** reported their family has people they can count on to help them.

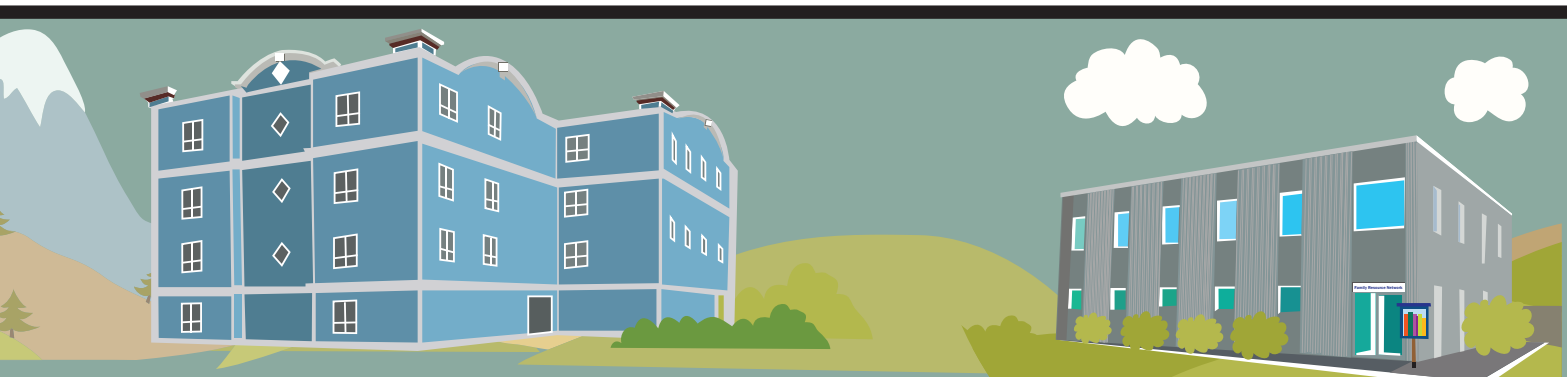
**100%** reported they are more connected with others in their community.

**Cochrane FRN provides programs to enhance children's development, strengthen parent's knowledge and facilitate social connection.**

**100%** reported programs added to their child's social and emotional learning.

**91%** reported programs provide social connection with others.

**88%** reported they learned of additional resources and supports available through programs.



Cochrane Family & Community Support Services (FCSS)  
 #1, 209 Second Ave W, Cochrane, AB.  
 P: 403-851-2250  
 F: 403-851-2260  
 E: [fcss@cochrane.ca](mailto:fcss@cochrane.ca)  
[cochrane.ca/FCSS](http://cochrane.ca/FCSS)  
[facebook.com/CochraneFCSS](https://facebook.com/CochraneFCSS)

Cochrane & Area Family Resource Network (FRN)  
 127 First Ave W, Cochrane, AB.  
 P: 403-851-2265  
 F: 403-851-2260  
 E: [frn@cochrane.ca](mailto:frn@cochrane.ca)  
[cochrane.ca/FRN](http://cochrane.ca/FRN)  
[facebook.com/CochraneandAreaFamilyResourceNetwork](https://facebook.com/CochraneandAreaFamilyResourceNetwork)

