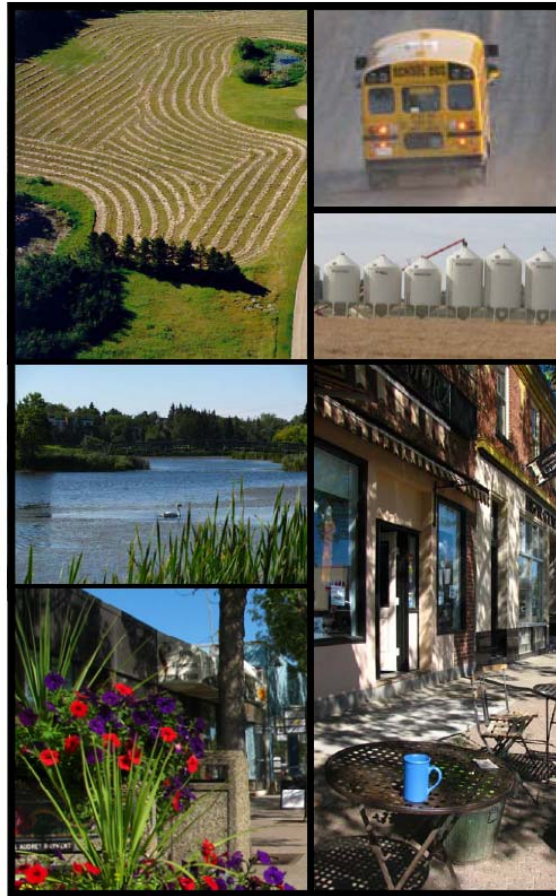


Camrose & District Support Services 2010 Annual Report



Cooperation Makes It Happen

Mission Statement

CDSS is a partnership between the Province and the Participating Municipalities committed to supporting local preventive social initiatives to enhance the well-being of individuals, families and the community.

Partnering Municipalities

Camrose County; City of Camrose; Bawlf; Bittern Lake; Edberg; Ferintosh; Hay Lakes; New Norway and Rosalind

Message from the CDSS Board of Directors

CDSS, like so many other organizations and service groups, faced economic questions that caused us to examine what we do best to fulfill our mission and mandate. Some changes were made, but overall, the work, the projects and the service to the municipalities continued to be fulfilled. The Board of CDSS is committed to being effective in fulfilling that mission and mandate while also being efficient and good stewards with the funds with which we are trusted.

Your CDSS board is comprised of:

- Harvey Benke, Chair, Camrose County (until Fall, 2010)
- John Howard, Chair, City of Camrose
- Doug Lyseng, Vice-Chair, Camrose County
- Max Lindstrand, City of Camrose
- Vern Peterson, Camrose County
- Dennis Wishnowski, Village Representative

As a Board, we appreciate the administrative support we receive from Margaret Holliston, CDSS Director; Val Faucher, Finance; and Margaret Falk, Administrative Support.

The Annual Report that follows, gives a summary of the work of CDSS as established by the Board through the budgeting process. Additionally, the Board evaluates and maintains or drafts policies which support the mission and mandate of CDSS. We work with regional FCSS and also participate in the FCSSAA, which is the provincial parent body for local FCSS and CDSS boards.

I hope you will review this report, and if you have questions or concerns, please feel free to address them to any Board member. Remember, the Board is a policy making body, and the day to day operations are left to each group within the CDSS Family, whether they are internal or external organizations receiving funding through the Camrose and District Support Services.

John Alan Howard, CDSS Board Chair

Message from the Executive Director

Cooperation makes it happen! Cooperation - working together!

As I watch my two children blossom into young adults of whom I am very proud, I am reminded of the Sesame Street song that we used to sing back in the day. Certainly for each of us, our individual hopes, efforts, passions and achievements can only be fully realized within community; communities, in turn, can only thrive when each citizen realizes his or her full potential, is welcome to contribute to the common good, and feels safe, comfortable and engaged at home and with others. None of us is an island; life is better when we work together and look out for one another.

Throughout 2010, CDSS program staff worked with countless volunteers, businesses, agencies and other partner organizations to deliver a full spectrum of services, programs and projects that enhance the well-being of the families, children, seniors, youth and adults who make their home in Camrose and area. Despite worries on the economic front, much remained the same at CDSS in 2010. We were able to maintain our level of service, thanks to some additional funding from Camrose County and to the province for maintaining FCSS grant levels despite the pressure to reduce.

Towards the end of 2010, CDSS accepted administrative responsibility for the Prairie Central FASD Network, which we will host (but not fund) for at least a couple of years. Also towards the end of 2010, CDSS (mainly via the Family Resource Centre - A Parent Link Centre) committed to hosting and working with an Early Childhood Community Development/Mapping project. The two projects will bring in some additional revenue through cost-shared arrangements, along with exciting new partnerships and ventures into new areas of preventive social services.

The year ended in a nice balance of continuity and change - enjoy the highlights on the following pages.

Margaret Holliston, CDSS Executive Director

We were able to maintain our level of service, thanks to some additional funding from Camrose County and to the province for maintaining FCSS grant levels despite the pressure to reduce.



Staff

CDSS Staff

- Margaret Holliston, CDSS Executive Director
- Margaret Falk, CDSS Administrative Assistant
- Val Faucher, CDSS Financial Manager
- Barbara Benyon, Program Director, Pre-School and Home Support
- Pat Walker, Pre-School Teacher
- Kelsey Miller, Pre-School Teacher
- Kandace Bonney, Program Director, OSCAR Out-of-School Care
- Sheralyn Dobos, Program Director, Volunteer Centre of Camrose and District & Family Violence Action Society (both positions half-time effective August)
- Monica Johnson, Program Assistant, Volunteer Centre of Camrose and District (until June)
- John Muhlbach, Program Director, Family Violence Action Society (until May)
- Clarence Hastings, Program Director, Rural Communities Program
- Laurie Jansen, Program Director, Family Resource Centre - A Parent Link Centre (FRC-PLC)
- Lorraine Bell, Early Childhood Program Coordinator & Roots of Empathy, FRC-PLC
- Gina Freeborn, Early Childhood Program Coordinator, FRC-PLC
- Kari Cameron, Early Childhood Program Coordinator, FRC-PLC
- Maria Lobreau, Early Childhood Program Coordinator, FRC-PLC
- Shelley Zoerb, Early Childhood Program Coordinator, FRC-PLC
- Wilme Hilchie, Early Childhood Program Coordinator, FRC-PLC (until May)
- Jennifer Hastings, Taking Action On Bullying Coordinator, FRC-PLC
- Barry Stotts, Good Food Box Coordinator, FRC-PLC (until August)
- And numerous much-appreciated casual, contract staff who serve CDSS programs on a very part-time basis

External Funded Program Personnel

- Donna Coombs, Executive Director, Service Options for Seniors
- Constable John Fernhout, School Resource Office (DARE), Camrose Police Services
- Randal Nickel, Executive Director, The Open Door
- Rees James, Executive Director, Camrose Boys and Girls Club
- Sherry Kroszer, Treasurer, Hay Lakes Play School Society

CDSS and FCSS: What's it all About?

FCSS (Family and Community Support Services) is an 80/20 funding partnership between the province of Alberta and municipalities or Metis Settlements to provide preventive social services to Alberta communities. Provincially, FCSS operates under Alberta Child and Youth Services, and receives its mandate from the Family and Community Support Services Act and Regulation.

There are more than 200 FCSS programs in Alberta, serving more than 300 municipalities and Metis Settlements. CDSS is one such program. All FCSS programs, including CDSS, must

- Promote, encourage and facilitate the involvement of volunteers.
- Promote efficient and effective use of resources.
- Encourage and facilitate cooperation and coordination with allied service agencies operating within the municipality.
- Promote, encourage and facilitate the development of stronger communities.
- Promote citizen participation in planning, delivery and the governance of the program and its services.



CDSS in Brief

CDSS (Camrose and District Support Services) is a multi-municipal partnership that includes Camrose County, the City of Camrose, and the villages of Bawlf, Bittern Lake, Edberg, Ferintosh, Hay Lakes, Rosalind and New Norway.

CDSS funded programs must work to achieve measurable program outcomes that are clearly linked to at least one of the five long-term FCSS outcomes. These are:

- Citizens have increased independence, strengthened coping skills and are more resistant to crisis.
- Citizens have interpersonal and group skills which enhance constructive relationships.
- Citizens are aware of social needs within the community.
- Citizens assume responsibility for decisions and actions which affect them.
- Citizens are supported as active participants in the community.

FCSS-CDSS in 2010

East Central FCSS Spring Regional Meeting: John Howard (CDSS Board Vice-Chair) and Margaret Holliston (CDSS Executive Director) attended the East Central FCSS Spring Regional Meeting in Viking on April 21. The agenda focused on the region itself, which includes over 20 FCSS programs. Each program described its governance structure, funding processes, services and other activities in short informal presentations. The big picture confirmed FCSS program diversity and accomplishments throughout the region.

FCSSAA Conference and AGM: John Howard and Margaret Holliston attended the 2010 FCSSAA Conference and AGM in Edmonton November 26 to 28. Eight resolutions were passed, most focusing on economic issues, including provincial funding to FCSS. Because FCSS is so local and immediate, it is often a first stop for citizens affected by budget reductions in other government ministries and programs - we try to fill gaps as we can, and 2010 AGM delegates were united in their concern about increasing pressures on municipalities to do more with less.

FCSS Directors Network: As a registered society, FCSS Directors Network operates independently of the FCSSAA and the Ministry (Child and Youth Services), but is also linked to and partly funded by both. Provincial directors gather together for networking and professional development twice each year: Margaret Holliston attended the Spring Directors Network but was unable to attend Fall Directors Network. In late 2010, Margaret was chosen to serve as one of two regional representatives on the DN Coordinating Council.

FCSS Outcomes Measurement Provincial Steering Committee: FCSS is reviewing how it supports local programs in identifying and measuring local outcomes related to the five long-term FCSS outcomes (now called strategies) noted above. Margaret Holliston joined the Steering Committee in fall 2010.

Back to CDSS: FCSS Funding 2010

CDSS support to local programs and services is possible because of FCSS funding received from both the province and our municipal partners. The province provides 80% of our FCSS funding; municipalities contribute 20%. The 2010 CDSS global budget included additional provincial funds allocated to our municipal partners in the fall of 2009, resulting from a small increase in the provincial FCSS grant via the spring budget. CDSS was also fortunate to receive a \$10,000 over-contribution from Camrose County (in addition to its required municipal match).

FCSS Revenue (Provincial and Municipal) 2010:

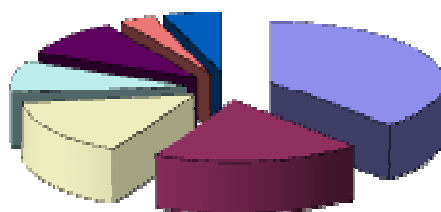
Municipality	2010 Provincial	2010 Municipal	Total
Camrose County	\$ 193,596.00	\$ 48,399.00	\$ 241,995.00
City of Camrose	\$ 380,545.00	\$ 95,136.25	\$ 475,681.25
Village of Bawlf	\$ 9,559.00	\$ 2,381.00	\$ 11,893.00
Village of Bittern Lake	\$ 5,117.00	\$ 1,279.25	\$ 6,396.25
Village of Edberg	\$ 3,655.00	\$ 913.75	\$ 4,568.75
Village of Ferintosh	\$ 4,386.00	\$ 1,096.50	\$ 5,482.50
Village of Hay Lakes	\$ 9,503.00	\$ 2,375.75	\$ 11,878.75
Village New Norway	\$ 7,310.00	\$ 1,827.50	\$ 9,137.50
Village of Rosalind	\$ 4,873.00	\$ 1,218.25	\$ 6,091.25
Sub-Total	\$ 618,544.00	\$ 154,636.00	\$ 773,180.00
2009 Spring Increase Carry Over	\$ 9,541.00	\$ 2,716.00	\$ 12,257.00
Camrose County Over Contribution		\$ 10,000.00	\$ 10,000.00
Total	\$ 628,085.00	\$167,352.00	\$ 795,437.00

Grant Disbursement by Program

Community Development, Planning and Administration	\$135,011
Bashaw FCSS (transfer from County allocation)	\$24,200
Camrose Boys and Girls Club	\$79,500
Camrose and District Home Support	\$60,247
Camrose and District Pre-School	\$66,659
Camrose Family Resource Centre	\$54,085
DARE - Camrose Police Services	\$4,000
Family Violence Action Society	\$40,781
Hay Lakes Preschool	\$2,535
Open Door	\$50,000
OSCAR Out-of-School Care	\$82,659
Rural Communities Program	\$87,960
Service Options for Seniors	\$59,634
Volunteer Centre of Camrose and District	\$48,795
Total Grand Disbursement by Program	\$796,066
(Deficit covered by a small operating reserve) Surplus/Deficit	(\$629)

Grant Disbursement by Client Group

Children and Youth	\$303,481
Community Development	\$154,983
Seniors	\$119,706
Families	\$78,396
Adults	\$71,777
Town of Bashaw FCSS	\$24,200
CDSS Administration	\$43,523
Total	\$796,066



■ Children & Youth
■ Community Development
■ Seniors
■ Adults
■ Families
■ Town of Bashaw FCSS
■ CDSS Administration

Funded Programs & Services

Global Stats:

- People served (estimated): **17,500+**
- Client service hours (estimated): **130,000+**
- Volunteers (estimated): **800+** (about 80 combined board members)
- Volunteer hours (estimated): **10,500+**
- Communities served: CDSS serves nine CDSS partner municipalities (Camrose County, City of Camrose, Bawlf, Bittern Lake, Edberg, Ferintosh, Hay Lakes, New Norway and Rosalind), along with several outreach communities in the County of Flagstaff and the County of Beaver. Residents of other communities may also be welcome to register for certain programs.

Internal CDSS Programs (housed, administered and funded - partly - by CDSS):

General Information & Referral (phone & walk-in): The CDSS office is open five days a week between 8:30 and 4:30 pm, including over the noon hour. The office receives an estimated 50 to 100 requests for information or referral each week for an estimated annual total of about 5,000. The full spectrum of consultation is provided, from the minute it takes to look up a telephone number, to the hour spent lending a compassionate ear to help someone in distress. Information and Referral resources include the CDSS Website (www.camrosefcss.ca) and the Help-Book, which is available in searchable data-base format on the website.

Camrose & District Home Support: Enhances independence and quality of life of clients by providing primary preventative home based support services, including a Homemaker service, Meals on Wheels (365 days a year), and a Frozen Food Program. Although the program serves other adults and families - often to assist with post-hospital recovery - most clients are senior citizens. In 2010, six part-time Home Support Aides provided 1,430 Homemaker hours to 104 clients, while 380 Meals on Wheels volunteers delivered 6,071 hot meals to 90 clients. An additional 531 frozen meals were also purchased - 59 by County residents.

Camrose and District Pre-School: Three and four-year old classes provide a nurturing, stimulating atmosphere, using meaningful play to help children gain self-esteem and achieve healthy social, physical, intellectual, creative, emotional and sensory development so they are ready to enter kindergarten. The program year runs September to June. In 2010, the three-year old class had a total enrolment of 98 children (2009-10 year and 2010-11 year), and the four-year old class had a total enrolment of 165 children (2009-10 year and 2010-11 year).



Funded Programs & Services

Camrose Family Resource Centre - A Parent Link Centre: Provides a preventative, holistic approach to supporting families (local and regional) with a focus on parenting. In 2010, staff began training to deliver a multi-level "Triple P" parenting program; training will continue through 2011. Ongoing services include parenting workshops, one-on-one parent support, parent-child play-groups, a resource library, a toy library, an indoor playground (City), and annual activities like the Hallowe'en Monster Mash (fall), Family Day (winter) and the Bike and Trike Sale (spring). Once again, over 2,250 families/parents received service in 2010. The CRFC also hosts Roots of Empathy (see below) and the school-based Taking Action on Bullying project, located at Charlie Killam Junior High School in 2010.

Camrose Family Resource Centre - Roots of Empathy: Trained instructors work with very young infants and their mothers to nurture empathy among young people as one means of helping to prevent bullying and other abusive behaviour. In the past five years, ROE has grown from two to sixteen classes (now ranging from K to Grade 7) and is currently serving six city and five county schools. CFRC/PLC staff and/or school-based Family School Liaison Workers serve as trained instructors. Training and supplies are funded by non-CDSS dollars.

Family Violence Action Society: Seeks to reduce the occurrence and impact of violence, with a focus on domestic violence, bullying and anger management, primarily by providing individual and group counselling. FVAS also coordinates the Camrose Family Violence Response Council. FVAS received 112 documented referrals in 2010. Of these, 36 clients each received between one and six hours of individual counselling, and 57 clients attended eight to sixteen weeks of group counselling.

OSCAR Child Care Society: Provides a safe, stimulating environment for children who require after school care. In 2010, 160 children (120 families) attended OSCAR at Chester Ronning, Ecole Sifton, Jack Stuart and Sparling schools (Sparling serves St. Patrick School), receiving one to three hours on average each day. In addition, full-day care was provided for four PD days.

Rural Community Program: Supports and assists CDSS rural municipalities and residents. In 2010, Summer in the Park provided 800 hours of service to about a hundred rural children; 16 rural volunteers were recruited, and 49 residents were supported in accessing various services. The RCP worked with villages regarding their Municipal Sustainability Plans, provided ongoing assistance to the Bawlf Playschool Society, contributed to Camrose County's rural transportation needs/use inquiry, and was very involved in the first "Leave No Man Behind" Men's Conference, which had a registration of 40.

Volunteer Centre of Camrose and District: Growing strong communities through leadership in volunteerism, the Volunteer Centre promotes and helps organize Community Registration Night - 985 people visited 70 booths in 2010. Also in 2010: 15 Grade Six students recognized for outstanding volunteer service; 20 people attended training and/or were given individual consultation support; 25 member organizations participated in local National Volunteer Week activities; 11,565 hits on the Volunteer Centre website (32 member organizations used the site as a recruitment tool); and 3,453 visits to the on-line directory of 370 clubs and organizations maintained by the Centre.

Funded Programs & Services

External Programs (independently housed and managed; partly funded by CDSS):

Camrose Boys and Girls Club: Provides a safe, supportive place where children and youth can experience new opportunities, overcome barriers, build positive relationships and develop confidence and skills for life. In 2010, 85 children participated in the after-school program, 46 children participated in the summer program, and 15 youth participated in the teen program. Special events included the Mayor's Walk/Run, Safe Hallowe-en Haunted House (which ran over 8 nights as a fundraiser), and the Father's Day Picnic (with the Family Violence Action Society and Camrose Women's Shelter). The Club also partnered with Augustana Faculty, U of A, to again offer the Athlete Mentoring Program.

Camrose Police Services DARE/School Resource Officer: Helps youth make positive choices with a focus on preventing substance abuse, violence and bullying. DARE is taught to all grade three, six and eight classes in city schools, as well as high school CALM and Junior High Opportunity classes. About 825 students received a total of 2000+ hours of DARE instruction in 2010.

Hay Lakes & District Playschool: Prepares children ages 3 to 5 for kindergarten by enhancing their social, mental and academic skills. In 2010-11, 11 children from the Village and surrounding County area attended the Playschool.

Service Options for Seniors: Helps seniors and others in need (low income and/or disabled people) sustain their independence by successfully accessing various federal, provincial and municipal programs. In 2010, initial information was provided to 2,274 walk-in and 2,615 telephone clients; 1,344 program application forms were completed, along with 550 income tax forms - all provided financial (and stress) relief via subsidized services, tax rebates and other supports. SOS also hosted a monthly outreach breakfast program for the first part of 2010 (attended by an average of 16 people), and gave numerous local and regional outreach presentations focusing on SOS services and fraud prevention.



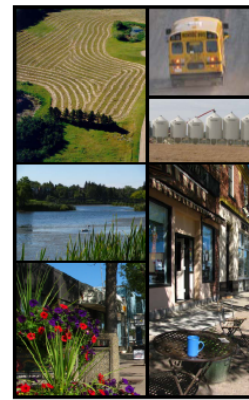
The Open Door: Helps meet the needs of "at risk" youth through counselling, outreach (including shelter) and education/life skills development. In 2010, an estimated 500 area youth accessed one or more of the following: 2573 meals/groceries; 1859 shelter stays; 9850 outreach contacts; 534 counselling sessions; 298 rides; 201 units of employment service (resumes/interview preparation, employment counselling); 123 units of after-hours helpline service; and access to an average of 50 Good Food Boxes a month (August to December). The Open Door also operated Café Connections, a social enterprise that provides work experience for clients, and The Gateway Centre, which rents space to other agencies as well as housing The Open Door and Café Connections.

Resource Development & Distribution

- **CDSS Website (www.camrosecfcss.ca)**: Includes separate pages for each internal CDSS program, along with links to many other local, regional and provincial services.
- **CDSS Help Book**: Updated annually for distribution in late February, the Help Book includes program summaries and contact information for about 160 human services, along with an assortment of rural clubs and organizations.
- **A Camrose Community Approach to Family Violence**: This handbook of family violence protocols can be used by professionals and others supporting adults and children affected by family violence. The handbook also lists family violence and related services; distribution is supported by staff training provided by members of the Family Violence Response Council.
- **Camrose Family Resource Centre (A Parent Link Centre) Website (www.camrosecfrc.com)**: Includes playgroup schedules, events announcements, and lots of parenting information, and is especially helpful in letting parents know when the Indoor Playground is available for drop-in use.
- **Directory of Clubs and Organizations and Volunteer Centre Website (www.whyvolunteer.ca)**: Regularly updated and maintained by the Volunteer Centre, the on-line searchable database contains listings for over 300 clubs and organizations.
- **Interagency Newsletter**: CDSS prepares and distributes the monthly Interagency Newsletter which features submissions from various local organizations and helps keep everyone apprised of special initiatives and events.
- **Other Program Newsletters and Parent Handbooks**: The Family Resource Centre, OSCAR and Pre-School maintain monthly newsletters (September to June); the Rural Community Program Newsletter is distributed on a quarterly basis. In addition, OSCAR and Pre-School both have comprehensive Parent Handbooks, including parent subsidy and registration information, along with most forms, or links to forms; these are also available on the CDSS website (www.camrosecfcss.ca).

Camrose & District Help Book 2011

Your Guide to Human Services and Rural Clubs and Organizations



Along with the City of Camrose, Camrose and District Support Services partners with Camrose County and the Villages of Bewlfr, Bithem Lake, Edberg, Ferintosh, Hay Lakes, New Norway and Rosalind. Residents from rural and urban municipalities all have access to the extensive listing of Human Services Agencies available in this booklet. The Help Book is also available on-line at camrosecfcss.ca.



Community Collaboration & Community Development

Helping to build communities locally, regionally and provincially, CDSS and/or CDSS program staff contributed to the following associations, committees and/or initiatives in 2010:

- Alberta Health Services - Developmental Screening Project
- Alberta Health Services – Men at Risk
- Alberta Health Services - PRISM Advisory Committee
- Alberta Out-of-School Care Accreditation Panel (until March 2010)
- Bawlf Community Builders
- Bawlf Playschool Society
- Camrose Adult Learning Council
- Camrose/Camrose County Early Childhood Development Community Mapping Coalition
- Camrose Alcohol and Drug Task Force
- Camrose Family Violence Response Council
- Camrose Interagency (CDSS Hosts)
- Camrose Seniors Coalition (CDSS Hosts)
- Community Registration Night
- FCSS Association of Alberta
- FCSS Directors Network - Provincial and East Central Region
- Inter-City Forum on Social Policy
- Killam Interagency
- Leave Man Behind Men's Conference
- Learning Together Advisory Committee
- Municipal Emergency Plan – Disaster Social Services (Camrose County and City of Camrose)
- Parent Link Provincial Directors Network.
- Region 5 East Central Child and Youth Services Pre School Network
- Region 5 East Central Child and Youth Services Early Learning and Child Care
- Region 5 Parent Link Centre Network
- Social Planning Advisory Committee (City of Camrose - CDSS Coordinates)
- Tofield Interagency
- Viking Interagency
- Volunteer Alberta



FCSS Outcomes

Long-Term Outcome: Citizens have increased independence, strengthened coping skills and are more resistant to crisis.

- **Boys and Girls Club:** 100% of parents/guardians and 93% of youth reported that the After-School Program helped participants develop strong leadership skills. 100% of parents/guardians and 96% of youth reported that program helped participants learn new, healthy ways to have fun.
- **Camrose Police Service - DARE:** Almost all participants completed work indicating increased commitment to resisting drug use and bullying behaviour, along with increased knowledge of community resources available to help them.
- **Family Resource Centre - A Parent Link Centre:** 100% of parent participants reported increased knowledge of developmental milestones and increased access to parenting resources; 94% reported decreased isolation; 82% reported increased access to family support services.
- **Family Violence Action Society:** 100% of parents/guardians reported lower stress levels in their children. 94% of adult clients reported increased knowledge of self-care techniques; 90% of adult clients reported lower stress levels.
- **Home Support/Meals on Wheels:** 100% of clients responding to a survey confirmed that the service contributed to an increased sense of independence and coping, allowing them to continue making their own decisions regarding daily living, and enhancing overall quality of life.
- **Open Door:** 100% of clients responding to a survey indicated an increased capacity to cope; 88% indicated they were currently better able to meet their basic needs on their own, though 94% were more confident about the future.
- **OSCAR:** 90% of children reported feeling safer because they could stay after school at OSCAR instead of going home to an empty house while their parents were at work.
- **Rural Communities Program:** 75% to 80% of municipal councils, administrators and residents contacted informally indicated RCP assistance contributed to their increased capacity to deal with change, including acquiring skills to nurture local community development projects.
- **Service Options for Seniors:** All clients informally indicate increased capacity to maintain independent living supported by SOS services, including increased access to and support from various programs for seniors. They are less stressed financially, thereby increasing quality of life and ability to cope overall.



Long-Term Outcome: Citizens are aware of social needs within the community

- **Family Violence Action Society:** Everyone who contacted the office informally indicated that their need for information and support was satisfied, and their understanding of family violence within the community was thereby increased.
- **Rural Communities Program:** 80% of participating municipalities have full developed Social Pillar Action Plans in their Municipal Sustainability Plans; 100% have started to address short-term goals, including strategic planning with community members to address social issues.

Long-Term Outcome: Citizens have interpersonal and group skills which enhance constructive relationships.

- **Boys and Girls Club:** 100% of parents/guardians and 100% of youth reported that the Club's After-School Program helped participants build constructive relationships and get along better with others. 97% of parents/guardians and 98% of youth reported that the program helped participants develop skills to resolve conflict by working through problems with others.
- **Family Violence Action Society:** 97% of adult clients reported increased understanding of unhealthy relationships; 90% reported increased understanding of their own emotions and needs.
- **OSCAR:** 85% of children reported learning about responsibility in relationship with other children.
- **Pre-School (Camrose & District):** 92% of parents reported their four/five-year old children to have achieved the emotional and social readiness to enter kindergarten (remainder said they "didn't know"). Younger three-year old children were reported by teachers to have adjusted to the classroom, thereby indicating ongoing, appropriate social development.



Long-Term Outcome: Citizens within the community assume responsibility for decision and actions which affect them.

- **Camrose Police Services - DARE:** Almost all students complete work indicating increased understanding of and responsibility for consequences of their decisions and choices.
- **Rural Communities Program:** 100% of local projects in rural communities are supported by local and CDSS partnerships, indicating commitment to local responsibility and autonomy.

Long Term Outcome: Citizens are supported as active participants in the community

- **Boys and Girls Club:** 87% of parents/guardians and 86% of youth reported that the Club's After-School Program increased participants' awareness of volunteerism and capacity to help others in the community.
- **Open Door:** 76% of youth reported an improvement in their employment situation - nine of sixteen employment program participants found sustainable employment, (three began another program). 73% of shelter clients were in their own housing at least three months after using shelter services.
- **OSCAR:** 95% of parents/guardians reported enhanced capacity to pursue employment and education, resulting in increased family balance and reduced stress, because of safe, after-school child care available through OSCAR.
- **Rural Communities Program:** Fewer than 30% of rural residents volunteered this past year, with slightly more than half of those volunteering indicating that their respective communities recognized and/or valued their volunteer efforts. This is a dramatic decrease over last year; perhaps partly due to a redirection of attention to family needs, including home finances.
- **Volunteer Centre:** 100% of youth were reported by their school to indicate increased interest in continuing to volunteer in their community; 88% of member organization survey respondents indicated increased capacity to support their respective volunteers.



More on How CDSS Programs Make a Difference

From a Boys and Girls Club "Mom":

This program in its entirety has far surpassed my expectations as a "working mom". The generosity and professionalism of all the employees and volunteers alike is to be aspired to by the community and its organizations. Deeply appreciated.

From a Volunteer Centre Member:

I love when you forward interesting stuff... There's so much coming at me but I know if you send it, it's worth the read.

From staff who work with seniors:

Clients have learned that (seniors) programs exist, and now know where to find them as well as who they can ask to (help them) fill in the dreaded government forms. Some clients make it a monthly routine to "pop in" to see what is new. At times, just to see a friendly face to visit with... numerous clients have obtained the usual things from special needs assistance such as appliances, new shingles, and, most importantly this winter, furnaces and hot water tanks...because of our ways and means to find a bit more money for the seniors, it has meant that many more can remain longer in their own homes.

From a Choices participant (Family Violence Action Society program for women):

It's hard to believe six months have already passed since I began Choices. In many ways it has been the best and worst six months of my life. I'm no longer a helpless victim of abuse; but an empowered victor who is learning and growing stronger each day... Armed with newfound knowledge, skills and coping techniques, I am now more confident I will be able to meet the challenges that lie ahead..."



From staff with a children's program:

This year we have been blessed with a child in our program who requires special education. When he first started ... he was unable to pay attention for more than a few minutes at a time, but with the assistance of his aid worker and the teacher he has learned to participate with his fellow classmates.

From the Rural Communities Program Director:

With planning well underway, common threads have now been identified through some communities and regional or inter-municipal partnerships have begun to form. Areas that once divided some communities have been minimized and future goals and plans to work together have continued to be the emphasis.

Making A Difference - Outcomes Achievements

From The Open Door Outreach staff:

For the last two years, A. has encountered and created many challenges in her life. She struggled with mental health concerns (but) refused counselling... She entered into Supportive Housing three separate times... (struggling) with following guidelines, proactive job searching, attitude, truancy, healthy relationships and cleanliness... At the age of 18, A. became pregnant. It was at this point in her life that she stabilized and matured, realizing the importance of responsibility. Through the support of other help-agencies and The Open Door, A. managed to find a place to rent and provide for her child. She has developed a positive relationship with Outreach... She is not a typical "success" story; however, she has made significant changes in her life. Outreach is happy to see that she is doing well and that not giving up on a client can pay off in the future.



From afar (somewhere in Hawaii):

Aloha! I run a very small non-profit animal sanctuary... I have been searching for a good basic template for our volunteer handbook (and) ran across your guide. It is excellent! Is there any way to get a copy...? I would like to use some of your excellent work so that our volunteers can have structure and fairness.

Funders and Partners

In addition to treasured volunteers, board members and individual donors, CDSS programs (internal and external) could not exist without the financial and in-kind support from many generous partners. In 2010, we were deeply grateful for contributions from and partnerships with the following:

- Alberta Child and Youth Services
- Alberta Culture and Community Spirit
- Alberta Education
- Alberta Employment and Immigration
- Alberta Health Services
- Alberta Seniors and Community Supports
- Alberta Urban Municipalities Association (AUMA)
- AMA Travel
- Arnie Mac Fund
- Augustana Faculty (U of A) Athletics
- Augustana Faculty (U of A) Learning and Beyond
- Augustana Faculty (U of A) Residence Assistants
- Aurora Land Consulting Ltd.
- Bashaw Legion
- Battle River Community Foundation
- Battle River Credit Union
- Battle River School Division
- Bawlf Playschool Society
- Bethany Group - Rosehaven Care Centre
- Bethel Lutheran Church
- Border Paving
- Boston Pizza
- Brigantia Place (Women's Shelter)

Funders and Partners

- Cam FM
- Camrose Adult Learning Council
- Camrose Association for Community Living
- Camrose Chamber of Commerce
- Camrose County
- Camrose Co-op
- Camrose Resort Casino
- Camrose Safeway
- Camrose United Church
- Canadian Imperial Bank of Commerce
- Centra Cam
- Century Meadows Baptist
- Church of God
- City of Camrose
- Duggan Theatre
- East Central Child and Family Services Authority
- East Side Mario's
- Edberg Senior Citizens Drop-in Centre
- Elk Island Catholic School Division
- Evraz Camrose Works
- Family Pizza
- Ferintosh Recreation Board
- Fiona's Coffee and Gifts
- Fox Tae Kwon Do
- Flagstaff FCSS
- Gardner College
- Girl Guides
- Grace Lutheran Church
- Half-Mile Ventures Ltd.
- Hay Lakes Agricultural Society
- Hay Lakes Seniors Society
- Home Hardware
- Kal -Tire
- Kinsmen Club
- Legal Resource Centre (Alberta)
- Liquidation World
- McDonald's Restaurants
- Melrose Family Dining
- Merchant's Tea and Coffee
- Meridian Group
- Messiah Lutheran Church & ML Church Women
- Midas Auto Service
- New Horizons for Seniors
- Norsemen Inn
- On Track Kuntz and Company
- Panago Pizza
- Pathfinders
- Pedersen's Florists
- Prevention of Family Violence and Bullying (AB)
- Royal Bank
- Royal LePage Realtors
- Rotary Club
- Royal Purple
- Rural Alberta's Development Fund
- St. Andrew's Anglican Church
- St. Francis Xavier Roman Catholic Church
- Scotiabank
- Service Canada
- Shocker Mechanical
- Smitty's Restaurant
- Sobey's
- Sole City Shoes
- Superstore
- Student Health Initiative Partnership
- Tabb Lanes
- Thrift Shop
- Tim Horton's
- Tofield FCSS
- Toronto Dominion Canada Trust
- Town of Bashaw
- Viking-Beaver FCSS
- Vital Effect
- Volunteer Alberta
- Wal-Mart
- Wild Rose Co-op
- Winwood Group

This year, the last word goes to Sesame Street Fans!

<http://www.lyricstime.com/sesame-street-co-operation-makes-it-happen-lyrics.html>

**I saw these crazy dudes and they went out on the street
They were cleanin' out the empty lot and makin' it neat
I said, "Man is this cool. What you tryin' to do?"
They said, "Makin' a garden for me and for you."**

**They said: Hey man, join us, come on, let's go
Together we can make a pretty garden grow.
I'll dig a hole, and you plant a seed,
And we can add the water that all growin' things need.**

**Cooperation....makes it happen
Cooperation....working together
Dig it!**

**Cooperation....makes it happen
Cooperation...working together.
Dig it!**



http://muppet.wikia.com/wiki/Sesame_Street

