



REPORT TO MUNICIPALITIES

COUNSELLING SERVICES 2025



Introduction

The Counselling Services team provides accessible and evidence-informed services to individual, couples, and families through:

EMOTIONAL SUPPORT

To empower individuals and families by providing emotional support, solution options, and coping strategies to strengthen resiliency.

COMMUNITY COLLABORATIONS

To work with community agencies and groups as equal partners with the intention to co-create solutions that meet the needs of the community and strengthen the vitality of communities.

YOUTH MENTAL HEALTH SUPPORT

To provide structured group support programs designed to create a positive, supportive, safe environment for youth to learn, grow, and develop their own potential well-being.

From May 1, 2024 - April 30, 2025 the Counselling Services department prioritized the following goals and sub-goals to align with the 2023 Strategic Plan.

GOAL 1: Timely and Relevant Direct Service Delivery

- 1.1 Addressing Social Isolation
- 1.2 Mental Health Supports and Counselling

GOAL 2: Enhance Community Spirit

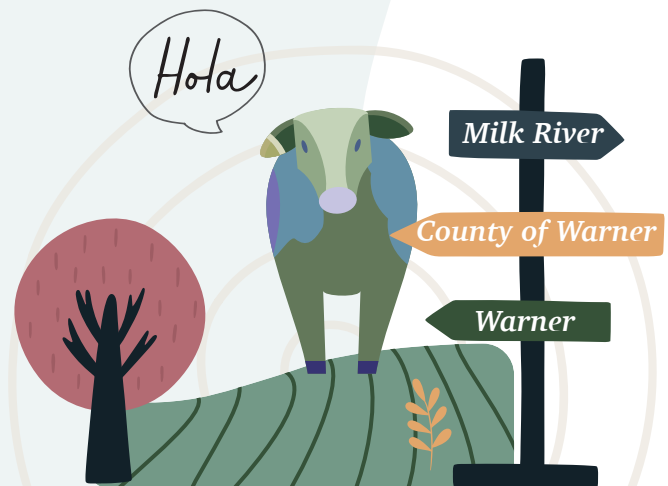
- 2.1 Community Awareness and Engagement
- 2.2 Volunteering
- 2.3 Cultural Programming

GOAL 3: Entry Point for supports

- 3.1 Information and Referral
- 3.2 Community Capacity

GOAL 4: Capture Impact

- 4.1 Information Study and Research



► COUNSELLING SERVICES AT A GLANCE

REGISTERED SERVICES

690 CLIENTS

425 NEW CLIENTS

3,502 SERVICE HOURS

3,642 SERVICE VISITS

* Benchmark Data

Clients **636**

New Clients. **402**

Service Hours **2,653**

Service Visits. **3,600**

NON-REGISTERED SERVICES

208 SERVICE HOURS

972 SERVICE VISITS

Non-Registered services includes: Events, Presentations, and Entry point supports.

KEY:

Client: A resident who is registered with BEW FCSS.

New Client: A resident who registered for the first time between May 1, 2024 – April 30, 2025.

Registered Service: Registration and demographic information is collected.

Non-Registered Service: No registration or demographic information is collected.

Service Hours: Number of service hours received by clients.

Service Visits: Number of times clients received services.

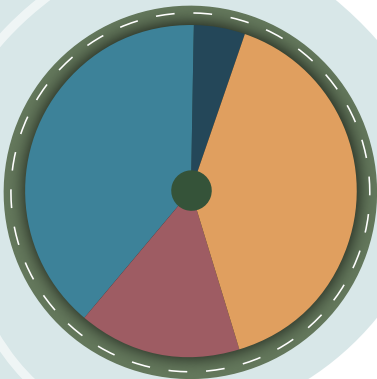
*Data used in this report was collected between May 1, 2024 – April 30, 2025. Benchmarks were established based on the first four years of data collected using the Outcome Tracker Data Management System.



► HOW WE SERVE

92.5% IN-PERSON

► WHO WE SERVE



AGES:

Children (0-5)

2%

Youth (6-17)

29%

Adult (18-54)

59%

Seniors (55+)

10%

GENDER:

Females

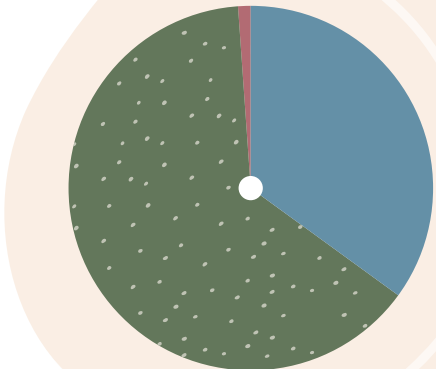
66%

Males

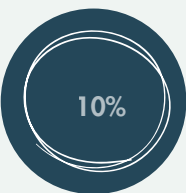
32%

Non-binary or Transgender

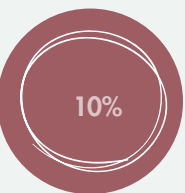
2%



CLIENT SELF IDENTIFY AS:



LGM 10%
Newcomer 10%
Agriculture 9%



Indigenous 5%
Persons with Disability 5%
2SLGBTQ+ 4%



First Responder 2%
Francophone 1%



Goal 1

Timely and Relevant Direct Service Delivery

Deliver accessible and evidence-informed services to meet community needs throughout the lifecycle of residents.

Goal 1.1

► ADDRESSING SOCIAL ISOLATION

The Counselling Services team is dedicated to providing programming experiences that encourage vulnerability and acceptance which ultimately fosters togetherness, individual and community emotional healing, and builds resiliency in those who participate.

“Loneliness doesn’t come from being alone, but from being surrounded by people who can’t understand you. A deep feeling of isolation comes when you realize that even the person standing next to you is unreachable.”

– Anonymous

80 SERVICE HOURS

440 SERVICE VISITS

Taming Worry Dragons



Thrive



Goal 1.2

► MENTAL HEALTH SUPPORTS

One-On-One

The purpose of one-on-one counselling is to provide a safe and confidential space for a person, a couple, or a family to explore their thoughts, feelings, and behaviors. This service supports residents to better understand themselves, address specific challenges, develop coping strategies, work towards positive changes and improve relationships with others.

2,862 SERVICE HOURS **2,699** SERVICE VISITS

Group Programs

The purpose of group support programs is to provide children, youth, and adults with a safe space to learn coping strategies and life skills by sharing experiences with others facing similar challenges, allowing them to gain support .

85 SERVICE HOURS

256 SERVICE VISITS

Seniors' Drumming Group



Taming Worry Dragons



Rainbows



Goal 2

Enhance Community Spirit

Recognize the uniqueness of each municipality with an inclusive approach.

Goal 2.1

► COMMUNITY AWARENESS AND ENGAGEMENT

EVENTS

- Livestock Expo (booth shared with Kindred – Rapid Access Counselling)
- Panel For Mental Health: Youth and Anxiety
- Community Collaboration
- Cancer Support Group - Coaldale
- Panel for Mental Health on Youth and Anxiety

PRESENTATIONS

- Alberta Rural Municipality Administrators Association
- Youth Employment Program – Taber
- AgKnow Online Videos
- 5 Love Languages
- Baby and Me
- Circle of Rhythm Drumming
- Caregiver Café
- Immigrant Mental Health
- Alzheimer's Support Group

Livestock Expo with Kindred - Rapid Access



Fcss and AgKnow Online Videos



Goal 2.2

► VOLUNTEERING

This reporting period, Counselling Services provided eight-month counselling practicums for three counselling psychology students attending Yorkville University. Their volunteer efforts provided direct services to residents in our region.

1,598 VOLUNTEER HOURS

Kate Brohart



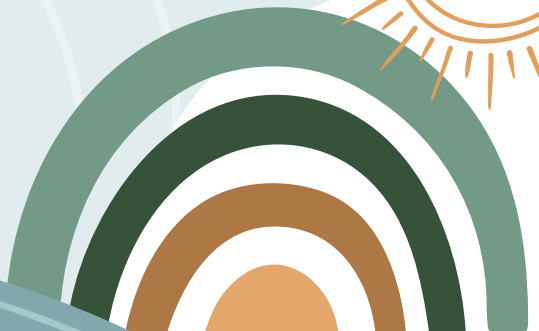
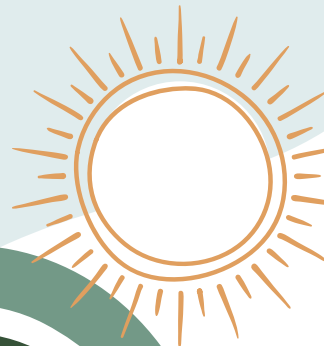
YORKVILLE
UNIVERSITY



Kelli Bowles



Kimberley Shakespeare



Goal 2.3

► CULTURAL PROGRAMMING

The Counselling Services team is dedicated to ensuring that our staff have the ability to provide a safe and inclusive environment where everyone feels understood, respected, and valued. This is achieved by our staff developing an attitude of curiosity which invites clients to teach us of those things which are most valuable within their culture.

475 SERVICE HOURS

247 SERVICE VISITS

CONNECTING NEWCOMER FAMILIES THROUGH EXPRESSIVE ARTS



Hola

Nobleford

Barons



Goal 3

Entry Point for Supports

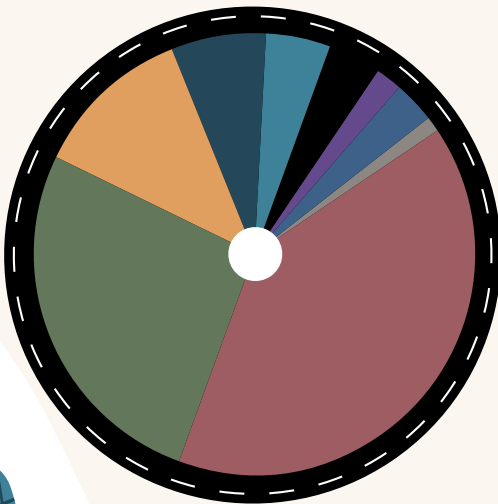
Connect residents to supports at the earliest opportunity through a person-centred approach.

Goal 3.1

► INFORMATION AND REFERRAL

ACTION - Refer residents to additional local supports to increase their resources and skills.

The Counselling team provided **329** Entry Point Supports.



- 41% Referrals
- 27% Resources Provided
- 12% Documentation
- 7% Translation Support
- 5% System Navigation
- 4% Advocacy
- 2% Risk Assessment
- 2% Food Delivery
- 1% Paperwork Delivery

Coalhurst

Picture Butte

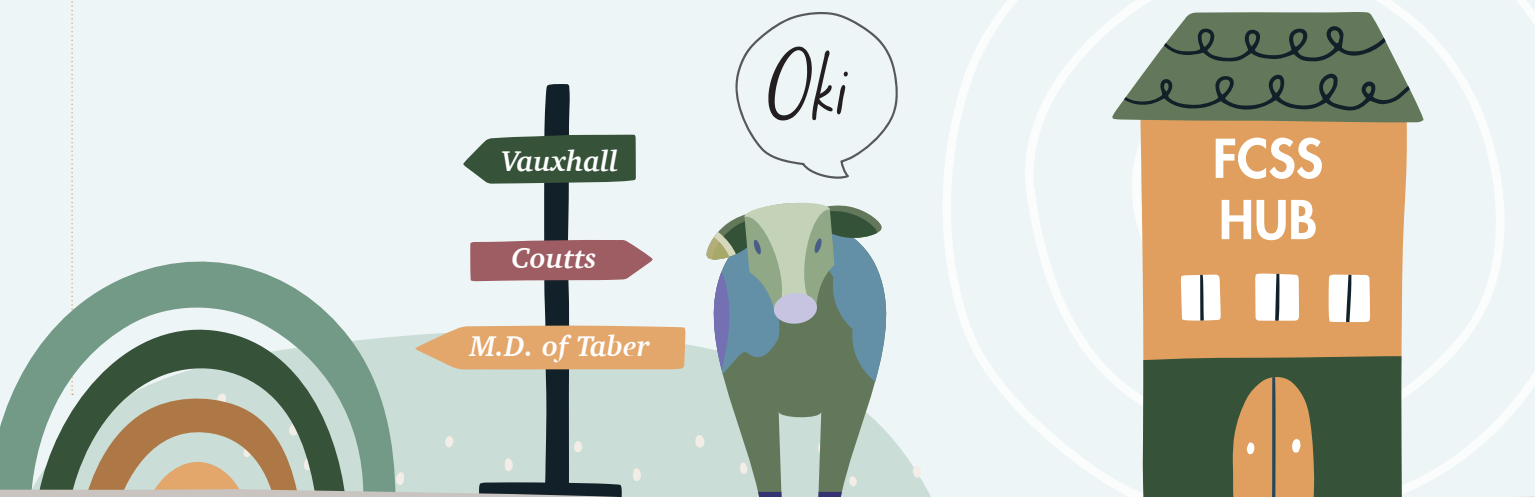


Goal 3.2

► COMMUNITY CAPACITY BUILDING

The Counselling Services Team is dedicated to building and maintaining healthy relationships with the various community agencies within each of the 16 municipalities we serve.

- Local School Districts
- Taber and District Housing Foundation (Senior Facilities)
- Piyami Lodge
- Youth Employment Services - Taber
- Victim Services
- Local Medical Clinics in Taber, Raymond, and Coaldale
- Safe Haven Women's Shelter



Goal 4

Capture Impact

Measure the positive impact of programs and services.

Goal 4.1

► INFORMATION STUDY AND RESEARCH

ONE-ON-ONE PRE AND POST SURVEYS

ADULT

Pre-Survey

Post-Survey

I am good at handling whatever comes my way

61%

84%

I am optimistic about my future

39%

80%

My relationship with my family is enjoyable

64%

81%

YOUTH

Pre-Survey

Post-Survey

I am better at solving problems

60%

76%

I know adults that I can go to when I need help

84%

93%

I understand that it is ok to be myself

73%

76%

GROUP PROGRAMMING PRE AND POST SURVEYS

ADULT CLIENTS

- 97%** of participants agree that they are able to better handle whatever comes their way, as a result of Counselling Services group programs.
- 96%** of participants agree that they are more optimistic about their future, as a result of Counselling Services group programs.
- 100%** of participants agree that their relationship with their family is more enjoyable, as a result of Counselling Services group programs.

YOUTH CLIENTS

- 100%** of youth agree they are better at solving problems, as a result of Counselling Services group programs.
- 96%** of youth agree that they know adults that they can go to when they need help, as a result of Counselling Services group programs.
- 88%** of youth agree that they understand that it is ok to be themselves, as a result of Counselling Services group programs.



CLIENT TESTIMONIALS

“Art and Chat was a great opportunity to meet new people. I’m thankful for all the activities and the great way they were taught. I think learning how to work with clay was awesome, and the fact that I got to keep what we created was very special. But the activity that I loved the most was the one when we had to write a poem. It was lovely to write it but also to listen to what others wrote. Thank you! I recommend this group to anyone who needs to feel valued and cared for.”

– Adult Participant

“Thank you so much for the help you gave me. Without you I wouldn’t be comfortable telling anyone what’s going through my head. I appreciate you and your help.”

– Youth Client

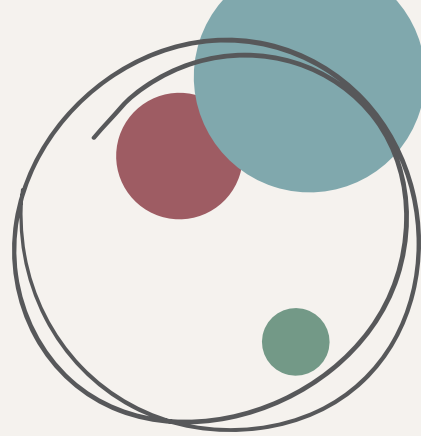
“I just wanted to extend my sincere thanks for your guidance and support throughout my practicum. Your thoughtful feedback, encouragement, and willingness to share your knowledge made this experience incredibly valuable.....Thank you for allowing me to be a part of the wonderful organization that is FCSS. I will always remember this experience with great fondness and gratitude.”

– Counselling Practicum Student

“I appreciated the counselling staff for taking time out of their day to help us gain the knowledge and awareness in all the ways a person can seek help, it means a lot since some people may not have know about it beforehand.....Thankyou for representing your dedication and passion in helping others!”

–Staff Member, Taber Youth Employment Program





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