FCSS
Family & Community
Support Services

REPORT TO MUNICIPALITIES

FAMILY SUPPORT SERVICES 2025

Introduction

FCSS provides timely, accessible, relevant and evidence-informed services to individuals, couples and families and their children through mental health promotion and child development and caregiver support.

Throughout 2025, the FCSS staff prioritized the following goals and sub-goals to align with the FCSS Strategic Plan.

GOAL 1: Timely and Relevant Direct Service Delivery

1.1 Addressing Social Isolation
1.2 Life Skills and Personal Development
1.3 Mental Health Supports and Counselling

GOAL 2: Enhance Community Spirit

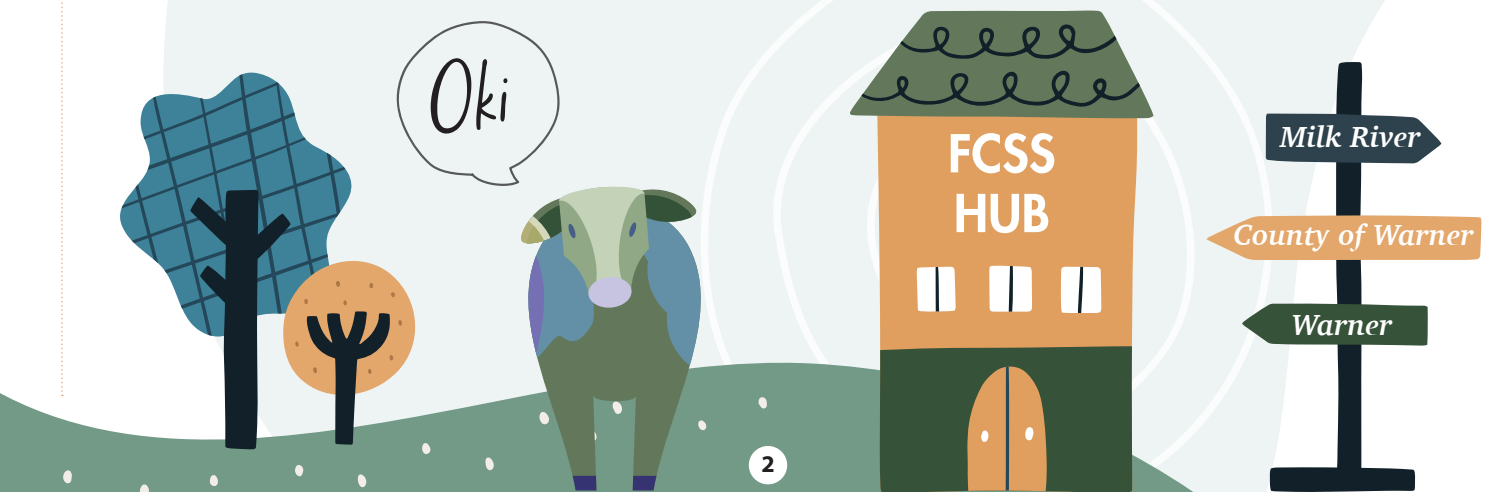
2.1 Volunteering
2.2 Cultural Programming

GOAL 3: Entry Point for supports

3.1 Information and Referral
3.2 Community Capacity Building

GOAL 4: Capture Impact

4.1 Information study and research



SERVICES AT A GLANCE

▸ REGISTERED SERVICES

2,748 CLIENTS

1,372 NEW CLIENTS

27,874 SERVICE HOURS

17,105 SERVICE VISITS

**Benchmark Data*

Clients 2,300
New Clients. 1,300
Sevice hours 22,100
Service Visits 16,000

▸ NON-REGISTERED SERVICES

Non-Registered Services include entry point supports that help individuals and families access appropriate programs and resources.

595 SERVICE HOURS

716 SERVICE VISITS

KEY:

Client: *A resident who is registered with BEW FCSS.*

New Client: *A resident who registered for the first time between January 1, 2025 – December 31, 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.*

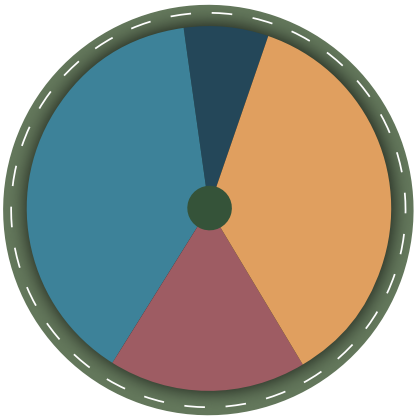
Service Visits: *Number of times clients received services.*

**Data used in this report was collected between January 1, 2025 – December 31, 2025.Benchmarks were established based on the first four years of data collected using the Outcome Tracker Data Management System.*

HOW WE SERVE

96% IN-PERSON

WHO WE SERVE

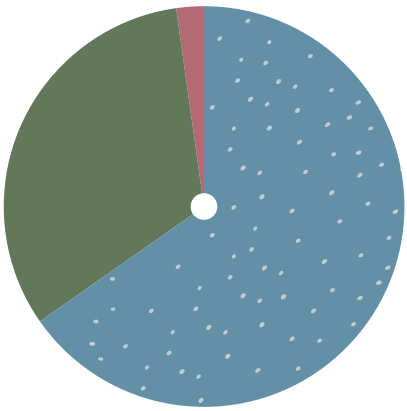


AGES:

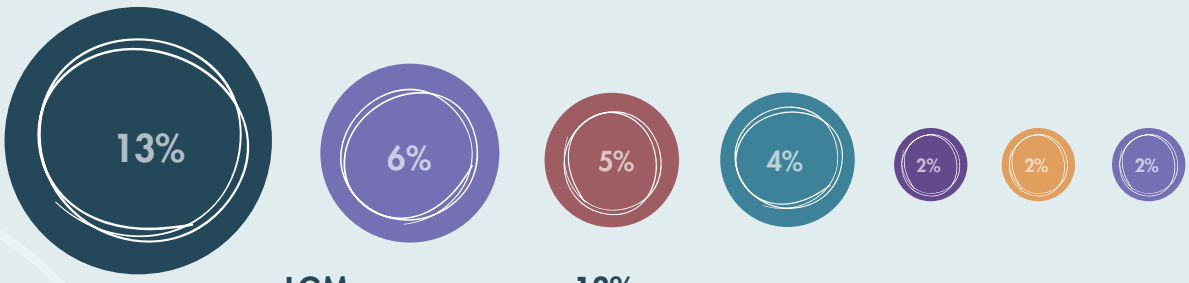
Children (0-5)	30%
Youth (6-17)	19%
Adult (18-54)	43%
Seniors (55+)	8%

GENDER:

Females	66%
Males	33%
Non-binary or Transgender	1%



CLIENTS SELF IDENTIFY AS:



LGM	13%
Agriculture	6%
Newcomer	5%
Indigenous	4%
2SLGBTQ+	2%
First Responder	2%
Persons with Disability	2%

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

Through counselling and family-focused programming, participants are supported in building meaningful relationships that foster emotional healing, resilience, and a sense of belonging. These programs help parents and caregivers strengthen protective factors, reduce stress, and support nurturing relationships that promote healthy development and secure attachments in children.

11,370 SERVICE VISITS

20,795 SERVICE HOURS

Family Night

Baby and Me

Goal 1.2 ▸ LIFE SKILLS AND PERSONAL DEVELOPMENT

PARENT EDUCATION

One-on-One

These sessions help families strengthen positive parenting skills, understand child development, increase protective factors, and build resilience. Families identify their strengths and challenges, set goals for positive change, and create a parenting plan where new skills and strategies are introduced and practiced.

1,003 SERVICE VISITS

753 SERVICE HOURS

Group Programs

The purpose of Parent Education programs is to increase the knowledge and confidence of parents and caregivers, building resilience and healthy family functioning through shared experiences with others facing similar challenges, fostering connection and mutual support, and promoting positive child and adolescent development.

653 SERVICE VISITS

1,080 SERVICE HOURS

Infant Massage

Caregiver Café

ASQ – Developmental Check-ups

The Ages and Stages Questionnaires (ASQ) is a parent-completed developmental screening tool used to help ensure children are developing as expected. The ASQ supports early identification of developmental strengths and areas of concern and provides families with practical ideas and activities to support their child's growth. Results also help determine when additional support or referral to specialized services may be beneficial.

FCSS has 14 trained staff members who administer and score ASQ screenings and support families with interpretation of results and referrals to appropriate follow-up services when needed.

ASQ® Ages & Stages Questionnaires®

To reduce barriers and increase accessibility, FCSS offers multiple ways for families to complete developmental check-ups. Screenings can be completed in person with staff using a paper copy, or independently online through a website link or QR code that connects directly to the provincial ASQ database.

In 2025:

- **155** developmental screenings were completed
- **35** children were referred to specialized services to address identified developmental delays
- **83%** of families chose to complete the screening online

FRN Funding

FCSS is the recipient of provincial Family Resource Network (FRN) funding for the South Central rural region of Alberta. FRNs across the province provide prevention and early intervention services for families with children and youth ages 0–18.

This funding enables FCSS to deliver a range of early intervention services that support families before challenges escalate. These services include trauma counselling for parents and caregivers, as well as for youth ages 10–18. FRN funding also supports targeted youth programming for those experiencing anxiety and grief and loss, along with additional supports for caregivers.

Early intervention services play a critical role in strengthening family well-being across our service area. This funding provides additional access to timely, responsive supports for children, youth, and families in our rural communities.

2025 Impact: **455** caregivers and youth accessed FRN services.

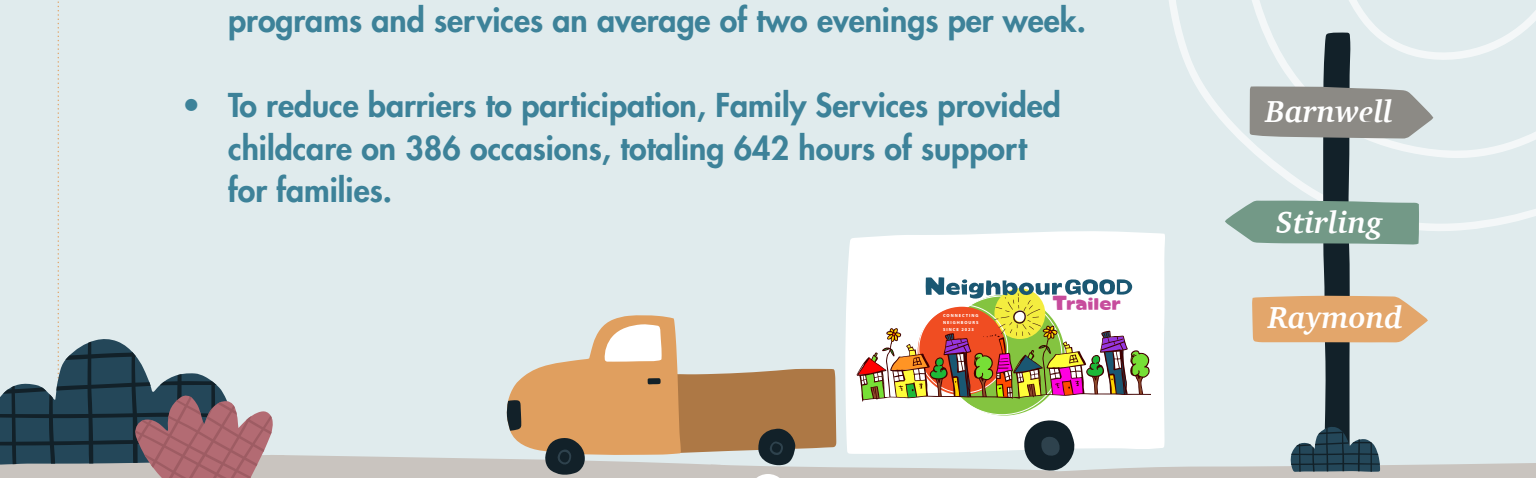
Alberta
Provincial Family Resource Networks

FRN Youth Groups

203 SERVICE VISITS **232** SERVICE HOURS

DID YOU KNOW:

- **To better accommodate working residents, FCSS staff offer programs and services an average of two evenings per week.**
- **To reduce barriers to participation, Family Services provided childcare on 386 occasions, totaling 642 hours of support for families.**



Goal 1.3

MENTAL HEALTH SUPPORTS AND COUNSELLING

COUNSELLING

One-on-One

The purpose of one-on-one counselling is to provide a safe and confidential space for an individual, couple, or 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.

2,578 SERVICE VISITS

2,816 SERVICE HOURS

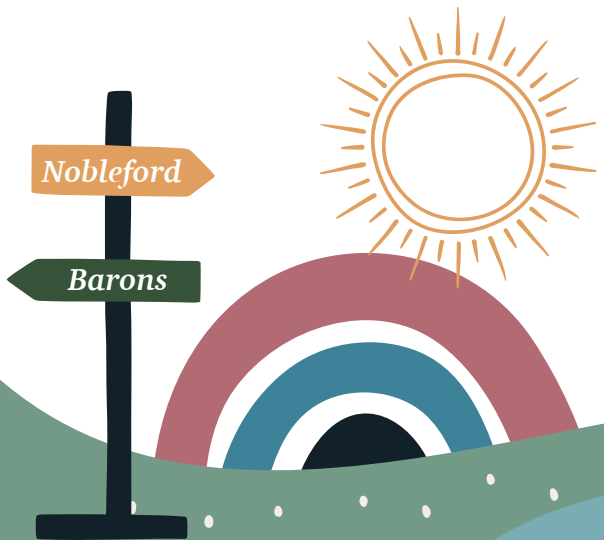
Group Programs

The purpose of mental health group programs is to provide residents with safe, supportive spaces to learn coping strategies and life skills through shared experiences with others facing similar challenges, fostering connection and mutual support.

486 SERVICE VISITS

826 SERVICE HOURS

Taming Worry Dragons



Goal 2

Enhance Community Spirit

Recognize the uniqueness of each municipality with an inclusive approach.

Goal 2.1

▶ VOLUNTEERING

Volunteers are highly valued at FCSS, and their contributions are essential in helping us respond effectively to the needs of the communities we serve.

During this reporting period, Counselling welcomed two counselling psychology students from Yorkville University and University of Alberta for eight-month practicums. Through their volunteer work, they provided direct services to residents, supporting mental health and well-being across the region.

Additionally, we hosted three practicum students from the Lethbridge Polytechnic Child and Youth Care (CYC) program. These students assisted staff with daily activities, offering support wherever needed within their scope, and helped enhance the quality of our programs and services for families and individuals.

1,040 VOLUNTEER HOURS

Nicole Ray - Counselling

Azlyn Olson - Counselling

Salem Cook - CYC Student

LETHBRIDGE POLYTECHNIC

YORKVILLE UNIVERSITY

UNIVERSITY OF ALBERTA

Goal 2.2

CULTURAL PROGRAMMING

FCSS provide culturally relevant services to Indigenous and newcomer families, including the LGM community. Supports and services are provided with a respectful, holistic and collaborative approach. Families receive support with basic needs, including navigating the system of natural and community supports, building parental resiliency by focusing on the family unit and fostering familial wellness. This includes one-on-one support as well as group programming. Services are client driven, strength-based and evidence informed.

812 SERVICE VISITS

1,371 SERVICE HOURS

Sewing Circle

Young Birds Learning

Truth and Reconciliation Day

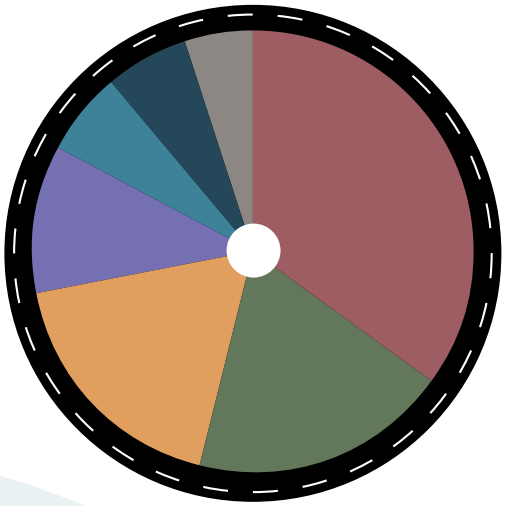
Goal 3 Entry Point for Supports

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

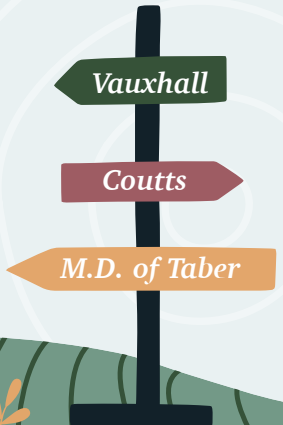
Goal 3.1 ▸ INFORMATION AND REFERRAL

ACTION - Serve as an entry point for residents.

The Family Services Team provided **522 Entry Point Supports.**



- 33% Referrals
- 17% System Navigation
- 16% Resources Provided
- 14% Advocacy
- 10% Translation Support
- 8% Documentation
- 2% Other



DID YOU KNOW:

67% of registered Family Services clients seek support related to food insecurity.

Goal 3.2

COMMUNITY CAPACITY BUILDING

The Team is committed to fostering and maintaining strong relationships with community agencies across all 16 municipalities we serve. By connecting and partnering with local organizations, we promote FCSS, expand opportunities for residents to access support, and ensure services are coordinated without unnecessary duplication.

Partnerships that the team collaborates with day to day:

- Local School Districts
- Taber and District Housing Foundation (Senior Facilities)
- Piyami Lodge
- Youth Employment Services - Taber
- Victim Services
- Local Medical Clinics
- Safe Haven Women's Shelter
- Parents As Teachers
- Interfaith Food Bank
- Taber Adult Learning
- County of Lethbridge Community Learning Council
- Local Libraries
- Family Supports for Children with Disabilities
- Recovery Alberta & Primary Care
- Eagle Spirit Nest Community Association
- Southern Alberta Kanadier Association
- Mennonite Central Committee
- Chinook Sexual Assault Centre
- Taber Community Action Prevention Society (TCAPS)

Local Libraries

Goal 4

Capture Impact

Measure the positive impact of programs and services.

Goal 4.1

FCSS is committed to understanding and measuring the impact of the programs and services we provide. To capture this impact, we collect data through client evaluations, assessments, testimonials, and client impact stories. These findings are analyzed to assess program effectiveness and guide future planning and ensure our services continue to meet the needs of the families we serve.

▶ INFORMATION STUDY AND RESEARCH

ONE-ON-ONE PRE AND POST SURVEYS

PARENT EDUCATION	Pre-Survey	Post-Survey
I am more aware of how my child's needs change and develop as they grow.	58%	91%
I have confidence in my parenting skills.	41%	87%
I have more information on what resources are available for my family.	70%	96%

COUNSELLING	Pre-Survey	Post-Survey
I am good at handling whatever comes my way.	18%	48%
I am optimistic about my future.	24%	46%
My relationship with my family is enjoyable.	37%	50%

GROUP PROGRAM RESULTS

AS A RESULT OF PARENT EDUCATION GROUP PROGRAMS...

94% OF PARTICIPANTS AGREE THEY ARE MORE AWARE OF HOW THEIR CHILD/TEEN NEEDS CHANGE AS THEY GROW AND DEVELOP.

91% OF PARTICIPANTS AGREE THEY HAVE MORE INFORMATION AND RESOURCES AVAILABLE TO THEIR FAMILY.

75% OF PARTICIPANTS AGREE THEY HAVE MET OTHER PARENTS THEY CAN ASK FOR HELP AND SUPPORT.

AS A RESULT OF COUNSELLING PROGRAM GROUP PROGRAMS...

91% OF PARTICIPANTS AGREE THAT THEY ARE ABLE TO BETTER HANDLE WHATEVER COMES THEIR WAY.

83% OF PARTICIPANTS AGREE THAT THEY ARE MORE OPTIMISTIC ABOUT THEIR FUTURE.

87% OF PARTICIPANTS AGREE THAT THEIR RELATIONSHIP WITH THEIR FAMILY IS MORE ENJOYABLE.

AS A RESULT OF FRN YOUTH GROUP PROGRAMS...

70% OF YOUTH AGREE THAT THEY KNOW ADULTS THAT THEY CAN GO TO WHEN THEY NEED HELP.

64% OF YOUTH AGREE THAT THEY UNDERSTAND IT IS OKAY TO BE THEMSELVES.

CLIENT TESTIMONIALS

"I found the experience to be incredibly validating. I felt very vulnerable admitting our struggles to a stranger, but the FCSS staff was wonderful in that she listened, helped create informed strategies appropriate to our situation, and seemed genuinely invested in our success. I will miss our time together!"

– Parent Education Client

"I liked having the safe place to have these open and honest conversations about parenting. I love being a mother but sometimes it's just hard. I loved having FCSS staff there to guide the group and to have someone who understands the struggles. I liked being able to craft at the same time because I found it to be therapeutic. I liked how as a single mother, I was able to attend everyone because of childcare being provided. The staff understood my need so I can have these discussions and to feel heard, especially when I'm doing it on my own with no one to talk to."

– Indigenous Sharing Circle Client

"I learned most importantly that I'm not alone. I'm not alone in my parenting concerns or struggles. I learned there is a healthier way to handle some really hard situations. Like picky eating and tantrums. Tantrums are a huge thing in my house so the information I was given was very relevant."

– Caregiver Café Client

"My ultimate goal was to learn how to manage my own emotional and mental exhaustion in regard to my incredibly inquisitive and hyperactive child, diagnosed with ADHD and a sensory processing disorder. She helped me to identify the behaviour that I found to be the most overwhelming: asking repetitive questions at an enormous volume (we counted just under 400 separate questions in a single day). We came up with several strategies to help reduce the amount of repetitive questions, as well as encourage insightful, original inquiries; ignoring questions asked more than once, giving my full engagement to new questions, setting designated times to ask any questions of her choosing, and making time to spend one-on-one to fill her need for attention in ways that we both found rewarding. Our relationship has since improved immensely."

– Parent Education Client

"I had moved to Coaldale after my spouse was tragically killed in a vehicle accident. I was in desperate need of some help dealing with the grief along with the trauma of the accident. I was told about FCSS and the free counselling that was available to the residents of Coaldale and so I thought I would give it a try. All I can say is that the counselling helped me tremendously. I don't know what I would have done without being able to access the free counselling. I am forever grateful to FCSS and to my counsellor for being there for me in a time of great need."

– Counselling Client

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