



REPORT TO MUNICIPALITIES

COMMUNITY SERVICES 2026



Introduction

FCSS provides timely, accessible and evidence-informed prevention services that enhance the well-being of individuals, seniors, youth and the community, while strengthening volunteerism and community connections.

Throughout 2025 and 2026, FCSS staff prioritized the following community services 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 Collaborative Youth Programming

GOAL 2: Enhance Community Spirit

- 2.1 Community Awareness and Engagement
- 2.2 Volunteering

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

2,690 CLIENTS

332 NEW CLIENTS

9,006 SERVICE HOURS

5,740 VISITS

► NON REGISTERED SERVICES

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

117 SERVICE HOURS

412 VISITS

KEY:

Client: A resident who is registered with BEW FCSS.

New Client: A resident who registered for the first time between September 1, 2025 – August 31, 2026.

Registered Service: Registration and demographic information are 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.

Barnwell

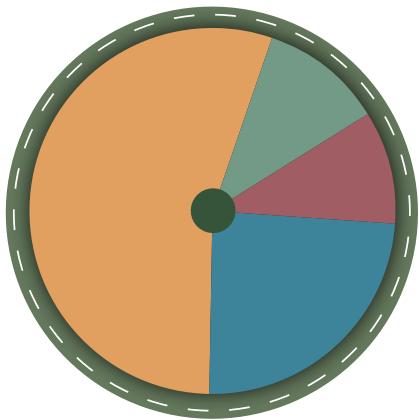
Stirling

Raymond

► HOW WE SERVE

82% IN-PERSON

► WHO WE SERVE

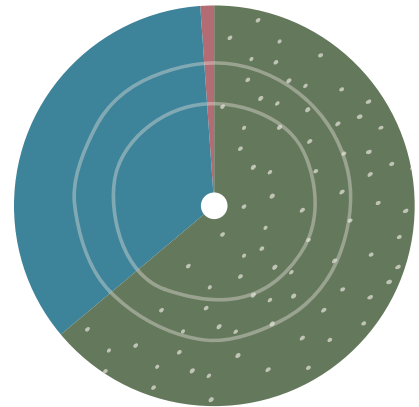


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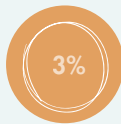
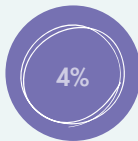
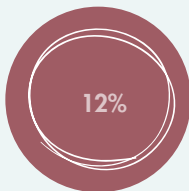
Children (0-5)	11%
Youth (6-17)	10%
Adult (18-54)	24%
Seniors (55+)	55%

GENDER:

Females	64%
Males	35%
Non-binary or Transgender	1%



CLIENTS SELF IDENTIFY AS:



LGM	12%
Agriculture	4%
Newcomer	3%
Indigenous	3%

Persons with Disability	3%
2SLGBTQ+	1%
First Responder	1%
Other	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 AMONG SENIORS

ACTION: Design and deliver programs to increase the number of social connections (community and natural) to population groups (i.e., newcomers, seniors, men, single/working parents, etc.) that require additional support.

874 SERVICE HOURS

806 SERVICE VISITS

Did you know?

Social connection provides protection against chronic disease and serious illness.

World Health Organization, 2025



Raymond Seniors Week

Seniors Week Events June 2026:

BEW FCSS collaborated with local and provincial partners to coordinate 23 Seniors' Week events across BEW municipalities. Activities were designed to promote social connection, lifelong learning, and intergenerational engagement. These celebrations provided meaningful opportunities for older adults to connect with their communities and celebrate the valuable contributions seniors make throughout the region.

SENIORS' PROGRAMS

Speaker Series, Coffee Chats, and Social Drop-Ins

These programs are designed to increase opportunities for socialization and ongoing education, and empower seniors to age well in place, maintain social connections, and learn how and where to access necessary community, health, and support services.



Celebration Drumming

“ It was a great day! Loved the drumming!! ” – Senior Client

Seniors Expo: Coalhurst

The Seniors Expo provided an opportunity for rural seniors to learn about the availability of local services, supports and resources, and empowers them to age well in place, maintain social connections, and access necessary community, health, and support services.



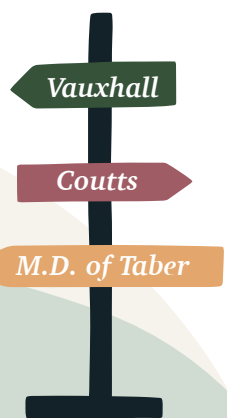
Seniors Expo

“ I liked the meeting of old friends. ” – Senior Client

NEW PROGRAM: Passport to Wellness

A four-week registered program designed to engage seniors in maintaining and improving their well-being through fun and educational program sessions that are centred around five themes of preventative, holistic health, and wellness.

“ Great afternoon, well worth the trip. thank you FCSS for providing transport. ” – Senior Client



Intergenerational Programs

FCSS intergenerational programming brings children, youth, and seniors together to build meaningful connections, share knowledge, and learn from one another. These relationships help reduce social isolation, strengthen a sense of belonging, and promote empathy, confidence, and understanding between generations. By creating opportunities for different generations to connect, FCSS helps build stronger, more connected communities.



Intergenerational Program

Goal 1.2

► LIFE SKILLS AND PERSONAL DEVELOPMENT

ACTION: Design and deliver programs to increase participation by decreasing barriers (i.e. evenings, weekends, childcare, etc.) for participation.

General Interest Courses

95% OF PARTICIPANTS ARE HIGHLY SATISFIED WITH THE COURSES.

1,152 SERVICE HOURS

460 SERVICE VISITS



Coaldale

Taber

Lethbridge County



Goal 1.3

► COLLABORATIVE YOUTH PROGRAMMING

ACTION: Design and deliver increased opportunities for youth through collaborative internal and external partnerships.

4,777 SERVICE HOURS

1,587 SERVICE VISITS

Summer Day Camps

FCSS partnered with Big Brothers Big Sisters, Destination Exploration, and Family Ties Association to offer full-day summer programming for children ages 6-12 in our rural communities. Activities are fun, educational and contribute to healthy social, physical and brain development.

HIGHLIGHT: Colour the Community

When young artists are supported, they gain the chance to build skills, confidence and a stronger sense of identity. That is exactly what happened when local youth had the opportunity to collaborate alongside professional artists and create a beautiful and colourful full-scale mural inside the Community Centre where they live.



Summer Camp



Colour the Community



Do Crew

DO Crew and DO Crew Jr.

Children and youth grades 5-12 learn about leadership, cultivate new skills, and explore ways to give back to their communities through creative initiatives. Do Crew groups support local events, fundraisers, and their communities by providing snacks, facilitating activities, stocking food pantries, community clean-up, and presenting at municipal meetings. Do Crew members in high school, can gain school credit and recognition for their dedicated time and efforts championing civic-minded projects.

Goal 2

Enhance Community Spirit

Recognize the uniqueness of each municipality with an inclusive approach.

Goal 2.1

► COMMUNITY AWARENESS AND ENGAGEMENT

ACTION: Participate in community events (i.e., parades, celebrations, resource fairs, meetings, etc.) to increase the visibility of FCSS.

BEW FCSS attended events throughout the summer of 2026 to support local initiatives, participate in celebrations, connect with individuals and families within communities, and raise awareness of programming and services available through the organization.

116 EVENTS

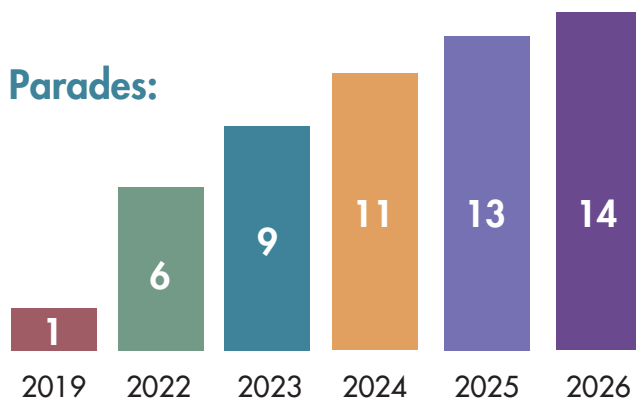
96% OF PARTICIPANTS ARE HIGHLY SATISFIED WITH FCSS EVENTS.

Summer Fun, Pop-up in the Park, Family Story Time, Community Socials

Canada Day Celebration



Parades:





Tim Horton's Smile Cookie Week

This was the first year of the Smile Cookie Knockout Challenge, fueling the friendly competition between rivaling towns, Taber and Coaldale. With the support and hard work of local businesses, Do Crew and community volunteers, and municipal and BEW FCSS staff, we raised money to support ongoing programming throughout the region.

Smile Cookie Week

OVER \$32,000 RAISED

Back to School and Clothing Fests

Free clothing, toys, household items and back to school supplies were made available to families in multiple locations within the BEW FCSS service area.

6 EVENTS **OVER 1,100 PARTICIPANTS**



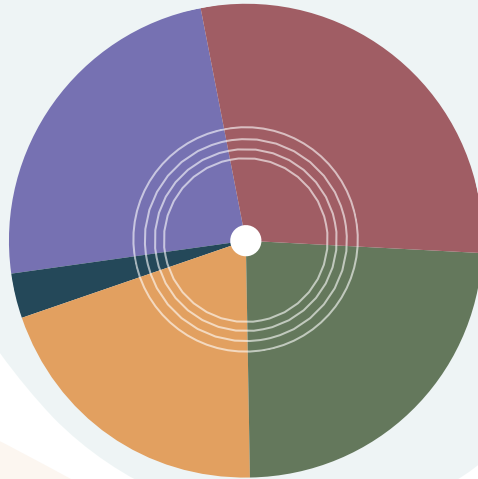
Clothing Fest

Goal 2.2

► VOLUNTEERING

2,716 VOLUNTEER HOURS

ACTION Engage community members and partners (i.e., post-secondary schools, public schools, disability services, etc.) to increase volunteer activity at FCSS.



VOLUNTEER HOURS

- 29%** Non-Registered Volunteer
- 24%** Meals on Wheels
- 24%** Tax Program
- 20%** Do Crew
- 3%** Other

VOLUNTEER SPOTLIGHT

Community Volunteer Income Tax Program (CVITP)

In 2026, Deb, CVITP volunteer, filed 272 tax returns. This equates to about 300 volunteer hours! This has a profound impact in the local area and in her community by facilitating access to essential government benefits and credits. It significantly reduces poverty by enabling seniors, students and low-income households to receive money for food, housing and childcare, putting dollars back into local economies.



Income Tax Program

Do Crew Volunteer Spotlight

The Vauxhall Do Crew (Senior and Junior) hosted the third annual Penny Carnival, offering games, activities, fun prizes and a free lunch open to all members of the community. The Do Crew and FCSS staff collected 198 boxes of cereal for a Domino Relay activity and then donated them to the Vauxhall and Area Food Bank.



Did you know?

Youth involved in community work early in life are much more likely to remain active, civic-minded volunteers as adults. *Statistics Canada, 2025.*

NATIONAL VOLUNTEER WEEK – CHEERS TO VOLUNTEERS

The purpose of the BEW FCSS 'Cheers to Volunteers' Award is to recognize the extraordinary contributions of an individual, group and youth who make a difference by volunteering their time and skills to provide services and programs in our communities.

INDIVIDUAL WINNER: Rita

“Volunteering has always been ingrained in my persona. I like the involvement and fulfilling the need to help. It is nice to meet new people and learn about their interests as well. Communities cannot grow without volunteers. Program development requires volunteers so that communities can become vibrant and fulfill the needs of their residents. I see Coalhurst as being one of those vibrant communities.”



Nobleford

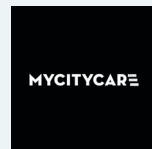
Barons



GROUP WINNER: My City Care – Taber

“ My City Care creates lasting impact in our community. It offers a safe, neutral place for people to come who need help and they always leave better than they arrived. This group empowers others, intentionally seeks out ways to better our community and helps everyone feel like they belong. ”

- Cheer to Volunteers nominator



YOUTH WINNER: Ernie and Nancy

This year, there was a tie for first place. These two volunteer every day at school in the kitchen, providing healthy snacks and lunches as part of a nutrition program for their fellow students.

“ I have always had a yearning to be involved and help others in any capacity, to not only ease the workload but to engage with other community members and get to know them. Experiences that have been the most impactful to me from volunteering have been the positive attitudes demonstrated by the volunteers beside me along with the cherishable memories created. ” - Ernie

“ I saw that there was help needed and helped out where I could. It was important for me to make sure kids were fed if they forgot lunches or didn't have snacks available. ” - Nancy



Goal 3

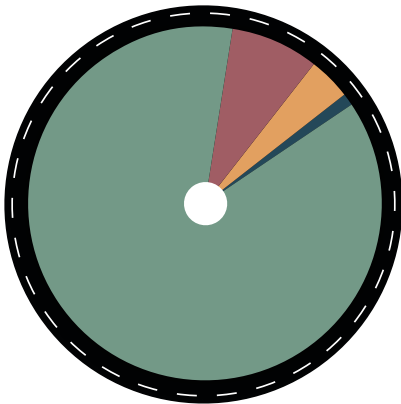
Entry Point for Supports

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, and information guide for partners and stakeholders, to learn more about local and government supports.



412 ENTRY POINT SUPPORTS

TYPES OF SUPPORT PROVIDED

- 87% Referrals and Information
- 8% Paperwork and Documentation
- 4% Advocacy and System Navigation
- 1% Translation Support

BEW FCSS FACILITATED 214 FOOD DELIVERIES

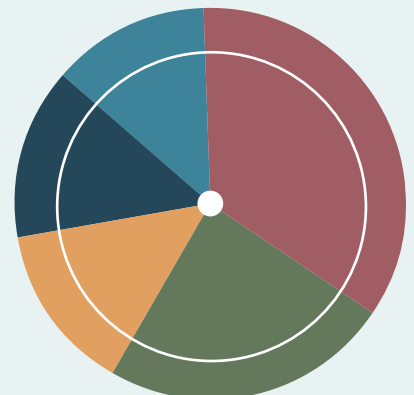
ACTION Support residents to navigate government (local, provincial, and federal) systems to receive assistance and entitled benefits.

2,203 SERVICE HOURS

2,887 SERVICE VISITS

NAVIGATION SUPPORT

- 35% Provincial Benefits
- 24% Income Tax
- 14% Housing
- 14% Other
- 13% Federal Benefits



COMMUNITY VOLUNTEER INCOME TAX PROGRAM

The Community Volunteer Income Tax Program (CVITP) is in partnership with the CRA. This tax season marked the tenth year that BEW FCSS offered the CVIPT to eligible individuals and families within the service region.

120 TAX CLINICS

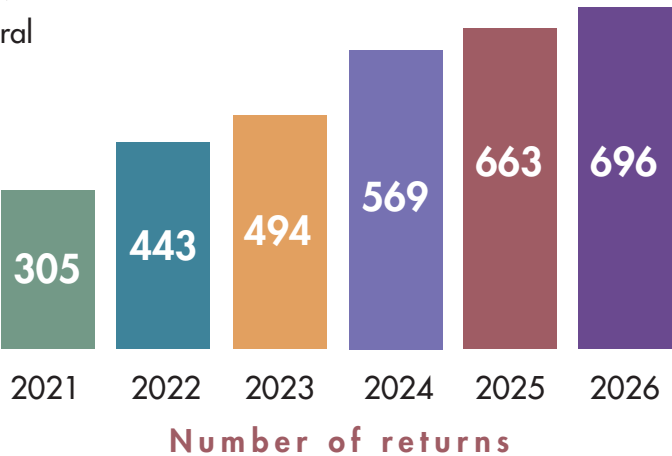
5 SUPER TAX CLINICS

BEW FCSS hosted 5 Super Tax Clinics with representatives from Service Canada and Canada Revenue Agency available to provide in-person support to residents. Community members accessed support to file tax returns, update personal information, apply for federal programs, and more.



\$6,955,472
BENEFITS RECEIVED BY
ELIGIBLE INDIVIDUALS

(Guaranteed Income Supplement, AISH,
Income Support, Alberta Seniors Benefit, WCB, GST,
Climate Action Incentive, Canada Child Benefit)





► COMMUNITY CAPACITY BUILDING

ACTION Create additional opportunities for residents to access supports through inter-agency coordination with intervention-based supports (i.e, poverty, homelessness, and family and sexual violence, etc.).

FCSS 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.

Reaching Home

This 2-year project is funded by the Government of Canada's Reaching Home: Canada's Homelessness Strategy, which is administered by the Rural Development Network. The program is funded from April 2026-March 2028.

New Case Manager: Amanda Royce

49 INDIVIDUALS SUPPORTED



Amanda Royce

17 INDIVIDUALS SUCCESSFULLY HOUSED

*(*data from April 1 – August 31, 2026)*

Support is provided to individuals and families living within the BEW FCSS area who are unhoused or at imminent risk of homelessness.

The Reaching Home Case Manager supports residents with housing attainment, basic needs, information and referrals, and system navigation. She promotes coordinated access and integrated service delivery through local partnerships.



Gouvernement
du Canada

Government
of Canada

Goal 4

Capture Impact

Measure the positive impact of programs and services.

Goal 4.1

► INFORMATION STUDY AND RESEARCH

ACTION Increase the quality of program and service evaluation.

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.

COMMUNITY SERVICES EVALUATION RESULTS

Intergenerational Groups and Community Outreach Services

92% of participants are highly satisfied with these programs.

94% of participants agree these programs are easy to access.

79% of participants agree these programs helped them feel more connected to their community and know where to turn for help.

“ I loved being in the program. It helped me connect with other people in the community. ”



FCSS Youth Leadership Group Programs

96% of participants agree they felt valued in the program.

95% of participants agree the skills they learned will help them in the future.

89% of participants agree the skills they learned in this program will help them in the future.

“ I felt like I belonged and everybody was fun, kind and welcoming. ”

FCSS Youth Camps

83% of participants are highly satisfied with this program.

72% of participants agree they feel better about themselves, as a result of this program.

“ What an incredible camp and opportunity for the youth in our community. My daughter loved it and learned skills she will use for future art projects. Thank you so much! ”

Community Volunteer Income Tax Program

99% of participants are highly satisfied with the income tax program.

99% of participants agree this program was easy to access.

“ This is a service that is very much needed for people of lower income and is much appreciated by us! ”



CLIENT TESTIMONIALS

“ My favorite part would have to have been all the games and events. The key takeaway for me was that it doesn't take a lot of effort to get people to have fun. I feel like Do Crew got me out of my comfort zone and got me comfortable meeting new people (the transition from the small town of Vauxhall to the college in the city would have been a lot more stressful had I not done this) so thanks a tonne! ” – Do Crew Client

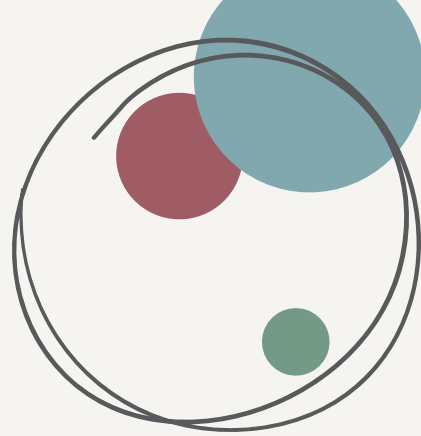


Do Crew Grads

“ Having access to this program has allowed my family to save \$100's of dollars on personal hygiene items and food. These funds have been able to be allocated to doing new things with my children, joining sports/participating in activities they other wise wouldn't be able to. ”
– Meal Delivery Client

“ I'm writing with bittersweet news - my family and I will be relocating to the Village of Breton in northern Alberta at the end of this month. It's hard to say goodbye. My heart feels heavy as I think about leaving. Only half a year, kids have been receiving so much fun with FCSS I still vividly remember the day I first came to register, You welcomed me with such kindness and guided me through everything with patience and grace. That moment marked the beginning of a truly meaningful year working alongside you. I will miss Raymond FCSS deeply. Your support, your friendship have meant so much to me. Thank you for everything you've done, not just for my kids and me, but for everyone whose lives you touch. With love and gratitude. ”
– Community Services Client





www.fcss.ca

