



Community Wellbeing Advisory Board (CWAB) MINUTES

MEETING NO. 13
Thursday, January 29, 2026
2:00 PM TO 5:00 PM
City Hall – 003

ATTENDEES:

Voting Members:

Melissa Shouting	Appointed Member; Indigenous community representative
Robin Walker	Appointed Member; Indigenous community representative
Chantelle Fitton	Appointed Member; Indigenous community representative
VACANT	<i>Appointed Member; Indigenous community representative</i>
Heather Oxman	Appointed Member; At-large community representative (<i>Co-Chair</i>)
Cheryl Patterson	Appointed Member; At-large community representative
Sharon Yanicki	Appointed Member; At-large community representative
Anastasia Pavlova	Appointed Member; At-large community representative
Seth Adema	Appointed Member; At-large community representative

Non-Voting Members

Andrew Malcolm	City of Lethbridge administrative representative (<i>Co-Chair</i>)
Provincial Representative	Outreach and Support Services Initiative (OSSI) <i>Program Advisor (South Operations), Government of Alberta</i>
VACANT	Provincial Representative - Family and Community Support Services (FCSS) <i>TBD, Government of Alberta</i>
Donell Iosifelis	Engagement and Program Officer, Government of Canada <i>Federal Representative</i>
Ashley Cesar	Board Secretary <i>CSD Specialist, Community Social Development</i>
Kelly Lenaour	GoA Program Advisor South Operations Homeless Supports Stability Branch

City of Lethbridge Staff

Ivan Ho	CSD Specialist, Community Social Development
Danielle Lenaour	Contract Coordinator, Community Social Development
Brandee Brown	CSD Specialist, Community Social Development
Ashley Cesar	CSD Specialist, Community Social Development
Arturo Tejeda	CSD Specialist, Community Social Development
Aum Patel	CSD Specialist, Community Social Development
Aiat Aborawi	CSD HIFIS Technician, Community Social Development

Presenter(s):

Danielle Lenaour	Contract Coordinator, Community Social Development
Ashley Cesar	CSD Specialist, Community Social Development

Not in Attendance:

Seth Adema	Appointed Member; At-large community representative
Brandee Brown	CSD Specialist, Community Social Development
Aiat Aborawi	CSD HIFIS Technician, Community Social Development

1. Opening Remarks (A. Malcolm & H. Oxman)

A. Malcolm and H. Oxman called the meeting order at 2:15 PM

The Board Secretary reviewed attendance and confirmed quorum.

A. Malcolm respectfully acknowledged that we are gathered on the lands of the Blackfoot people of the Canadian Plains and paid respect to the Blackfoot people past, present and future while recognizing and respecting their cultural heritage, beliefs and relationship to the land. D. Lanore and H. Oxman offered respect to the Métis and all who have lived on this land and made Lethbridge their home.

2. Agenda Approval (A. Malcolm)

Materials were provided to members via email in advance of meeting.

The motion was moved.

THAT the CWAB approve the presented agenda.	CARRIED
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3. MINUTES OF PREVIOUS MEETING (A. Malcolm)

Materials were provided to members via email in advance of meeting.

The motion was moved.

THAT the CWAB approve the minutes of its December 19 th , 2025, meeting as amended.	CARRIED
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4. STANDING ITEMS

AGENDA ITEM

4.1. City Update (A. Malcolm)

- CSD General Manager Update
 - Director Fee Payments- Payments were sent out. Any concerns please reach out. Another request to provide them will be investigated.
 - Indigenous Membership- We still have an open seat for one indigenous member. Please reach out to anyone who may be interested. If there is no one, CSD will have to look at a broader campaign. The majority of members’ terms come up this summer which will be reviewed in an up-coming meeting.
- CSD Team update
 - New location The Bowman Building. New team member Brandee Brown , who replaces Taylor Proctor.

- KPMG Contract Compliance review CMHA update (**D. Lenaour**)
 - Everything went well, and there were no concerns.
- BTDH Contract – *Briefing note provided* -**Approval Requested**

Key Notes: Briefing note provided

Discussion:

- The position originally began as 0.8 FTE but was increased to 1.0 FTE due to workload needs around onboarding and data entry. The requested extension would maintain a full FTE for one year.
- Early concerns from BTDH about data entry, data value, and data storage have improved significantly since October. Staff now see value in Hi-Fi reporting and case management functions.
- The shelter has been onboarded successfully, with stronger reporting since October. Staff (including Jonathan, Toby Lee, and Bella) are engaged and meeting schedule requirements.
- Claims submission remains a challenge due to internal capacity issues at BTDH, including the COO covering multiple roles. The shelter suggested submitting claims directly to reduce delays.
- The extension requested (April 2026–March 2027) functions as a bridge agreement to allow BTDH time to participate properly in the next call for proposals and move toward sustainability.
- The board discussed the need for long term planning to prevent recurring one-year extensions. The intent is for the position to become part of their regular operations once capacity improves. -term planning to prevent recurring one-year extensions. The intent is for the position to become part of their regular operations once capacity improves.
- City staff continue to provide consistent support through monthly meetings, technical assistance, and guidance through the proposal process.
- It was noted that BTDH previously applied but was disqualified due to submitting an incorrect file format; they have since received feedback to strengthen future submissions.
- Members emphasized that the benefit of HIFIS extends beyond City reporting—it supports prioritized service delivery and ethical, consistent data informed decision making for clients. -informed decision-making for clients.
- A motion was passed to approve the one-year extension. -year extension.

Action Item: Follow up will be provided to the CWAB regarding the BTDH formal decision and will work with shelter staff to prepare the contract.

The motion was moved.

THAT CWAB approve the extension of the existing BTD UIL/HIFIS contract for an additional one-year term (up to \$106,041.05 + 10%), reflecting the prior competitive selection process and the organization's unique role as the community's sole emergency shelter operator. This approval is subject to Reaching Home's confirmation and continued compliance with the terms of the original agreement. This proactive step will mitigate service disruption, maintain system data integrity, and support ongoing improvements in homelessness response and system outcomes. -year term (up to \$106,041.05 + 10%), reflecting the prior competitive selection process and the organization's unique role as the community's sole emergency shelter operator. This approval is subject to Reaching Home's confirmation and continued compliance with the terms of the original agreement. This proactive step will mitigate service disruption, maintain system data integrity, and support ongoing improvements in homelessness response and system outcomes.

Moved by: S. Yanicki

Seconded by: H. Oxman

CARRIED

5. ITEMS FOR INFORMATION / DISCUSSION

5.1. AGENDA ITEM

Funding Source- (D. Lenaour)

Key Notes: Briefing note provided

Discussion:

A presentation was provided on Overview of how FCSS and RH programs come together for CWAB Will be brought back to CWAB for Andrew to speak to.

Presentation Duration: 20 minutes

Discussion: Integrated throughout the presentation

Action Items: CWAB members requested to have data presented in a way that is able to be digested and applied to the role of board members.

5.2. AGENDA ITEM

Community Plan and Needs (D. Lenaour)

- **Discussion:**

Information was presented on Reaching Home Requirements- Community Plan Report-Card and an overview of Needs Assessment.

Key Notes: Briefing note provided

Questions / Discussion Highlights:

- The board discussed the purpose of *Reaching Home* and its alignment with addressing homelessness, imminent risk, and supporting prevention, coordination, and equitable service delivery.
- Members expressed interest in accessing federal well-being data related to Lethbridge and understanding how such measures inform community planning and reporting.
- The group noted that while point-in-time counts provide limited insight, the CHR offers better year-to-year and month-to-month tracking of trends, successes, and gaps across the homelessness response system. intime counts provide limited insight, the CHR offers better year to year and month to month tracking of trends, successes, and gaps across the homelessness response system. -in-time counts provide limited insight, the CHR offers better year-to-year and month-to-month tracking of trends, successes, and gaps across the homelessness response system.
- A question was raised about how the system identifies and captures individuals who are “invisible homeless,” such as people who are couch surfing. Staff noted that navigators and case managers capture this data when participants engage with services, and more organizations are beginning to participate in integrated coordinated access.
- Updates were provided on Tier 2 training and increased engagement from external organizations (e.g., Woods Homes, Blackfoot Resource Hub), which has improved risk identification and connection to services.
- Funding categories and requirements under Reaching Home and FCSS were reviewed, including prevention priorities, system coordination expectations, and the need to align navigators’ work across programs.
- Translation needs were discussed, particularly for official languages and newcomer communities, though current external translation options are limited or ineffective.

- Members noted the importance of tracking wellbeing and poverty-related indicators at the municipal level to understand community needs and inform decision-making.
- The board discussed establishing a consistent and efficient reporting rhythm (e.g., twice-yearly CHR updates) and possibly developing a public dashboard for key community indicators.
- Before committing staff to additional KPI reporting, the board agreed to review existing public reports and identify top measures most relevant to the advisory board's role.
- Members suggested each board member review reports and select top priority indicators for potential tracking going forward.
- Staff outlined that site visits, evaluation forms, and schedule data will increasingly support clearer reporting of program outcomes and community impacts.
- Additional demographic and socioeconomic data from the 2024 Community Well Being and Safety Strategy was summarized, highlighting population growth, increased food insecurity, housing pressures, and feedback gathered from previous advisory processes.
- The discussion emphasized that improved reporting structures and clearer data will support evidence-based recommendations and reduce administrative burdens previously experienced under former reporting systems.

Outcome: CSD staff will look at items such as poverty and wellbeing- how are they measured? In addition to data collected and how to best present it to CWAB and bring a recommendation back.

Minutes of presentation: 20 minutes

Minutes of discussion: Integrated throughout the presentation

6. Break- 3:00pm-3:10pm

6.1. AGENDA ITEM

Community Plan and Needs- CHR Report provided (D. Lenaour)

Key Notes: Briefing note provided

- **Discussion:**

Information was presented on Community Homelessness Report (CHR) Question from Donnell:

"we're interested to know more about how Lethbridge will be using their CHRs over the coming year (e.g., to inform other public-facing documents, support work implementing minimum requirements, etc.). Please share back how you will be using this document over the next year."

- **Questions / Discussion Highlights:**

- Staff clarified the purpose of the Community Homelessness Report (CHR) and confirmed that it helps demonstrate compliance with standard Reaching Home requirements.

- The CHR is largely a process focused -focused implementation report that ensures all contractual requirements are being met. A requirements checklist mirroring CHR questions is used throughout the year to stay on track, though members noted it can feel repetitive.
- It was noted that outcome statements previously presented align with how the CHR reports community level-level progress toward reducing homelessness and allows comparison with other Alberta and Canadian communities.
- Board members asked whether the CHR is useful at the community level, prompting clarification that although created for federal reporting, it also offers value to local planning and public understanding.
- The board discussed whether any improvements could be made to the CHR, with staff explaining that the format is federally mandated and unlikely to change.
- The upcoming CHR will be available at the end of March or early April, with board approval required by May 30.

Outcome:

Donnell was satisfied with the ability to answer the question. The board agreed that they will review and approve the final CHR once it is released in the spring. They noted that no changes to the CHR format are required, acknowledging that its structure is federally mandated and unlikely to change. Members also confirmed that they will continue using both the CHR and the requirements checklist to monitor progress and ensure ongoing contractual compliance throughout the year.

Minutes of presentation:30 minutes

Minutes of discussion: 20 minutes

7. STANDING ITEMS

AGENDA ITEM

7.1. PROGRAM HIGHLIGHTS

- **Program Highlight: Site Visits FCSS South Region Parents as Teachers (A. Tejada)**
- **Key Notes: Briefing note provided**

Discussion:

A detailed briefing note and presentation slides are available for reference in the CWAB SharePoint folder (December meeting materials).

A high-level overview was provided of recent site visits to the *South Region Parents as Teachers*. Staff noted that capacity limitations last year delayed site visits, but these are now resuming, with one completed in December and another planned before June. The program under review delivers in-home- parenting and child development-development supports and has seen a recent increase in participation. Some operational challenges were highlighted, including staffing and reimbursement processes for smaller organizations. No questions were raised by the board.

Minutes of presentation: 15 minutes

7.1.1. Transportation (CWAB):

7.3.2. Transit Advisory Committee.

- Will be brought back to CWAB for Andrew to speak to.

7.3.3 Indigenous Board member attendance at national table- follow up (D. Lenaour)

- No information to provide currently. Will bring back an update when one is available.

7.3.4 HIFIS be exempt from survey style PiT Count requirement- follow up (**A. Malcolm**)

- Will be brought back to CWAB for Andrew to speak to.

8. NEXT MEETING (D. Lenaour)

Date: February 26th, 2026

Time: 1pm-4pm

Location: Bowan Building Large Meeting Room

Discussion items:

- CFP Evaluation Orientation Process
- Proposed areas to fund
- Review CWAB membership structure
- Orientation to remaining funds options

9. ADJOURNMENT

C. Fitton and R. Walker adjourned the meeting at 3:43 pm