

FCSS supports Kiddie Day at Ponoka Stampede



FCSS continues to host bi-weekly Family Swim



FCSS Funds Children's & Teen Space in new library



Clients using Programs & Services

Community Events : 17 events attended by 2050 community members (ex. CFR, dinner theatre)

Income Tax: 360 files completed

Community Home Care: 208 clients; 30,596 hours of care provided

Lifeline: 83 clients protected for emergency response

Community Home Support: 80 clients received 2,156 hours of subsidized support for house-cleaning

Tools for Schools: \$605 spent on 29 children

Community Garden: 29 families grew food on their plots

Meals on Wheels: Total of 1452 meals served to up to 15 clients / month

Fall Clean-up: 5 yards of elderly community members winterized

Free fax, photocopying, resource help utilized daily by community members

| Annual Comparison 2016 - 2018 | 2016 | 2017 | 2018 |
|--|---------|---------|---------|
| Community Events Held | 13 | 20 | 17 |
| Meals of Wheels - avg # of client/month | 15 | 10 | 9 |
| Field Staff employed | 23 | 31 | 32 |
| Tools for School - children receiving supplies | 28 | 26 | 29 |
| Programs offered or jointly funded | 37 | 30 | 30 |
| Home Support - clients served | 96 | 82 | 88 |
| Lifeline clients | 100 | 88 | 83 |
| Home Care - clients served | 205 | 203 | 208 |
| # of volunteers all programs & events | 218 | 250 | 427 |
| Income Tax - files completed | 355 | 350 | 360 |
| Hours of training provided to field staff | 410 | 524 | 450 |
| Community Events Participants | 1400 | 2000 | 2050 |
| Volunteer hours all programs & events | 2148 | 3600 | 8214 |
| Home Support- hours of support provided | 2500 | 2103 | 2156 |
| Ponoka FCSS Website Hits | 2771 | 3376 | 3381 |
| Home Care - hours of care provided | 24,222 | 26,068 | 30,596 |
| Money Back to Community | 102,000 | 151,000 | 172,000 |

Some of
Our Admin
Team



Staff: Office 12 Field Staff 32 Total In-House Field Staff Training Hours: 450

8,214 volunteer hours related to FCSS programs from 427 volunteers

Community Dollars

\$111,500 back to the community of Ponoka in grants and support combined

Additional \$60,500 funds allocated to eligible FCSS projects/programs

The Numbers Tell the Tale...

3,381 Ponoka FCSS Website visitors, 682 followers on Facebook

30 Programs directly offered or hosted by FCSS Ponoka; 3 indirectly offered programs; 4 programs jointly funded
Almost 4000 participants in all programs

82,109 kilometers travelled accident free to provide Home Care (2017 - 71,395 kms)

910 button presses to Lifeline; 12 falls detected among the 83 subscribers

Strategic Area #1: Appropriate & Skilled Staff that Feel Safe & Supported - as reported by Worklife Pulse Survey February 2018

| | | |
|---|----------|---|
| #1: understand what is expected of me in my job | Goal 90% | Result: 97% agree or strongly agree |
| #2: given enough time to complete tasks | Goal 90% | Result: 83% agree or strongly agree |
| #7: have materials, supplies & equipment needed to do job | Goal 90% | Result: 94% agree or strongly agree |
| #9: staff indicate they receive training they need to do job well | Goal 90% | Result: 97% agree or strongly agree |
| #18: senior management committed to provide high-quality care | Goal 95% | Result: 97% agree or strongly agree |
| #23: safe workplace | Goal 95% | Result: 100% agree or strongly agree |
| #25: most days my work is not at all or somewhat stressful | Goal 85% | Result: 97% agree or strongly agree |

New Initiatives:

◆ Enhanced Staff Wellness Initiatives

◆ Enhanced monitoring of incident reports

Strategic Area #2: Excellence in Governance & Organizational Practices - as reported by Board Governance survey 2018

◆ **100%** of Board Members agree or strongly agree that performance measures tracked provide good understanding of organizational performance

New Initiatives:

◆ Internal audit of FCSS compliance with contracts, legislations & regulations

◆ Program Review - ongoing

◆ Survey of social media and website use

Strategic Area #3: Quality Services & Programming: Area A: enhanced home care client safety & quality

| | | |
|--|-----------|--|
| ◆ staff wash hands & information available to encourage others | Goal: 95% | Result: 95% agree or strongly agree |
| ◆ staff meet monthly hand hygiene monthly audit standards | Goal: 90% | Result: 85% |
| ◆ clients knowingly received fall prevention information | Goal: 95% | Result: 75% (Home Care) |
| ◆ % of medication errors made by staff per total MAP clients per quarter | Goal: <1% | Result: 0.0003% - 0.0007% |

New Initiatives:

◆ Reporting Framework in place for all FCSS services & programs

Strategic Area #4: Client/Community Focused Services - as reported by Client Satisfaction Survey 2018 (% agree or strongly agree)

| | | |
|--|------------|--|
| ◆ Clients indicate FCSS staff aware of community social needs | Goal: 95% | Result: 93% |
| ◆ Clients are satisfied with services provided by FCSS | Goal: 100% | Result: 100% Home Support 98% Home Care |
| ◆ Clients indicate FCSS staff knowledgeable about other services available | Goal: 100% | Result: 94% |
| ◆ Clients indicate easy process to follow for compliments & concerns | Goal: 100% | Result: 85% |

New Initiatives:

◆ Ponoka Poverty Reduction and Homelessness Strategy

◆ Partnerships with Campus Alberta Central and Adult Learning