

FCSS hosts "For the Love of Our Community" Valentine's Day Family Movie Event!!



FCSS provides funding towards Youth Gold lessons and equipment



FCSS Funds WiFi for local seniors lodge



Clients using Programs & Services

Community Events: 15 events attended by 2,509 community members (ex. CFR, dinner theatre)

Income Tax: 313 files completed

Community Home Care: 222 clients; 36,882 hours of care provided

Lifeline: 103 clients protected for emergency response

Community Home Support: 73 clients received 1715 hours of subsidized support for house-cleaning

Tools for Schools: \$750 spent on 32 children

Community Garden: 35 families grew food on their plots

Meals on Wheels: Total of 2,029 meals served to up to 15 clients /month

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

Annual Comparison 2017 - 2020

	2017	2018	2019	2020
Community Events Held	20	17	17	15
Meals of Wheels - avg # of client/month	10	9	12	15
Field Staff employed	31	32	40	38
Tools for School - children receiving supplies	26	29	19	32
Programs offered or jointly funded	30	30	35	36
Home Support - clients served	82	88	81	73
Lifeline clients	88	83	85	103
Home Care - clients served	203	208	195	222
# of volunteers all programs & events	250	427	646	520
Income Tax - files completed	350	360	319	313
Hours of training provided to field staff	524	450		212
Community Events Participants	2000	2050	7907	4500
Volunteer hours all programs & events	3600	8214	9334	4447
Home Support- hours of support provided	2103	2156	2151	1715
Ponoka FCSS Website Hits	3376	3381	3397	7185
Home Care - hours of care provided	26,068	30,596	33,917	36,882
\$ Back to Community	151,000	172,000	155,390	197,217

Staff: Office: 9 Field: 38 Total Field Staff Training Hours: 212 (in-house and online)

4,447 volunteer hours related to all FCSS programming from 520 volunteers

Community Dollars

\$ 77,706 back to the community of Ponoka in grants and support combined

Additional \$ 119,511 funds allocated to eligible FCSS projects/programs

The Numbers Tell the Tale...

7185 Ponoka FCSS Website visitors, **1061** followers on Facebook (up from 851 in 2019)

30 Programs directly offered or hosted by FCSS Ponoka; **2** indirectly offered programs; **4** programs jointly funded
Almost **4,500** participants in all programs

89,681 kilometers travelled accident free to provide Home Care (2019 - 103,620 kms)

Lifeline: **1021** "Help Needed", **206** falls detected, **157** medical follow-ups required among the **103** subscribers

Quality and Safety

Strategic Area #1: Maximizing the full potential of our Workforce

Able to make improvements to how they do their work: Goal 90% Result: agree or strongly agree **96.6%**

Have materials, supplies & equipment needed to do job: Goal 90% Result: agree or strongly agree **96.6%**

Staff indicate they receive the training they need to do their job well Goal 90% **89.6%**

Staff indicate they have good opportunities to develop their career:: Goal 90% Result: agree or strongly agree **88.5%**

Staff indicate their team provides top-quality patient care usually or always Goal 90% Result: agree or strongly agree **100%**

Staff supported in education pursuits - staff required training tracking sheets, expenses paid for 3 staff to complete HCA program, Admin staff post secondary pursuits financially supported, staff wide sensitivity training)



Strategic Area #2 Healthy and Engaged Team that Feels Valued

Team members indicated the initiatives that are very important to themselves and their household **88%** for COLA, **79%** Health and Wellness ,

73% Health Benefits, **71%** Performance Bonus (Ponoka FCSS Staff Financial Wellness Report 2020)

FCSS staff indicated their priorities for *Personal Well Being* as financial stability and managing weight. They also identified *Healthy Workplace Priorities* as respectful co-workers, support from supervisor, flexible work schedule, and a safe physical workspace.

Staff indicate they usually or always look forward to going to work Goal 85 % **93.1%**

Staff indicate being overall satisfied to very satisfied with their job: Goal 90% Result **100%**

Field staff turnover rate of 8% or less **0.31%** of staff left for an equal position



Strategic Area #3: Demonstrated Commitment to Excellence in Client Centered Care

Clients indicate they can contact FCSS when needed Goal 90% **95%**

Clients indicate that when they have concerns/compliments they feel they have been heard and changes made Goal 85% **93.3%**

Monthly Hand Hygiene Audits (90%) Overall average **89.7%** (Jan 96.3%, Feb 84%, Aug 90%, Oct 88.5 %)

3 year funding model implemented for FCSS Point of Purchase system implement at office

Strategic Area # 4: Uncompromising Quality and Safe Programs designed by our clients, families, team members and partners

FCSS Program Reporting (Goal 85%) Drive In Bingo **100%** of participants feel that because of activities like this, they care more about their community
Anecdotal program feedback was positive and appreciative of “intentional and creative programming” during covid.

Community Holiday Event: **94%** feel more connected to their community because of this event.

Increased social media followers **20% increase in Facebook Followers** **47% increase in website followers**

Clients indicate FCSS follows current pandemic protocols **98.5%**

Clients indicate myself and my visitors are informed about infections and how to prevent them Goal 90% **97%**

Clients indicate FCSS educates and supports them in fall prevention Goal 95% **97%**

Compliance with AHS contract expectations of accept/decline service auth within 2 hrs **100%**

2% or less of total missed visits are due to staff error **3%**

Ponoka FCSS Vision: A caring and supportive community assisting its people

Mission: Building a safe and caring community, through quality programs and services.



Staff indicate managers are committed to high quality care Goal 85% (**89.6%**)

Staff related med errors are kept at 6% or less in relation to clients **1.9%**

- Collaboration with Campus Alberta Central, Adult Learning, Food Bank , MAT program
- Community Needs Assessments,
- Host of regional and local FCSS and Interagency meetings.