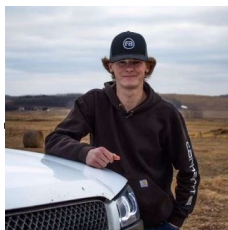

NON PROFIT BUSINESS OF THE YEAR !!
**FCSS supports
Barrel Racing
Series**

**FCSS Cozy Christmas
Gift to Community
(133 bags provided)**

Clients using Programs & Services
Community Events :
6 events attended by 740 community members
(ex. Cozy for Christmas, Drive-in theatre)
Income Tax: 314 files completed
Community Home Care: 253 clients; 38,113 hours of care provided
Community Home Support: 130 clients received 2320 hours of subsidized support for house-cleaning
Tools for Schools: \$1160 spent on 29 children
Community Garden: 44 families grew food in their plots
Meals on Wheels: Total of 2096 meals served to up to 18 clients /month
Free fax, photocopying, resource help utilized daily by community members
Annual Comparison 2018 - 2021

	2018	2019	2020	2021
Community Events Held	17	17	15	6
Meals of Wheels - avg # of client/month	9	12	15	15
Field Staff employed	32	40	38	47
Tools for School - children receiving supplies	29	19	32	29
Programs offered or jointly funded	30	35	36	25
Home Support - clients served	88	81	73	130
Lifeline clients	83	85	103	80
Home Care - clients served	208	195	222	253
# of volunteers all programs & events	427	646	520	262
Income Tax - files completed	360	319	313	314
Hours of training provided to field staff	450	126	212	250
Community Events Participants	2050	7907	4500	740
Volunteer hours all programs & events	8214	9334	4447	3336
Home Support- hours of support provided	2156	2151	1715	2320
Ponoka FCSS Website Hits	3381	3397	7185	6112
Home Care - hours of care provided	30,596	33,917	36,882	38,113
\$ Back to Community	172,000	155,390	197,217	107,828

**Staff: Office: 09 Field: 47 Contract Staff 07 Total Field Staff Training Hours: 250
3336 volunteer hours related to all FCSS programming from 262 volunteers**
\$ 50,003 to the community in grants and support combined

\$ 57,825 allocated to eligible FCSS projects & programs
Including 2021 FCSS LEVI BUSAT MEMORIAL SCHOLARSHIPS
The Numbers Tell the Tale...
6112 Ponoka FCSS Website visitors, **1389** followers on Facebook (1061 in 2020)

19 Programs directly offered or hosted by FCSS Ponoka; **3** indirectly offered programs; **3** programs jointly funded
Just over **3,800** participants in all programs

138,730 kilometers travelled accident free to provide Home Care (2020 - 89,681 kms)

Lifeline: 974 "Help Needed", **318** falls detected, **171** medical follow-ups required among the **80** subscribers per month

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 **97.1**

Have materials, supplies & equipment needed to do job: Goal 90% Result: agree or strongly agree **97.1%**

Staff indicate they receive the training they need to do their job well Goal 90% **90.6%**

Staff indicate they have good opportunities to develop their career:: Goal 90% Result: agree or strongly agree **88.2%**

Staff indicate their team provides top-quality patient care usually or always Goal 90% Result: agree or strongly agree **97%**

Staff supported in education pursuits - 1 field staff HCA program expenses covered, Admin staff: ED ,Masters Program, Prog. Coord Seniors Housing and Activities Coord.,



Strategic Area #2 Healthy and Engaged Team that Feels Valued

Field Staff Snapshot: 15% have worked for FCSS for less than 1 year , 43% 1 –2 years, 21% 3-8 years, 15% 9–14 years, 6% 15 plus years (one being 30 years!)
10% of field staff were on MAT leave in 2021, 4% retired, 6.4% left for other equal or retrained (LPN) positions in the Ponoka area 8.5% moved or changed careers, 13% of staff were new hires in 2021

Admin Staff Snapshot 10% less than 2 years, 20% 2-3 years, 10% 4-6 years, 50% 7-9 years, 10% 15 + years

Staff indicate they usually or always look forward to going to work Goal 85 % **97.1%**

Staff indicate being overall satisfied to very satisfied with their job: Goal 90% Result **91.5%**

Field staff turnover rate of 8% or less **6%** of staff left for an equal position or retrained for a higher level position (ie. LPN)



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

Clients feel they are always greeted with and treated with kindness and respect from FCSS staff Goal 90% **100%**

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

93.5 % of Clients indicate they are satisfied with the personal care services they are receiving

Monthly Hand Hygiene Audits Goal 90% **95.4%**

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

FCSS Program Reporting (Goal 85%) DRIVE-IN MOVIE **100%** of survey participants indicated feel that FCSS helps me to get involved in community events and that FCSS helps me to feel connected to my community

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

Clients indicate FCSS educates and supports them in fall prevention Goal 95% **91%**

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

2% or less of total missed visits are due to staff error **4%**

Staff indicate managers are committed to high quality care Goal 85% **91.5%**

Staff related med errors are kept at 6% or less in relation to all client visits **0.0005%**

- Collaboration with Campus Alberta Central, Adult Learning, Food Bank , Central Region Emergency Social Services
- Food and Financial Security Needs Assessment
- Host of West Central regional FCSS workshops
- Involvement with Ponoka MAT program,
- Vulnerable Populations Committee



MUSIC IN THE PARK

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

Mission: Building a safe and caring community, through



YOGA IN THE PARK