

**FCSS supports Kiddie Day
at Ponoka Stampede**

**FCSS provides funding
towards Centralized Cardiac
Monitoring System**

**FCSS ROAD
TRIPS**


Clients using Programs & Services

Community Events : 17 events attended by 4344
community members (ex. CFR, dinner theatre)

Income Tax: 319 files completed

Community Home Care: 195 clients; 33,917 hours of care
provided

Lifeline: 85 clients protected for emergency response

Community Home Support: 81 clients received 2151
hours of subsidized support for house-cleaning

Tools for Schools: \$523 spent on 19 children

Community Garden: 33 families grew food on their plots

Meals on Wheels: Total of 1432 meals served to up to 12 clients /
month

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

Annual Comparison 2017 - 2019

	2017	2018	2019
Community Events Held	20	17	17
Meals on Wheels - avg # of client/month	10	9	12
Field Staff employed	31	32	40
Tools for School - children receiving supplies	26	29	19
Programs offered or jointly funded	30	30	35
Home Support - clients served	82	88	81
Lifeline clients	88	83	85
Home Care - clients served	203	208	195
# of volunteers all programs & events	250	427	646
Income Tax - files completed	350	360	319
Hours of training provided to field staff	524	450	126
Community Events Participants	2000	2050	7907
Volunteer hours all programs & events	3600	8214	9334
Home Support- hours of support provided	2103	2156	2151
Ponoka FCSS Website Hits	3376	3381	3397
Home Care - hours of care provided	26,068	30,596	33,917
Money Back to Community	151,000	172,000	155,391

Discussion at Board Retreat


Staff: Office 9 Field Staff 40 Total In-House Field Staff Training Hours: 126

9334 volunteer hours related to all FCSS programming from **646** volunteers

Community Dollars

\$ 73,290 back to the community of Ponoka in grants and support combined

Additional \$ 82,101 funds allocated to eligible FCSS projects/programs

The Numbers Tell the Tale...

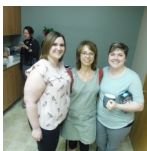
3397 Ponoka FCSS Website visitors, **851** followers on Facebook (up from 682)

27 Programs directly offered or hosted by FCSS Ponoka; **4** indirectly offered programs; **4** programs jointly funded
Just over **7900** participants in all programs

103,620 kilometers travelled accident free to provide Home Care (2018 - 82,109 kms)

Innumerable button presses to Lifeline; **102** medical follow-ups required among the 83 subscribers

Strategic Area #1: Appropriate & Skilled Staff that Feel Safe & Supported - as reported by Worklife Pulse Survey May 2019 (Feb 2018)

#1: understand what is expected of me in my job		Goal 90%	Result: 100% agree or strongly agree (97%)
#2: given enough time to complete tasks		Goal 90%	Result: 72% agree or strongly agree (83%)
#7: have materials, supplies & equipment needed to do job		Goal 90%	Result: 94% agree or strongly agree (94%)
#9: staff indicate they receive training they need to do job well		Goal 90%	Result: 97% agree or strongly agree (97%)
#18: senior management committed to provide high-quality care		Goal 95%	Result: 86% agree or strongly agree (97%)
#23: safe workplace		Goal 95%	Result: 83% agree or strongly agree (100%)
#25: most days my work is not at all or somewhat stressful		Goal 85%	Result: 97% agree or strongly agree (97%)

New Initiatives:

- ◆ Enhanced Workplace Health and Safety Initiatives

Strategic Area #2: Excellence in Governance & Organizational Practices - as reported by Board Governance survey May 2019 (2018)

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

New Initiatives:

- ◆ Enhance knowledge of performance measures
- ◆ Program Review - ongoing
- ◆ Updated Needs survey

Strategic Area #3: Quality Services & Programming: Area A: enhanced home care client safety & quality 2019 (2018)

◆ staff wash hands & information available to encourage others	Goal: 95%	Result: 85% agree or strongly agree (95%)
◆ staff meet monthly hand hygiene monthly audit standards	Goal: 90%	Result: 90% (85%)
◆ clients knowingly received fall prevention information	Goal: 95%	Result: 89% (Home Care) (75%)
◆ % of medication errors made by staff per total MAP clients per quarter	Goal: <1%	Result: (0.0006% , -0.0010%)

New Initiatives:

- ◆ Utilizing Reporting Framework Results to drive QI Initiatives



Strategic Area #4: Client/Community Focused Services - as reported by Client Satisfaction Survey 2019 (% agree or strongly agree) (2018)

◆ Clients indicate FCSS staff aware of community social needs	Goal: 95%	Result: 84% (93%)
◆ Clients are satisfied with services provided by FCSS	Goal: 100%	Result: 100% Home Support 99% Home Care
◆ Clients indicate FCSS staff knowledgeable about other services available	Goal: 100%	Result: 84% (94%)
◆ Clients indicate easy process to follow for compliments & concerns	Goal: 100%	Result: 88% (85%)

New Initiatives:

- ◆ Employment Skill Development for Workers
- ◆ Collaboration with Campus Alberta Central, Adult Learning, Food Bank, MAT program



Green: Goal met
Red: Goal not met