

**Handi-Van now operated by FCSS**



**FCSS goes to the Races**



**FCSS hosts bi-weekly Family Swim**



**FCSS hosts monthly events for community**



**Clients using Programs & Services**

**Community Events:** 13 events attended by over 1400 community members (ex. CFR, FamJam, dinner theatre)

**Income Tax:** 355 files completed

**Community Home Care:** 205 clients; 24,222 hours of care provided

**Lifeline:** Over 100 clients protected for emergency response

**Community Home Support:** 96 clients received 2500 hours of subsidized support for house-cleaning

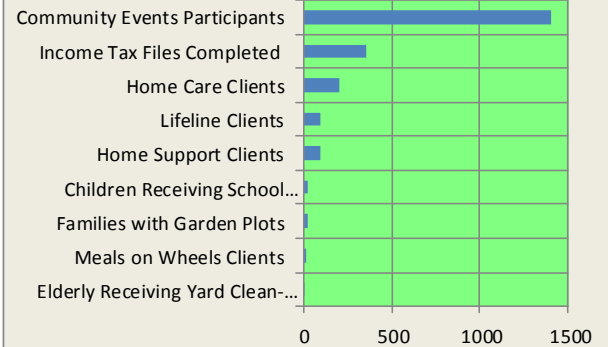
**Tools for Schools:** 28 children received supplies

**Community Garden:** 21 families grew food on their plots

**Meals on Wheels:** Almost 130 meals served to 15 clients /month

**Fall Clean-up:** 7 yards of elderly community members winterized

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



**Our Volunteer Board & E.D. at Work**



**Staff: Office 11    Field Staff 23    Total In-House Field Staff Training Hours: 410**

**2,148 volunteer hours related to FCSS programs from 218 volunteers**

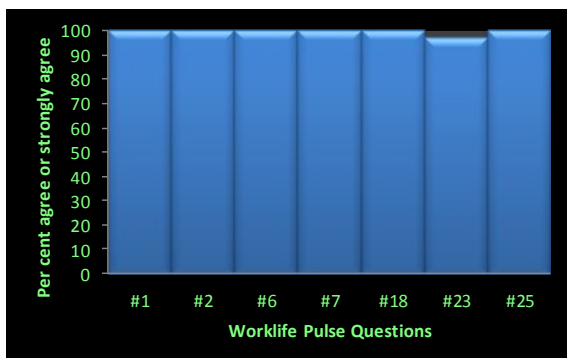
**Community Dollars**

**\$102,000 back to the community of Ponoka in grants and support combined**

**The Numbers Tell the Tale...**

- 2,771 Ponoka FCSS Website Hits, 444 followers on Facebook, 124 followers on Twitter and 150 other followers
- 27 Programs directly offered by FCSS Ponoka; 3 indirectly offered programs and 7 programs jointly funded by FCSS
- 3,104 participants in all programs
- 1,362 telephone enquiries, 1,229 email enquiries
- FCSS funded, mentored and tutored 4 staff to become certified HCA's through Norquest College!

**Strategic Area #1: Appropriate & Skilled Staff that Feel Safe & Supported - as reported by Worklife Survey January 2016**



- #1: understand what is expected of me in my job
- #2: given enough time to complete tasks
- #6: skill set being used appropriately
- #7: have materials, supplies & equipment needed to do job
- #18: senior management committed to provide high-quality care
- #23: safe workplace
- #25: most days my work is not at all or somewhat stressful

**New Initiatives:**

- ◆ Direct phone lines for key administrators
- ◆ Use of time logs to assist in role definition and allocation of duties
- ◆ New server, hardware and data storage

**Strategic Area #2: Excellence in Governance & Organizational Practices**

- ◆ 81% of Board Members agree or strongly agree that performance measures tracked provide good understanding of organizational performance

**New Initiatives:**

- ◆ Improved transparency: minutes on website; grants/feedback/social media increased
- ◆ Ethics framework developed & communication plan expanded
- ◆ Preparation of evidence for continuing care standards

**Strategic Area #3: Quality Services & Programming**

- ◆ No incidents of reportable behaviours resulting in physical or mental harm

**New Initiatives:**

- ◆ Quality Improvement Committee operational
- ◆ Hand hygiene audits conducted monthly
- ◆ Home Safety Assessments for Fall Prevention in progress
- ◆ Outcome measures identified by area

**Strategic Area #4: Client/Community Focused Services - as reported by Client Satisfaction Survey August 2016 (% agree or strongly agree)**

- #1: There is an easy process to follow for compliments, comments and or concerns. (81%)
- #2: FCSS helps develop an awareness of social needs in our community by seeking out needs and sharing information. (65%)
- #3: FCSS staff are knowledgeable about other services available in the Ponoka area, if they cannot meet my needs. (74%)



**New Initiatives:**

- ◆ Social media
- ◆ Family feedback