2019

FCSS COUNTY OF ST. PAUL & ELK POINT STRATEGIC PLAN

FCSS | **Family & Community Support Services**
County of St. Paul & Elk Point FCSS
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PREPARED BY
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ACCESSIBILITY. CONNECTIVITY. VOLUNTEERISM.

INTRODUCTION

Family and Community Support Services (FCSS) is a partnership between the Province of Alberta and municipalities or Metis Settlements that funds 80% of locally-driven initiatives, and municipalities match that grant by providing at least 20% of the funding.

The initiatives funded aim to enhance the well-being of individuals, families and communities. This partnership allows communities to influence positive change, innovation, creativity, volunteerism and citizen participation.

The County of St. Paul FCSS and Elk Point FCSS joined in 2015 to form one Family and Community Support Service. These offices hosts a variety of community support driven events and services accessible to all members of the community throughout the year. Please see page 10 for reference of specific strategic action items for 2019.

FCSSAA VISION
FCSS is the leader in preventive social support programs in Alberta.

FCSSAA MISSION
The FCSSAA unites and strengthens the FCSS community by representation and advocacy on behalf of member boards.

BACKGROUND

2018 PERFORMANCE

We had the highest number of participants for all our annual events and programs in 2018. We provide consistent programming each year and we have seen a steady increase in participation.

For 2018, our biggest success was the New Horizons grant. This allowed us to provide one bus trip per month for a year. We were able to do this because of our partnership with Extreme oil field, which reduced our costs. Also, our partnership with Cornerstone Co-op provided us with funding for our Meals on Wheels volunteer to cover transportation costs. They also are providing hamburgers and beverages for all our block party's.

COUNCIL SUPPORT

Both the County of St. Paul and Town of Elk Point councils have strongly supported the FCSS program. Without the council's support, FCSS would not be able to deliver the variety of events and programs.

OUR STAKEHOLDERS

- Community members including; Seniors, Children, Youth, Families, & Adults
- Board members
- Council
- Business partnerships
- Provincial staff for Engagement and Community Initiatives

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BIG PICTURE

County Strategic Plan

FCSS Strategic Plan

Events

Services

Procedures

AN OVERVIEW

OUR PROCESS

Develop our Mission, Vision and Values

Establish our Goals

Determine our Actions

Deliver Results

Evaluate Results

Review Mission, Vision, Values and Goals
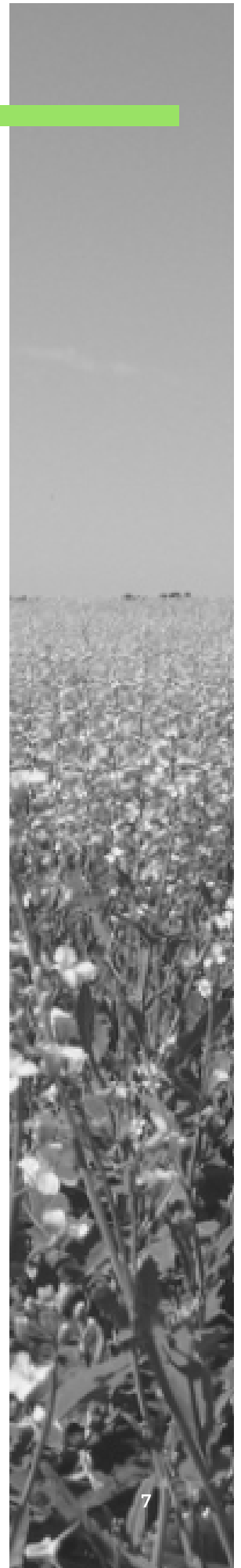
NEXT STEPS FOR
FAMILY AND COMMUNITY SUPPORT SERVICES

OUR MISSION

To provide our communities with a wide range of programs and services that are preventative in nature to enhance the social well being of individuals in our communities.

OUR VALUES

- Accessibility: We believe in financial, physical, & mental accessibility for all our programs and events, to ensure that everyone has the opportunity to participate.

- Connectivity: We believe in providing community events and programs that connect individuals in our diverse communities.

- Volunteerism: We believe in actively recruiting and recognizing our volunteers.

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NEXT STEPS FOR

FAMILY AND COMMUNITY SUPPORT SERVICES

GOAL 1.

Make all services affordable and accessible for everyone.

GOAL 2.

Provide more opportunity and recognition for volunteerism in our communities.

GOAL 3.

Create a sense of community and acceptance for all.

EVALUATION

FCSS will include a summary of overall progress in implementing the plan based on the evaluation data collected using the strategic planning tool: SMART goals.

S.M.A.R.T. is the acronym used to develop measurable goals for an organization. This means that each goal, action or objective should be: Specific, Measurable, Achievable, Relevant, and Time – Bound.

This tool is helpful when planning ahead, and each action item should demonstrate alignment with the overarching mission, vision, values and goals of the organization.

Each description of the action will follow these criteria and if an action item does not meet at least four out of five of the requirements, it may need to be reconsidered.
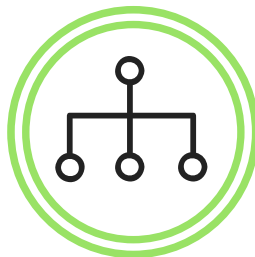
SMART GOALS

Specific: State exactly what FCSS wants to accomplish in detail.

Measurable: How will FCSS demonstrate and evaluate the extent to which the goal has been met?

Achievable: Stretch and challenging goals within ability to achieve outcome. What is the action-oriented verb?

Relevant: How does this goal tie into our key responsibilities? How is it aligned to the objectives?

Time Bound: Does FCSS have a specific time frame this action item needs to be completed by?

Specific

The action item is detailed, and answers the questions: who, what, where, when, why? And describes the results of the product. To ensure that an objective is specific, is to make it observable. Observable means that anyone can see or hear about the action being done.

Measurable

The action item will describe how the County will know it has met expectations. And defines the objective using assessable tools, terms and standards. An objective with a quantity measurement uses terms of amount, percentages, etc. For example, a frequency measurement could be daily, weekly, 1 in 3. Or, an objective with a quality measurement would be done through a SWOT analysis, to assess the strengths, weaknesses, opportunities, and threats.

Achieveable

The action item answers the questions: "Can the person do it?" "Can the measurable objective be achieved by the person?" "Do they have the experience, knowledge or capability of fulfilling the expectation?"

Relevant

The action item description answers the questions, "should it be done?" and "why?" and is the objective aligned with the FCSS Strategic Plan and the County Strategic Plan?

Time - Bound

Time-bound answers the question, "when will it be done?" It refers to the fact that an objective has end points and check points built into an achievable time frame.
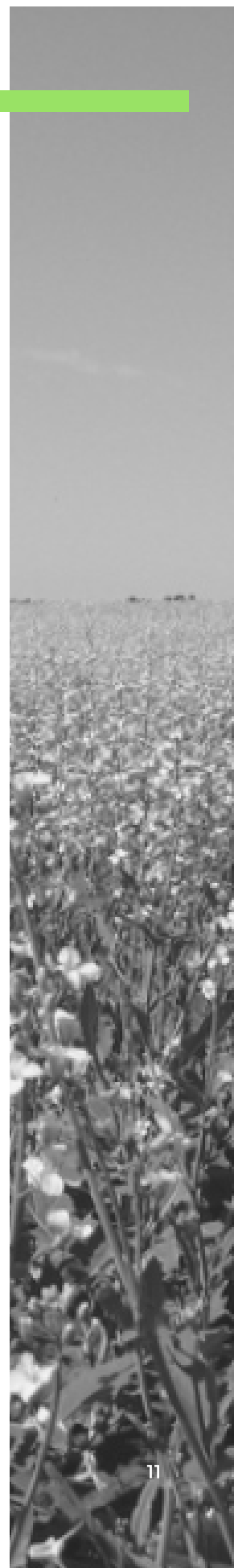
A LOOK BACK AT

HIGHLIGHTS OF 2018

- FCSS received The New Horizon for Seniors Grant which provides 12 free bus trips to attend events and sightsee around Alberta and Saskatchewan.
- FCSS hosted 7 block party's this year, with 655 people served.
- FCSS hosted 10 drive in movie nights, with 512 people served.
- FCSS hosted 2 community color runs – with Ashmont color run with 70 people attend and Mallaig had 41 people attend.
- FCSS administers the Mom and Tots program in Ashmont with 22 children attending and 28 children in Mallaig. This has been the highest attendance ever.
- FCSS Social media has increased to 700 followers on Facebook and we introduced our Twitter account this year.

A LOOK AHEAD
ACTION PLAN 2019

Action	Relevant Goals	S M A R T
Janice and Coco to coordinate Seniors Week Events by June 30th. This will be measured by tracking the number of participants and providing a feedback survey to participants, then compare results from year to year.	Goal 1	✔✔✔✔
Coco and Terry to administer the Volunteer Income Tax Program by June 30th. This will be measured by tracking the number of participants and proving a demographic survey that will compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔
Janice to complete the Annual Report as Required by the Province by June 30th. If this is not complete, funding will be held.	Goal 1, 2 and 3	✔✔✔✔
Janice and Terry will coordinate the Elk Point Community Information night by September 4th. This will be measured by tracking the number of participants and providing feedback survey to participants then compare results from year to year.	Goal 3	✔✔✔✔
Janice to coordinate and manage the annual Ashmont and Mallaig Summer Programs by September 30th. This will be measured by tracking the number of participants and providing a pre and post feedback survey to participants then compare results from year to year.	Goal 1 and 3	✔✔✔✔

A LOOK AHEAD

ACTION PLAN 2019

Action	Relevant Goals	S M A R T
Coco will manage and coordinate the Community Connector Trailer by September 30th. This will be measured by tracking the number of participants and providing user survey to participants then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔
Coco will update the Elk Point and County of St. Paul Community directories by September 30th. This will be measured by tracking the number of people who use it and receiving feedback from participants.	Goal 1	✔✔✔✔
Janice will coordinate the "Movies in the Community" to most rural communities within County of St. Paul or Town of Elk Point- including completing the licensing requirements by September 30th. This will be measured by tracking the number of participants and then compare results from year to year.	Goal 1 and 3	✔✔✔✔
Janice to arrange Red Cross Babysitting Course and Home Alone course in Mallaig by September 30th. This will be measured by tracking the number of participants.	Goal 1	✔✔✔✔
Janice and Coco to hold a Seniors Clinic on Alberta Seniors Benefits changes by October 15th. This will be measured by tracking attendance and comparing results from year to year.	Goal 1 and 3	✔✔✔✔

A LOOK AHEAD
ACTION PLAN 2019

Action	Relevant Goals	S M A R T
Janice and Coco to coordinate Summer events in the communities. Including block parties and Science days by October 16th. This will be measured by tracking the number of participants and then compare results from year to year.	Goal 1 and 3	✔✔✔✔
Janice to complete Outcome Measures as required by the Province by October 30th. Funding will be held if not complete.	Goal 1, 2 and 3	✔✔✔✔✔
County Council to consider contribution to the FSLW Program. (request $30,000.00) See Appendix Item 1 for more details.	Goal 1, 2 and 3	✔✔✔✔✔
Janice and Coco to provide recognition & events to Community Volunteers throughout the year.	Goal 1, 2 and 3	✔✔✔✔
Support the Elk Point Ambassador Program by October 30th. This will be measured by receiving feedback from participants then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔

A LOOK AHEAD

ACTION PLAN 2019

Action	Relevant Goals	S M A R T
Janice and Coco will organize and host the Seniors Festival by December 15th. This will be measured by tracking the number of participants and providing feedback survey to participants then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔
Janice will administer the Community Counselling program throughout the year. Clients complete an application, once approved they will begin to receive the services. This will be measured quarterly by tracking the number of participants and then compare results from year to year.	Goal 1	✔✔✔✔
Janice, Coco and Terry will provide Referral's and Support to individuals that request Assistance. Measured by staff who keep daily records of people served throughout the year.	Goal 1	✔✔✔✔
Janice and Coco to administer the Mallaig and Ashmont Moms and Tots programs throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants and then compare results from year to year.	Goal 1 and 3	✔✔✔✔
Coco and Terry to administer the "Meal on Wheels" Program throughout the year. Volunteer delivers the meals. This will be measured by tracking the number of participants and receiving feedback from participants and then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔

A LOOK AHEAD
ACTION PLAN 2019

Action	Relevant Goals	S M A R T
Coco and Janice to monitor the ECDC activities and events as per the grant by December 30th. This will be measured by tracking the number of participants and providing a feedback survey to participants then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔
Janice, Coco and Terry will manage the "Welcome Baby" program, administer and implement changes as required throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants then compare results from year to year.	Goal 1, 2 and 3	✔✔✔✔✔
Janice, Coco and Terry will manage the "Welcome to the County and Elk Point" Packages administer & implement changes as required throughout the year. This will be measured by tracking the number of participants and receiving feedback from participants then compare results from year to year.	Goal 1 and 3	✔✔✔✔

Definitions

- User survey: track number of community volunteers, review of equipment
- Feedback survey: providing feedback surveys. This may include pre and post versions.

NEED MORE INFORMATION
CONTACT US

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