2020

FCSS COUNTY OF ST. PAUL & ELK POINT OPERATIONAL PLAN

FCSS | **Family & Community Support Services**
County of St. Paul & Elk Point FCSS
St. Paul - 780-645-1950
Elk Point - 780-724-3800

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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 fund 80% of locally-driven initiatives. 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.

BACKGROUND

The County of St. Paul FCSS and Elk Point FCSS joined in 2015 to form one Family and Community Support Service. These offices host a variety of community support driven events and services that are accessible to all members of the community throughout the year.

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.
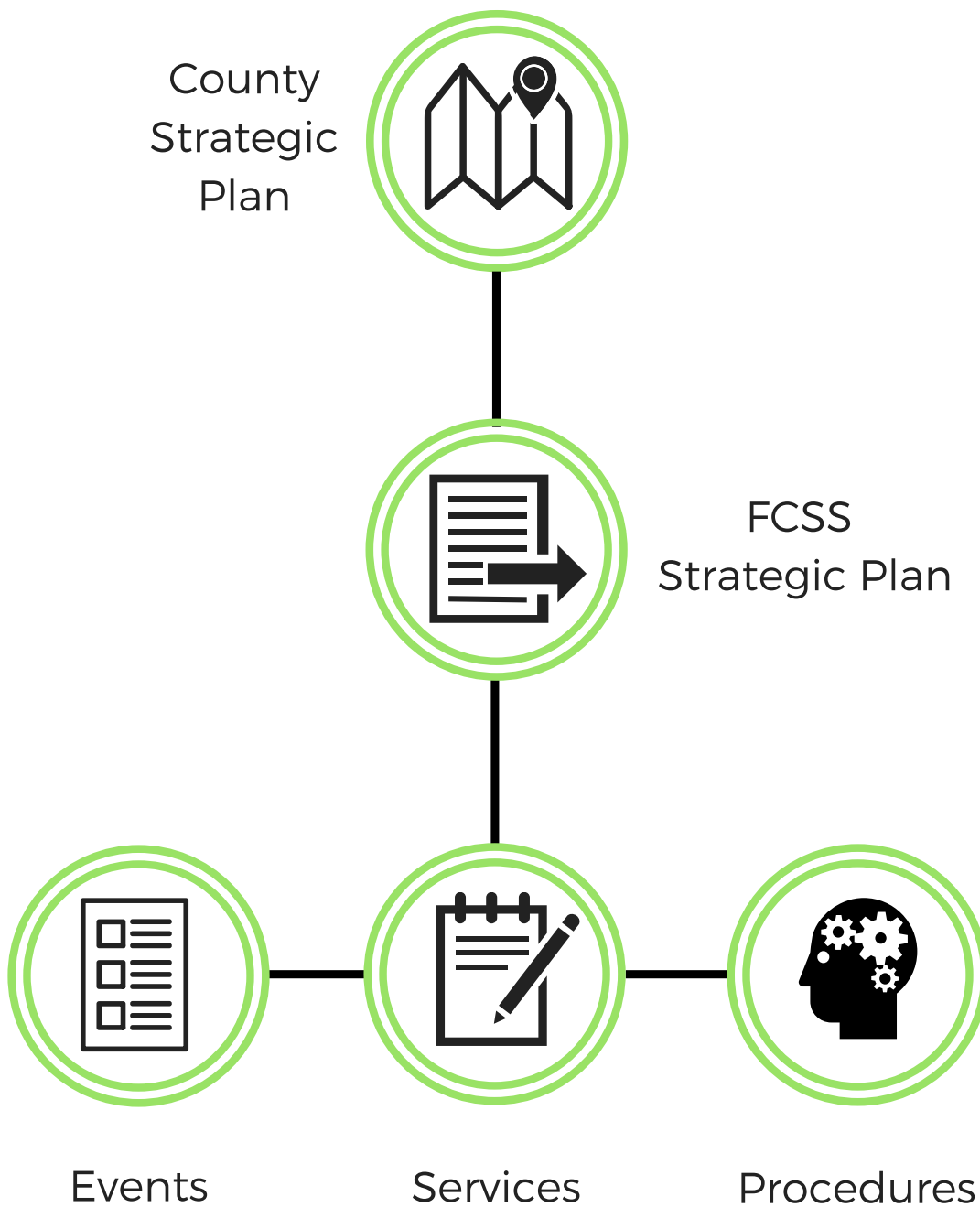
COUNCIL SUPPORT

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

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

ACCESSIBILITY. CONNECTIVITY. VOLUNTEERISM.

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.

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.
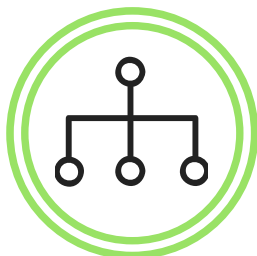
SMART GOALS

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 2019

- FCSS hosted 6 block parties this year, with 420 people served.
- FCSS hosted 7 movie nights, with 380 people served.
- FCSS hosted 1 community Color Run – 39 people participated at Mallaig.
- 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 Facebook followers has increased to 813 this year.

A LOOK AHEAD
ACTION PLAN 2020

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 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 2020

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	✔✔✔✔
Janice will coordinate the "Movies in the Community" at Cork Hall, Heinsburg, Ferguson Flats & Stoney Lake - 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 courses in Elk Point by September 30th. This will be measured by tracking the number of participants.	Goal 1	✔✔✔✔

A LOOK AHEAD

ACTION PLAN 2020

Action	Relevant Goals	S M A R T
Janice and Coco to coordinate Summer community events by October 16th to include sandcastles, Block Party with Town of St. Paul, Mallaig Summer Program, and 3 parades. 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	✔✔✔✔
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	✔✔✔✔
Janice and Coco will organize and host the Seniors Festival to be held in Elk Point 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	✔✔✔✔

A LOOK AHEAD

ACTION PLAN 2020

Action	Relevant Goals	SMART
Janice will administer the Community Counselling Adult 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 & 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 2020

Action	Relevant Goals	S M A R T
Coco and Janice to monitor the ECDC activities and events as per the grant by March 31, 2021. 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.

FAMILY AND COMMUNITY SUPPORT SERVICES

NEED MORE INFORMATION
CONTACT US

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