



Prenatal and Early Years Home Visiting Program Outcome Measurements, 2018

Families on active caseload were provided a survey by their home visitor during a regular visit. Families no longer participating in services or not on active case load were contacted by telephone. No names were attached to the survey. 5 surveys were completed. To be considered successful, outcomes must show 75% plus as very satisfied/satisfied or yes/somewhat.

2018 survey results

families on caseload	15	
total # of survey's distributed	9	60%
surveys answered	5	33%
survey not completed	0	0%
people chose not to answer	4	27%
people unreachable	6	40%
families on case load in 2018	6	40%
# surveys used in calculations	5	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
<u>satisfaction</u>						
1. parents satisfied with quality of service from HV	4	1	0	0	0	
	80%	20%	0%	0%	0%	
2. parents feel supported by HV	3	2	0	0	0	
	60%	40%	0%	0%	0%	

	yes	somewhat	no	not sure
<u>accessibility</u>				
3. increased awareness of other services available	4	1	0	0
	80%	20%	0%	0%
<u>achievement</u>				
4. progress made towards family and child's goals	4	1	0	0
	80%	20%	0%	0%
5. understanding of healthy home environments/parent relationships	4	1	0	0
	80%	20%	0%	0%
6. parents feel they can meet their child's needs	2	3	0	0
	40%	60%	0%	0%

	30 days	60 days
<u>efficiency</u>		
# days to receive service (6 families came on to case load in 2018)	5	1
	83%	17%

Summary of debrief and action plan discussed with staff:

Of families who participated in the survey, outcomes were reported at 100% successful for 2018. General participation in the survey was poor, a large percentage of families were unreachable. Staff and

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manager agree that the follow up telephone call on exit of service, or at the three-month point of not accessing services, should be conducted by the program manager and include the survey.

Some comments made by families were;

“As this is my first pregnancy I still feel nervous about being able to meet the needs of my own child but through the home visiting program I am gaining more confidence.”

“She [home visitor] has been supportive and follows up with me as she gathers info I have asked for.”

“I feel I have a much better knowledge of the services provided in the community.”

“I like everything that YCS has. It has really helped me.”

Susanne Butcher

Manager – Early Childhood Services