





Annual Summary Report – Family Services

December 2018

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to individuals/ families who were participating in the Family Services program regardless of the length of service. A four point scale was used to assess satisfaction regarding planning of services. Participation was voluntary and individuals had the option of remaining anonymous. Survey return rate was 92% (11 of 12 surveys returned). Strengths and Needs Assessments were also used to measure outcomes. Assessments were conducted by staff after the third appointment and again at six months or at exit from services. For families accessing services longer, the six month assessment was compared to the second six month assessment or closing.

How We Did

Program Effectiveness	
Efficiency	
Service Access	
Feedback/Satisfaction	

Summary/Recommendations:

The Family Services Program met or exceeded all of its target performance goals this year with the exception of the Efficiency measure. Targets for Feedback/Satisfaction as well as Program Effectiveness on all measures were increased by 5% as per recommendations from the previous year.

Only two clients chose to provide additional comments. One comment was ‘Has been very helpful.’ The second comment stated that the service was great, but would like to see more options for supervised visits.

Recommendations for the upcoming year include the following:

- Manager will investigate ways to increase program efficiency in the upcoming year.
- Surveys will be changed slightly in an effort to illicit additional feedback from respondents.

Nikki Vincent - Family Services Program Manager