



## Prenatal and Early Years Home Visiting Program Outcome Measurements, 2019

Survey participation is encouraged but optional. Families leaving services before the year end were provided a paper copy of the survey which was then placed in a sealed envelope and handed to their consultant to be returned to the main office. Families remaining on case load were presented with the option of a paper or electronic survey. The survey was anonymous, quick and gave families an opportunity to comment on their experiences.

To be considered successful, outcomes must show 80% plus as very satisfied/satisfied or agree.

### 2019 survey results

families on caseload	16	
total # of survey's distributed	15	94%
surveys answered	13	81%
survey not completed	2	13%
people unreachable	1	6%
families on case load in 2019	12	75%
# surveys used in calculations	13	

	<b>very satisfied</b>	<b>satisfied</b>	<b>neutral</b>	<b>dis-satisfied</b>	<b>very dis-satisfied</b>	<b>TARGET</b>
<b><u>satisfaction</u></b>						
1. parents satisfied with quality of service from HV	11	1	0	0	0	
	85%	8%	0%	0%	0%	
2. parents feel supported by HV	10	0	3	0	0	
	77%	0%	23%	0%	0%	

	<b>agree</b>	<b>Neither agree/disagree</b>	<b>Disagree</b>
<b><u>accessibility</u></b>			
3. increased awareness of other services available	13	0	0
	100%	0%	0%
<b><u>effectiveness</u></b>			
4. progress made towards family and child's goals	12	1	0
	92%	8%	0%
5. understanding of healthy home environments/parent relationships	13	0	0
	100%	0%	0%
6. parents feel they can meet their child's needs	13	0	0
	100%	0%	0%

	<b>30 days</b>	<b>60 days</b>
<b><u>efficiency</u></b>		
# days between receiving referral and contacting family	11	1
	92%	8%



**Summary of debrief and action plan discussed with staff:**

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Two changes in our survey this year were

1. Surveys were provided electronically, a method that was well received and will be employed in future years, or in our established paper version. No phone calls were made.
2. All families who accessed services, regardless of the length of their participation, were able to complete a survey if they chose

We were pleased to achieve a high survey participation rate (81%).

This year we received one comment;

“No service such as breathing techniques, birthing positions, and birth classes available during pregnancy. With the amazing staff it’s a shame they couldn't offer such things.

This has given us cause to reflect on prenatal services being offered and as a result our Pre-Natal Home Visitor will be facilitating a drop in prenatal group on the second Tuesday of every month from 9.00am – 12.00pm. Funding allows us to provide pregnant parents with free multi vitamins and grocery vouchers to the value of \$8.50, one per week, to promote healthy eating.

Susanne Butcher  
Manager – Early Childhood Services