







Annual Summary Report – Early Years Drop-In Programs

December 2023

As part of the Yellowhead Community Services performance measurement plan, surveys were offered to Parents/caregivers who attended the Early Years Drop-In Programs.

A four-point scale was used to assess satisfaction regarding the service received at the Drop-In Playgroups. Participation in the survey was voluntary and individuals had the option of remaining anonymous. 22 Parents/caregivers chose to complete surveys.

How We Did:

Parent/Caregivers feeling supported in their parenting role	
Parents/Caregivers feel that they received appropriate referrals	
Number of referrals per month	
Number of direct service hours per month maximized	
Parents/caregivers feel program is welcoming	
Parents/caregivers feel supported by the early years program	

Summary/Recommendations:

This year, the Family Group Conferencing Program met it's target performance goals with the exception of number of referrals made per month and maximizing direct service hours.

Comments received from parents/caregivers were:

- "My kids and I really enjoy coming to playgroup"
- "Good options for small town demographic. I wish there was more variety strictly for child development"
- "It's been fantastic and Joey loves coming"
- "Fantastic! I love coming and having the chance to socialize"
- "Support is greatly appreciated when stepping back into parenting role after many years. Program is supportive and inclusive."

Early Years Program Manager