





Annual Summary Report – Home Visitor Program



December 2023

As part of the Yellowhead Community Services performance measurement plan, surveys were sent to families accessing the service; however, it is optional. The survey was organised and on line through 'Survey Monkey' at the beginning of the year. Any family transitioning out of services during the 12 months was provided with a link, by email or text, to complete the survey. All families who had not completed the survey during the year were provided with the link in November and December. The survey was anonymous, quick and gave families an opportunity to comment on their experiences.

To be considered successful, outcomes must show 80% positive; strongly agree or agree.

How We Did:

Objective	Indicator	Applied To (Target Group)	Time of Measure (Design)	Data Source (Tool or Instrument)	Obtained By (Design)	Goal	2023 Results
Satisfaction: 1. Parents reported feeling supported and helped in practical ways by their Home Visitor.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family surveys	Program Manager	80%	 100%
Satisfaction: 2. Parents reported feeling that the Home Visitor helped them maintain a healthy relationship with their child.	Families strongly agree or agree with this statement	All clients in program	Annually	Family surveys	Program Manager	80%	 100%
Satisfaction: 3. Parents reported feeling supported in the positive choices they made for themselves	Families strongly agree or agree with this statement	All clients in program	Annually	Family surveys	Program Manager	80%	 100%
Accessibility: 3. Parents were made aware of other services available to them.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family Surveys	Program Manager	80%	 100%

Effectiveness: 4. Parents reported making progress towards their goals.	Families strongly agree or agree with this statement	All clients in program	Annually	Family surveys	Program Manager	80%	 100%
Effectiveness: 5. Parents reported feeling the Home Visitor helped them make a healthier home for them and their child/ren.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family Surveys	Program Manager	80%	 86%

This year, the Home Visitor Program met all of its target performance goals. Some of the comments received from parents/caregivers and childcare staff were:

- Amazing support, helps myself and toddler in so many ways. Thank you.
- Very helpful and supportive
- It has been life-changing for my now 5 year old daughter and our family
- As a mother of a teenager and now 2 ½ yr old it's been challenging. But the support and tools and help given to myself to better a healthy relationship with not only my toddler but my daughter as well.
- [Staff Name] gave me a lot of advice on ways to play and bond with my baby.
- All I can say is Thank you and I'm not sure what I would do without these services as a single mother.

Early Childhood Development Program Manager