





Annual Summary Report – Family Counselling & Support December 2023

As part of the Yellowhead Community Services performance measurement plan, annual surveys were offered to individuals who were participating in the Family Counselling & Support program, regardless of the length of service. A four-point scale was used to assess satisfaction regarding parents and caregivers feeling supported by their counsellor. Participation was voluntary and individuals had the option of remaining anonymous. The survey return rate was 100%, with two parents returning surveys. Strengths and Needs Scaling Assessments were used to measure outcomes.

How We Did

Program Effectiveness	
Efficiency	
Accessibility	
Feedback/Satisfaction	

Summary/Recommendations:

This year, the Family Counselling & Support program met or exceeded most of its target performance goals, except for our Efficiency Measure. The Efficiency Measure to maximize sessions offered was 7 sessions of Family Counselling & Support delivered per month, below our target goal of 10 sessions. I believe this is due to the program's capacity and the number of referrals to the program.

Two parents chose to provide additional comments highlighting the support they feel from their counsellor:

- “I have recommended this service to others. I feel safe and secure in talking about my issues with my counsellor.”
- “I am very happy that there is a phone option. I appreciate my counsellor's approach and support. Happy with the counselling service”

Recommendations for the upcoming year include the following:

The Program Manager and Family Counsellor will continue to explore ways to promote the Family Counselling & Support program, to continue to increase the Efficiency Measure to maximize the number of sessions each month. This will include continuing to collaborate with the program funder, the Ministry of Children and Family Development, and community professionals.

Alysha Piva
Family Counselling Program Manager