





Annual Summary Report – Family Services

December 2023

As part of the Yellowhead Community Services performance measurement plan, annual surveys were distributed to parents, caregivers, and youth who were participating in the Family Services program. A four-point scale was used to assess satisfaction regarding the planning of services. Participation was voluntary, and individuals had the option of remaining anonymous. The survey return rate was 67% for parents, caregivers, and youth. Four parents, caregivers, and youth returned surveys. Strengths and Needs Assessments were used to measure outcomes. Staff completed assessments after the third appointment, at six months and at the exit from services. For families that accessed 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:

This year, the Family Services Program met or exceeded all of its target performance goals. We were able to increase our Efficiency Measure by more diligent tracking of direct service hours. We also saw increased referral and access closer towards pre-Covid levels.

Recommendations for the upcoming year include the following:

Survey response this year was lower than in previous years, and we will be looking at ways to increase return rate. We will also be moving our survey model from paper-based to Survey Monkey via an electronic link. This will ensure greater anonymity for survey respondents and still allows for comments.

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