





# Annual Summary Report – Family Services

## December 2024

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 regardless of the length of service. 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 64% for parents, caregivers, and youth. Seven out of Eleven 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

<b>Program Effectiveness</b>	
<b>Efficiency</b>	
<b>Service Access</b>	
<b>Feedback/Satisfaction</b>	

### Summary/Recommendations:

This year, the Family Services Program met or exceeded all of its target performance goals with the exception of our Efficiency Measure which we missed by 1%. This is likely due to lower than expected referrals January to March 2024. Survey return rate and sample sizes continue to present a challenge. We moved from a solely paper-based survey to a Survey Monkey Link and will look to continue to improve accessibility.

Recommendations for the upcoming year include the following:

- Increased staff training on survey delivery as there were some challenges forwarding Survey Monkey links.
- Consider sending out surveys twice per year to increase responses.

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