





Annual Summary Report – Family Services

December 2025

As part of the Yellowhead Community Services performance measurement plan, annual surveys were distributed to parents, caregivers, and youth who accessed 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 54% for parents, caregivers, and youth. Seven out of Thirteen 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:

The Family Services Program met or exceeded target performance goals with the exception of the efficiency measure. This is due in part from reduced referrals from our local MCFD office. We have expanded our category of services to include a new MCFD funded Keyworker Program. Some families that may have historically been referred to the Family Services Program are now being referred to the Keyworker Program when this is the best fit. Survey return rate and sample sizes continue to present a challenge. We are now fully utilizing a Survey Monkey link and as a result, clients were given the option of a link or a paper copy.

Recommendations for the upcoming year include the following:

- Adjust the Efficiency Measure to reflect changing nature of referrals and program expansions.
- Increase the profile of the Family Service Program. Encourage referrals from non-MCFD sources such as schools and self referrals.

Nikki Vincent
Family Services Program Manager

