

## Home Visiting Program 2016 Outcome Measurement Report

### Efficiency

How many clients received service within 30 days of referral being received?

- 4 families came on to the HVP caseload in 2016. All four received service within 30 days.

**2016 Target: 80% of clients will receive service within 30 days of referral being received.**

**2016 Outcome: 100% of clients received service within 30 days of referral being received.**

During 2016, 12 clients were eligible to participate in the family survey (eligibility: family has accessed services during the last 12 months). Clients were provided with a paper survey to complete during a home visit or contacted by phone by program manager. Names were not attached to their survey answers.

- *9 clients completed the survey.*
- *2 clients were unavailable to be contacted (files had been closed – they both had moved and their phone numbers from the closed file were no longer in service)*
- *1 client chose not to complete the survey.*

### Family Survey Results:

#### Satisfaction

1. How satisfied are you with the quality of services provided by your Home Visitor?

- 7 clients answered “Very Satisfied” and 2 clients answered “Satisfied”

**2016 Target: 80% of clients would report they are very satisfied or satisfied.**

**2016 Outcome: 100% of clients are very satisfied or satisfied.**

2. How satisfied are you with the support provided to develop and maintain a positive relationship with your children?

- 7 clients answered “Very Satisfied” and 2 clients answered “Satisfied”

**2016 Target: 80% of clients would report they are very satisfied or satisfied.**

**2016 Outcome: 100% of clients are very satisfied or satisfied.**

#### Accessibility

3. Since the beginning of your involvement in the program, do you feel you have gained an increased awareness of other services in the community to assist you and your family?

- 8 clients answered “Yes” and 1 client answered “Somewhat”
- 2016 Target: 80% of clients would answer “Yes” or “Somewhat”**
- 2016 Outcome: 100% answered “Yes” or “Somewhat”**

*Comment: Yes we didn't know anything cus we are new here. Tammy has told us everything and helped us get about. If it wasn't for the taxi vouchers and bus tickets we would be stuck in our house and she helped us move and sorted all that out. Tammy has really looked after us.*

### **Effectiveness**

4. As a result of home visiting services, do you feel that you have made progress towards your goal(s)?

- 6 clients answered "Yes" 3 clients answered "Somewhat"

**2016 Target: 80% of clients would answer "Yes" or "Somewhat"**

**2016 Outcome: 100% answered "Yes" or "Somewhat"**

*Comment: Yeah but we don't really have goals – we just do what we do each week. We just talk and that's my goal 'cus things change so much. It's hard to say, without Tammy it's gonna be so much harder.*

5. As a result of home visiting services, do you feel that your understanding of healthy home environments and healthy parent-child relationships has increased?

- 8 clients answered "Yes" 1 client answered "Somewhat"

**2016 Target: 80% of clients would answer "Yes" or "Somewhat"**

**2016 Outcome: 100% answered "Yes" or "Somewhat"**

*Comment: Yeah, we have been through some tough times and seen some bad stuff, my kids have anyway with my ex. Tammy helped me see that it would be good for my kids to see a counselor. She wants me to go but I'm not ready yet, I definitely think it will help them. I just have to take him.*

*Maya loves the environment we have created, everyone gets along well.*

6. As a result of home visiting services, do you feel that your ability to meet your own needs and the needs of your children has increased?

- 8 clients answered "Yes" and 2 clients answered "Somewhat"

**2016 Target: 80% of clients would answer "Yes" or "Somewhat"**

**2016 Outcome: 100% answered "Yes" or "Somewhat"**

*Comment: We are all doing excellent the service definitely helped us get here.*

### **Summary of debrief and action plan discussed with staff:**

Sadly our home visitor left before the survey results were compiled but through regular supervision we were able to plan for the future.

All families consistently reported that they had a strong connection to their home visitor and state that she was empathetic and most helpful supporting them in everyday issues as they occurred. The feelings of connection between the home visitor and families serviced was strong.

Meeting with the home visitor before her departure it was agreed that implementation of goal plans may help family's measure progress and give weekly visits focus. Although the survey met its desired outcome measurement 100% some families were unclear about the question of goals. However, it was also noted by staff that there is a need to keep the program flexible and relevant to immediate circumstances for the families. Families in crisis cannot be expected to focus on long term goals when day to day issues are more pressing and therefore goals will be visited regularly and be very measurable.

Recommendations for 2017; complete surveys once yearly or on exit from program as tracking families at a later date is challenging.

A brief summary of our learning as a result of the survey is posted on our website in order to share with persons served and stakeholders.

Susanne Butcher  
Program Manger