

Home Visiting Program 2014 Outcome Measurement Summary

4 families came on to the HVP caseload in 2014. Out of the 4, 2 received service within 30 days (2 received service within 60 days).

For 2014, there were 12 eligible clients to participate in a family survey (eligibility: client is currently receiving service and has been on caseload for a minimum of 6 months, or client received service in 2014 but file has been closed). Clients were contacted by phone by program manager. Their names were not attached to their survey answers. The family survey asked a series of questions to measure satisfaction, effectiveness and accessibility.

8 clients completed the survey.

2 clients were unavailable to be contacted (files had been closed – they both had moved and their phone numbers from closed file were no longer in service)

2 clients chose not to complete the survey.

The feedback from the family survey results shows the positive rapport the home visitor has with families and how well they feel supported in accessing the program and the quality of services they are receiving.

After debriefing comments and all outcomes of the survey results, it was agreed that additional effort and focus will be made around improving the efficiency of providing service within 30 days of receiving a referral. A specific action plan has been created for the program staff to assist with improving this measure.

We also plan to amend our accessibility measure questions on next year's family survey to more accurately reflect this program's service.