

Prenatal and Early Years Home Visiting Program Outcome Measurements, 2017

Families on active caseload were provided a paper survey by their Prenatal and Early Years Home Visitor. Families no longer participating in services, or not on active case load, were contacted by telephone. No names were attached to any surveys. 7 surveys were completed, 17 families accessed services at some time through 2017.

Efficiency:

7 families came on to case load in 2017. 4 families (57%) received services within 30 days of referral, 3 families received services within 90 days.

Target; 80% of children to receive services within 30 days of referral. Outcome not achieved.



Satisfaction:

1. 7 families were very satisfied or satisfied with the quality of services provided by their home visitor.
Comments; “She informs me of things that are available,” “She is very helpful, good with [child] and very nice,”



Target; 80% of families’ report to be ‘very satisfied’ or ‘satisfied’. Outcome achieved.

2. 7 families felt they were better able to develop or maintain a healthy and positive relationship with their child/ren.
Comments; “Well, my baby’s not born yet but its been really good to talk about ways to bond with it when it is born.”



Target; 80% of families’ report to be ‘very satisfied’ or ‘satisfied’. Outcome achieved

Accessibility:

3. 7 families felt they had gained an increased awareness of other services available to them.



Target; 80% of families would report ‘yes’. Outcome achieved

Effectiveness:

4. 7 families felt they had made progress towards their goals.
Comments; “Every goal we set I’ve completed.”



Target; 80% of families would report ‘yes’. Outcome achieved

5. 7 families said yes, their understanding of healthy home environments and parent-child relationships had increased.
Comments; ‘She helps me through a lot. Like when [child] goes through phases where she has attitude. ‘Specially since my mums been gone.”



Target; 80% of families would report ‘yes’. Outcome achieved

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6. 7 families stated that their ability to meet their child's and their own needs had increased.

Comments; "YCS has been so amazing to me and my kids. Everyone there is so helpful, really nice people and I feel like they really care about us."



Target; 80% of families would report 'yes'. Outcome achieved

Summary of debrief and action plan discussed with staff:

Outcomes were achieved in all categories bar efficiency. Review of files demonstrates that frequently MCFD referrals take some time to respond to services. Eligibility for future survey participation will require families to have accessed services for a minimum of three months.

Comments regarding the home visitor were positive and reflect a positive and inclusive program.

Susanne Butcher

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