

Annual Summary Report – Family Services

December 2016

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to individuals/ families who were participating in the Family Services program regardless of the length of service. A four point scale was used to assess satisfaction regarding planning of services. Participation was voluntary and individuals had the option of remaining anonymous. Survey return rate was 86%. Strengths and Needs Assessments were also used to measure outcomes. Assessments were conducted by staff after the third appointment and again at six months or at exit from services. For families accessing 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 all of its target performance goals this year with the exception of our service access goal which fell slightly short. This may be due in part to low number of new referrals. Manager to meet with support workers to review timelines for service access.

Youth were included in satisfaction surveys this year and a comment section was added to the survey format. Some of the survey comments include are as follows “Awesome program. My family has benefited”; ‘I truly do believe that she will help me build a happy and successful life’; ‘Really grateful for services and support for self and family’ The were no negative comments or suggestions on improving the quality of services provided.

Recommendations for the upcoming year include the following:

- I will be looking at how we can improve on our service access time to ensure we meet our target goal in 2017.

Nikki Vincent - Family Services Program Manager

