





Annual Summary Report – Family Services

December 2017

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 75%. 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. We showed improvement in our service access measure which had fallen slightly short of our target last year.

Some of the comments that were noted on our surveys include: ‘Helpful and satisfied. Happy’ and ‘Our family was going through a very hard time & the services YCS has provided have changed that! Thank You’. There were no negative comments or suggestions on improving the quality of services provided. However, one person did note that they found the question slightly confusing.

Recommendations for the upcoming year include the following:

- Manager will investigate ways to improve our survey return rate with the families we support.
- Targets for feedback/satisfaction as well as program effectiveness on all measures will be increased by 5% as we are consistently obtaining or exceeding the current targets set.

Nikki Vincent - Family Services Program Manager