



## Prenatal and Early Years Home Visiting Program Outcome Measurements, 2020

Survey participation is encouraged, however, it is optional. Families leaving services before the year end were provided a paper copy of the survey which when completed, was placed in a sealed envelope, handed to the Home Visitor, to be returned to the main office. Families remaining on case load were presented with the option of a paper or electronic survey at year end. The survey was anonymous, quick and gave families an opportunity to comment on their experiences.


To be considered successful, outcomes must show 80% positive.

### 2020 survey results




Families on caseload in 2020	22	
Total # of survey's distributed	18	82%
Surveys answered	6	27%
People unreachable	4	18%
Families on case load in 2019	10	45%
# Surveys used in calculations	6	

Satisfaction	Very satisfied	Satisfied	Neutral	Dis-satisfied	Very dis-satisfied	TARGET
Parents satisfied with quality of service from HV	6	1	0	0	0	
	100%	0%	0%	0%	0%	
Parents feel supported by HV	6	0	0	0	0	
	100%	0%	0%	0%	0%	


Accessibility	Strongly agree	Agree	Neutral	Disagree	Strongly disagree
Increased awareness of other services available	4	1	1	0	0
	67%	17%	17%	0%	0%



Effectiveness	Agree	Neutral	Disagree
Progress made towards family and child's goals	6	0	0
	100%	0%	0%
Understanding of healthy home environments/parent relationships	5	1	0
	83%	17%	0%
Parents feel they can meet their child's needs	6	0	0
	100%	0%	0%

Efficiency	30 days	60 days
Number of days between receiving referral and contacting family	6	0
	100%	0%



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

Surveys were provided electronically at the end of the year. Families transitioning out of services were offered a paper survey, placed in a sealed envelope after completion and return to the main office for processing at year end. No phone calls were made by the Program Manager.

All families who accessed services, regardless of the length of their participation, were able to complete a survey if they chose. Participation in the survey was lower than previous years.

All targets achieved a positive result in our outcome measurements.

It is note worthy that COVID-19 interrupted service delivery methods. Changes to ways in which families could access services were mandated by the Government and more personal, in home interactions were less frequent. Program staff were creative in ways to connect with families and ensure services were delivered in accordance with our MCFD contract deliverables. New methods employed to connect with families were; virtual visits through TEAMS, telephone and outdoor visits. Indoor visits did occur in optimum conditions but on a much smaller scale than typical. All efforts have been focussed on keeping clients and staff healthy and safe.

This year comments received demonstrated a positive connection between staff and families and an appreciation for the program;

“Bobbi is amazing and we love her.”

“She was very warm and caring.”

“And she gave me vouchers to help me look after my kids so I could but them healthy food.”

“I have set numerous amount of goals in the past year and have met almost every one of them. Bobbi was a big part in me being able to meet those goals.”

Susanne Butcher  
Manager – Early Childhood Services