





## Annual Summary Report – Family Services

December 2020

As part of Yellowhead Community Services performance measurement plan, annual surveys were distributed to parents, caregivers, and youth 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% for parents or caregivers. Six of eight parents or caregivers returned surveys. Survey return rate was 100% for youth, all five youth returned surveys. Strengths and Needs Assessments were also used to measure outcomes. Assessments were conducted by program 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

<b>Program Effectiveness</b>	
<b>Efficiency</b>	
<b>Service Access</b>	
<b>Feedback/Satisfaction</b>	

### Summary/Recommendations:

The Family Services Program met or exceeded all of its target performance goals this year, except for the Efficiency Measure to maximize direct service hours. The performance target is 60%, and the actual direct service hours were 55%. It is important to note that COVID-19 had an impact to service delivery methods and changes were mandated by the Government. Visits in family homes were less this year and therefore direct service hours were reduced. Supervised visits, which contribute a large amount of direct service hours were cancelled by MCFD direction from the end of March until the beginning of June.

Throughout COVID-19 Family Services became creative in the way services were provided to families and youth, while also ensuring that MCFD contract deliverables were being met, and COVID-19 policies were followed. Program staff connected with families and youth through phone, outdoor visits, and office visits.

This year two families chose to provide additional comments which highlight the positive relationship between staff and families:

“(Workers name) is amazing and so supportive and kind. He has been such a beacon of hope in our lives and we are so grateful.”

“Actually trust Family Support Worker and know she is trying to help us.”

Recommendations for the upcoming year:

- Program Manager will explore alternative ways to increase survey distribution and data. This may include providing families who are on caseload at the end of the year the option of a paper or electronic survey. Also, it may include providing families the option to complete surveys at the end of service.

**Alysha Piva**

**Manager—Family Services Program**