

WOMEN'S COMMUNITY OUTREACH SERVICES - Program Plan April 1 2016 – March 31 2017

Category	Findings (last Year 2015-2016)	Activities (Current Year 2016-2017)
<p>1. Effectiveness</p> <p>a. To reduce safety risk</p> <p>b. To increase knowledge of help available in the community</p> <p>c. Explore options and reduce harm through informed choices</p> <p>Targets ratios established at 85% each.</p>	<p>1. Effectiveness Findings (Last Year): Measures 1 and 2 were both met (exceeded). The third measure was under target, but reasonably close to that threshold. That said, the response sample group is very small and staff, going forward, will need to be creative in an effort to find meaningful ways to increase effectiveness feedback received from pre-and-post surveys. This is necessary in order to increase our ability to more accurately measure the effectiveness of this service and to continuously improve.</p>	<p>1. Effectiveness Activities (Current Year): Staff will increase efforts to solicit survey responses from program participants in an effort to increase feedback ratios both at time of intake, after 3 months of service, and at time of discharge in order to ensure higher completion ratios. The outcome targets will remain at 85% for each of the identified effectiveness measures.</p>
<p>1.1. Effectiveness</p> <p>Past Participant Feedback</p>	<p>1.1 Effectiveness Findings (Last Year): Six women completed past participant feedback reported that since discharge the knowledge gained through the program services had assisted them in accessing other community resources.</p>	<p>1.1 Effectiveness Activities (Current Year): Continue to provide a variety of opportunities for past clients to connect with program and give feedback. Continue the practice of utilizing aftercare calls to elicit feedback.</p>
<p>2. Efficiencies: To maintain service utilization rates (43 hours direct service per month)</p>	<p>2. Efficiency Findings (Last Year): Program achieved and exceeded the service utilization target providing direct service hours at an average of 52 hours / month, above the 43 hours/ month target.</p>	<p>2. Efficiency Activities (Current Year): Monitor and maintain direct service hours at a minimum of 43 hours per month, delivered on a one to one basis to women with open files. Alternative methods of serving women such as in group format or via telephone are not to be included in the targeted 43 direct services hours per month. Rather these will be considered as additional hours beyond the established service utilization target.</p>
<p>3. Accessibility:</p> <p>As is feasible provide access via groups, drop-ins, and telephone support.</p>	<p>3. Accessibility Findings (Last Year): Sixty-six specific occurrences of support were provided (significant telephone support and drop-ins) to women contacting the program for support. In each circumstance women seeking this type of support were accommodated.</p>	<p>3. Accessibility Activities (Current Year): Although the primary goal is to provide the traditional one-to-one service delivery model, affording access through drop-ins, groups, and the provision of telephone support will remain a secondary goal of program staff. The number of women, receiving alternative services, will continue to be tracked in an effort to provide as much accessibility as possible.</p>

WOMEN'S COMMUNITY OUTREACH SERVICES - Program Plan April 1 2016– March 31 2017 (Continued)

Category	Findings (last Year 2015-2016)	Activities (Current Year 2016-2017)
<p>4. Satisfaction a. To maintain person served satisfaction levels (target 85%) b. To maintain stakeholder satisfaction levels (target 85%)</p>	<p>4. Satisfaction Findings (Last Year): The number of feedback responses received (from both persons served and stakeholders) related to program satisfaction was consistent with the prior year. While the quantity of stakeholder feedback received is considered adequate for this half-time program, the number of completed client feedback responses continues to be lower than anticipated.</p>	<p>4. Satisfaction Activities (Current Year): Staff will continue to obtain stakeholder feedback throughout the year and will in particular endeavor to increase the volume of client feedback.</p>
<p>5. Administrative Objectives: a. Increase educational library resources for the coming fiscal b. Develop options to increase past participant feedback</p>	<p>5. Administrative Objectives Findings (Last Year): Administrative objective number 1 was achieved which realized 12 new purchased resources for our women's services library. However, despite the best efforts of staff to gain increased past participant feedback over the prior year that target was missed by one. That said, two focus group events were planned and held as identified in the stated action plan.</p>	<p>6. Administrative Objectives (Current Year) a. Plan to host four events during the fiscal year for past clients (one per quarter) to ensure that increased opportunities for past participant feedback are available. b. Ensure program staff access two professional opportunities (either in-service or external options) during the fiscal year.</p>