

CHILDREN WHO WITNESS ABUSE PROGRAM SERVICES - Program Plan April 1, 2016 – March 31, 2017

Category	Findings (last Year: 2015-16)	Activities (Current Year 2016-17)
<p>1. Effectiveness a. To reduce level of crisis/safety risk; b. To increase ability to label and express feelings; c. To increase ability to communicate feelings in a healthy manner (all targets are set at 85% achievement ratios)</p>	<p><u>Effectiveness Findings 2015-16:</u> While the percentage of clients who completed both pre and post surveys indicates target achievement ratios were met (results were 97%; 90%; and 100%), it is to be noted that the overall number of completed pre-and-post service surveys is low. A continuous focus of service delivery is to ensure we obtain the highest possible number of pre & post survey responses from clients. Measures were taken again this year to obtain surveys at the mid-point of service to help increase response rates. However, due to the crisis situations experienced by the majority of the families served it has continued to be very challenging to obtain post surveys for close to 50% of the children served, despite the best efforts of program staff. Families served by the program often end services abruptly, without any notice, move to another location, or change contact numbers. Thus it often makes it difficult to obtain post survey (end of service) feedback.</p>	<p><u>Effectiveness Activities: 2016-17:</u> 1. Continue to monitor effectiveness measure outcomes. 2. Maintain achievement ratio targets at 85% in the coming fiscal year. 3. Increase pre-post client survey response rates to 75%.</p>
<p>2. Efficiencies: To maintain Direct Service rates that meet the Cranbrook and Kimberley contract deliverables</p>	<p><u>Efficiencies Findings 2015-16:</u> The direct service hours recorded were collected monthly by the Administrator of Youth & Children’s Services and recorded via the Ministry’s monthly online of Direct Service website. These hours are also reported in the Association’s monthly Balanced Score Card Report. At the end of the fiscal year, monthly totals are tallied and divided by 12 (months) to determine the annual monthly average. This annual monthly average was then tabulated as a percentage. The formula utilized is as follows: (Cranbrook requires 70% direct service hours rate which is equivalent to 107 hours monthly, Kimberley requires 70% direct service hours which is equivalent of 25 hours monthly). Actual direct service hour averages for each month of the year in Cranbrook was 128 hours and Kimberley was 36 hours. This equates to an 84% average direct service hour rate for the year in Cranbrook and 104% for Kimberley. It is important to note, that additional service hours were available this year through the program because we accepted an Art Therapy Master’s student as a staff team compliment in the program. The Art Therapy student provided an additional 26 hours/ month on average for 9 months of the fiscal year. Program staff also utilized any client cancellations to provide additional service hours to children the Ministry (MCFD) identified as requiring additional service hours whenever possible.</p>	<p><u>Efficiencies Activities 2016-17:</u> Staff will continue to work diligently to ensure the contract stated direct service hours are regularly met in order to achieve the 70% target ratio. (CWWA–Cranbrook 107 avg. hrs. / mo. And CWWA–Kimberley 25 avg. hrs. / mo.)</p>
<p>3. Accessibility: To maintain or increase service utilization rates (target intake time line 1 - 12 days)</p>	<p><u>3. Accessibility Findings 2015-16:</u> It is important to note that while no “wait list” was required this year within the CWWA programs, timeframes between referral and intake were monitored closely. The actual wait time results (12 days) were measured from the date of the referral to the date of the intake appointment. Families accessing this program are often in crisis, and although staff make every attempt to contact families within 24 hours of the referral; families are routinely non-responsive to staff telephone calls. Staff implemented an approach which saw them attending the home location after two unsuccessful telephone attempts. This method has proven to be a successful tool in establishing completed intake appointments.</p>	<p><u>Accessibility Activities 2016-17:</u> Continue to monitor service wait time, targeting 1-12 days maximum time frame, to ensure service is delivered in a timely manner.</p>

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<p>4. Past-Participate Feedback: To maintain, monitor, and increase if possible past-participant feedback.</p>	<p>4. Past Participant feedback 2015-16: During the year, 18 children were re-admitted to the program, and provided positive past-participant feedback.</p>	<p>4. Past-Participant Activities (2016-17): Throughout the year staff will continue to seek past-participant feedback from re-admitted program participants whenever appropriate.</p>
<p>5. Satisfaction a. To maintain person served sense of safety with staff levels at 85% (minimum) b. To maintain stakeholder satisfaction levels with program responsiveness at 85% (minimum).</p>	<p>5. Satisfaction Findings 2015-16: a. 8 families at time of discharge completed satisfaction surveys. Of these eight, 100% indicated overall satisfaction with program services. b. Eight stakeholders also responded to the satisfaction survey and of these eight all indicated their overall satisfaction with the program services. It is important to note that the option for increased stakeholder feedback is limited due to overwhelming number of program referrals received from one Ministry (Ministry for Children & Family Development). It remains an ongoing challenge to obtain parental feedback during program services or at time of discharge. That said this year there was a slight improvement in the number of pre & post parental satisfaction surveys received.</p>	<p>5. Satisfaction Activities (2016-17): Continue to target client and stakeholder satisfaction ratios at a minimum of 85%. Significantly increase the number of surveys distributed. Actively encourage participation of both parents and stakeholder in order to gather satisfaction feedback.</p>
Category	Resources	Activities
<p>6. Administrative Objectives: a. a. Program Administrator will monitor to ensure that all program staff will maintain client files and continue to implement the revisions noted in this report to Share Vision database. b. Program Administrator will monitor to ensure all program staff continues to maintain training using the Relias Learning web-based course offerings.</p>	<p>6. Administrative Objectives (2015-16) a. The recommendations and revisions were incorporated and implemented during the 2015-16 reporting timeframes. a. Corrective action was taken this year to maintain client files. This objective was achieved and ongoing revisions are made throughout the year for continuous improvement and accuracy of keeping client files. b. This objective was achieved as all staff completed and remain current with required Relias core trainings.</p>	<p>6. Administrative Objectives 2016-17: a. Continue to monitor client files to ensure these are consistently meet established file standards. b. Monitor service delivery formats to include both group and one-to-one service delivery. c. Continue to implement a comprehensive marketing plan intended to maintain or increase client service numbers and group facilitation within the school districts.</p>