

WOMEN'S HAVEN GARDENS 2ND STAGE HOUSING 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 b. To increase knowledge of help available in the community c. reduce safety risk concerns (target goal expectancy 85% for each of the 3 effectiveness measures)</p>	<p>1. Effectiveness Findings (Last Year 2015-16): Twenty three surveys were distributed and, of these, 18 completed surveys returned. Results identified that 18 of the 18 women indicated they had reduced safety concerns; 9 of the 18 women identified low understanding of the cycle of violence at intake and each of these 9 reported they had an increased understanding at time of discharge; and 6 of the 18 women identified low knowledge of community resources available to assist them at time of intake, and each of these 6 reported they had an increased knowledge of help available in the community at time of discharge. It is important to note that these responses are entirely the perspective of the clients served. It is notable that over time, as the women gain more knowledge about their strengths and challenges and their responses to the survey questions adapt accordingly.</p>	<p>1. Effectiveness Activities (Current Year 2016-17): Continue to monitor and report feedback on the effectiveness of the second stage program services relative to the women's perspective on their safety, understanding of the cycle of violence, and knowledge of help available. Target expectancies rates remain at 85%. Strive to ensure increased numbers of pre and post services surveys are completed.</p>
<p>2. Efficiencies: To maintain service utilization rates and maintain occupancy at a rate that does exceed the annual vacancy loss budget amount.(target goal expectancy is 90%)</p>	<p>2. Efficiency Findings (Last Year 2015-16): There are a total of 18 units available monthly. During the course of the 12 month reporting period there was a total 18.75 vacant units for the year. In calculating the occupancy / vacancy rates our formula is as follows: $18.75 \text{ vacant units} / 216 \text{ total units} = .09$ or $(.09 \times 100 =) 9\%$ vacancy rate or, correspondingly, an achieved occupancy rate of 91%. While the 90% target was achieved (results 91%); due to the short-term transitional aspect of the program's housing component it should be noted that this target (of 90%) is a very difficult efficiency measure to consistently achieve year over year.</p>	<p>2. Efficiency Activities (Current Year 2016-17) Continue to strive for an occupancy rate of 90% for the 2016-17 year; and to ensure the updated referral package is being widely distributed/ market to applicable providers of service.</p>
<p>3. Accessibility: To extend access, whenever possible, to include services to women at-risk of violence but also who experience concurrent disorders/issues. (Target goal expectancy 50%)</p>	<p>3. Accessibility Findings (Last Year 2015-16): Sixty-six percent of the women served experienced concurrent issues. Despite this high ratio, our staff team works diligently to ensure program access is interpreted as broadly as possible without compromising the program deliverables.</p>	<p>3. Accessibility Activities (Current Year 2016-17) Continue to extend, whenever possible, services to women who not only experience domestic violence but also to those who experience concurrent disorders/ issues. Target remains at 50% of the total.</p>
<p>4. Satisfaction a. To maintain person served satisfaction levels (85%) b. To maintain stakeholder satisfaction levels (85%)</p>	<p>4. Satisfaction Findings (Last Year 2015-16): Clients and stakeholders indicated their overall satisfaction with the program services at ratios well beyond the established 85% target. Actual results clients @ 100%; and stakeholders also at 100%</p>	<p>4. Satisfaction Activities (Current Year 2016-17) Continue to monitor to and work towards achieving a minimum of 85% satisfaction rate results for both clients and stakeholders.</p>

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<p><u>5. Administrative Objectives:</u></p> <p>a. Continue to complete monthly case reviews with supervisor to ensure files are consistently meeting established standards.</p> <p>b. Continue with the modified support worker shift schedule to promote easier access of clients to support worker in order to take advantage of increases opportunities for life skill trainings</p> <p>c. Continue to source out options for childcare services during group sessions as required.</p> <p>d. To ensure past participant focus groups are held, to solicit feedback. A minimum of two events are to be planned for the year 2015/2016.</p>	<p><u>5. Administrative Objectives (Last Year 2015-16):</u></p> <p>a. Monthly case reviews resulted in files consistently meeting established standards.</p> <p>b. Updated support worker's work schedule to include day/afternoon/evening hours which increased client access to life skill training opportunities.</p> <p>c. We were able to meet this objective as the women's outreach worker was available to provide childcare for all group sessions offered throughout the fiscal year.</p> <p>d. We were able to achieve this objective fully as 2 events were hosted. 6 feedback surveys were received Going forward 2 events will be scheduled for the 2016-17 year.</p>	<p><u>5. Administrative Objectives (Current Year 2016-17)</u></p> <p>a. Continue to carry out monthly case reviews with supervisor to ensure files are consistently meeting established standards.</p> <p>b. Continue with the modified support worker schedule for clients to promote access to support and take advantage of life skill training opportunities.</p> <p>c. Continue to ensure childcare availability during group sessions so that program participants are able to access group sessions regularly.</p> <p>d. Ensure past participant focus groups are held, to solicit feedback. A minimum of two events are to be planned for the year 2016/2017.</p>