

**WOMEN'S SERVICES - COMMUNITY OUTREACH SERVICES - OUTCOMES REPORT APRIL 1<sup>ST</sup> 2017 – MARCH 31<sup>ST</sup> 2018**

**PROGRAM DESCRIPTION:** The Women's Community Outreach Services (CORS) Program is a half time program (17.5 hrs per week) that provides individual transitional support services to women who are, or are at-risk of becoming victims of various forms of violence. Additionally, the program assesses the safety of the clients and their children and supports clients in reducing safety risks. The services are intended to reduce the impact of victimization and trauma resulting from exposure to domestic violence and utilizing therapeutic support techniques with individuals and groups.

**PURPOSE:** This report is intended for Board, management, program staff, stakeholders, and persons served. Feedback and suggestions assist with continuous quality improvement planning are both solicited and encouraged. The data referenced in this report was collected, recorded, and collated via the use of the Share Vision electronic database system, excel and manual tabulation.

Key Demographic Indicators	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative	Findings
A. # of women served through direct in-person support with files opened	27	16	28	21	17	22	The number of women served directly through in person, scheduled one-to-one appointments declined due to an increase in women seeking temporary support. Files are not opened if the person served requires assistance lasting three appointments or less.
B. # of women served via drop-in & after care without files opened	-	48	22	22	23	29	Data was not recorded in 2013-14. Therefore the comparative average is for the last four years. Drop in and aftercare support for women who do not have open files continue to part of this service and the number of women served is consistent over the last three years. This count is reflective of the portion of clients who want support during the crisis phase of exiting an abusive relationship but do not require continued support.
C. # of women served via telephone support without files opened	-	103	66	50	31	63	Data was not recorded in 2013-14. Therefore the comparative average is for the last four years. Staff in this program continue to provide some women with telephone based support services. The number of women served via telephone support continues to decline. Callers who do not wish to receive in-person scheduled support services were either referred to the Crisis Line or provided with three or less, brief telephone support. After three sessions women are encouraged to schedule in-person scheduled appointments and in these instances files are opened.
<b>Categories A, B, C - TOTALS</b>	n/a	167	116	93	71	112	Data was not recorded in 2013-14. Therefore the comparative average is for the last four years. The total number of women served was lower. The caseload contained several women needing court support (i.e. assistance with documents or referral to legal aid) for family law issues related to intimate partner violence.

Key Demographic Indicators	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative	Findings
Average length of services (months)	8	10	10	10	12	10	Service delivery times increased over the last fiscal year. Staff will continue to monitor and will endeavor to shorten service length in the event wait listing is required.
Average age (years)	45	39	37	44	42	41	Average age statistic does not reveal that there is a wide age range of women served.
% of ethnic minorities served	18% (5)	43% (12)	50% (8)	50% (14)	47% (8)	40% (47)	Statistics are generally consistent over the last three years in clients served from ethnic minorities. Staff believe this reflects a broader understanding of people who fit this category and a shift in community demographics.
Files Status at Year End	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative	Findings
Open	12	15	9	16	8	12	Number of files has decreased this year due to an increased volume of women served requesting to obtain very short-term support (i.e. questions answered about court process or connection to legal aid; referrals and information provided to community resources; and women leaving town but requiring assistance before leaving).
Closed	18	12	7	12	9	12	
Risks & Barriers	2013 2014	2014 2015	2015 2016	2016 2017	2017 2018	5 Year Comparative	Findings
% exposed to unsafe situations, things or people	60% (18)	59% (16)	87% (14)	100% (28)	100% (17)	79% (93)	Women served are those considered to be at risk of violence and, as such it is anticipated that 100% of clients served are at risk of violence.  Additional risks and barriers such as mental health continues to be a significant factor for most women served that must be considered in the development of client service plans and certainly may (or does) contribute to longer service delivery timeframes.  More women served this year, reported they were involved in criminal activity and less reported significant involvement in drug or alcohol usage.  Overall the risks and barriers findings indicate that the women served experience significant challenges in their lives, and these additional barriers faced continue to place them at further risk in their day to day lives.
% experiencing long-term mental health problems	56% (17)	70% (19)	100% (16)	60% (17)	59% (10)	67% (79)	
% involved in criminal activity	10% (3)	25% (7)	37% (6)	17% (5)	47% (8)	25% (29)	
% significantly involved in drug or alcohol usage	30% (9)	44% (12)	62% (10)	30% (9)	24% (4)	37% (44)	

**REFERRAL ELSEWHERE:** Whenever risks and barriers such as those indicated above become prevailing factors program staff work collaboratively with clients to ensure appropriate community referral sources are identified and to provide assistance with the referral elsewhere process. One was deemed more appropriate for a more specialized community service and was referred elsewhere. During service or at time of file closure 43 referrals were made to during the year.

**GOAL SETTING AND RESULTS:** A standard component of the intake process is for staff to closely involve the women served in the setting of client goals. Service outcomes measuring level of crisis, knowledge of where to access help in the community, and safety risk concerns are assessed at intake and at discharge. Five (5) women of the 17 served, responded to both pre-and post-surveys by which service outcome achievement ratios were measured. It is notable to recognize that clients may, begin to miss appointments once the urgency of their situation diminishes. In these instances post survey completion are hard to obtain if client does not complete discharge paper work.

#### **CLIENT EFFECTIVENESS**

<b>Objective: Effectiveness Measures</b>	<b>Indicator</b>	<b>Who Applied to</b>	<b>Target Goal Expectancy</b>	<b>Actual Result</b>	<b>Met or Exceeded</b>
To reduce safety risks	Reduced safety risk	Women who indicated safety as a concern pre /post surveys (5 of 5)	All women accessing service with safety concerns 85%	100%	✓
To increase knowledge of help available in the community	Increased knowledge	Women who indicated low knowledge of help available and who responded to both pre-and-post surveys (5 of 5)	All women accessing services with increased knowledge 85%	100%	✓
To explore options and reduce harm through informed choices.	Increased options and healthy choices	Women who identified low number of options and few healthy choices (4 of 5)	All women accessing services with increased knowledge 85%	85 %	✓
<b>Findings:</b> All effectiveness measures were met or exceeded. 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.			<b>Recommendations:</b> 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.		

**PAST PARTICIPANT FEEDBACK:** Past participant feedback is intended to solicit feedback from women after they have left the program. Focus groups were the mechanism utilized to collect data. It is our hope, that once out of the program for several months, the past participant has formulated thoughts about the program that they not have had while in the program (i.e. did the services actually assist in obtain and maintaining the desired outcome?). Six women completed past participant feedback the results of which are reported in the table below.

Objective:	Indicator	Target Goal Expectancy	Actual Result	Met or Exceeded
To gain feedback from past participants who may have gained retrospective insight over time.	Past participants indicate that since discharge the knowledge gained assisted them in accessing other community resources.	75%	100%	✓
	Past participants indicate that they feel safer	75%	100%	✓
	Past Participants indicated that they are experiencing less violence in their life.	75%	100%	✓
<b>Findings:</b> 6 women completed past participant feedback reported that since discharge the knowledge gained through the program services had assisted them in accessing other community resources.		<b>Recommendations:</b> 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.		

**PROGRAM EFFICIENCIES:** Historically, staff working in the women's outreach program, have recognized that women requiring our services need immediate access to the program and have goals that can be completed within four to six months, but over the past years' service length has increased from 10 to 12 months. We have not needed to begin wait listing, despite longer service delivery times. Service utilization rates were the established efficiency measure and this information is recorded in the table below:

Indicator	Who applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
To maintain service utilization rates.	Total contracted hours are established at 76 per month; Ministry stated program capacity hours calculated @ <b>57% of total = 43 direct service</b> hours monthly	Maintain average 40-60 of direct service hours / month.	43 hrs. average / month (57% average)	✓
<b>Findings:</b> Program achieved the service utilization target providing direct service hours at an average of 43 hours/ month target.		<b>Recommendations:</b> 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.		

**PROGRAM QUALITY:**

Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
Number of persons served who indicated that services were client centered.	Closed files that completed exit forms (7 of 7) (7 of 28 completed pre and post survey)	85%	100%	✓
Number of persons served who report overall program quality	Closed files that completed exit forms (7 of 7) (7 of 28 completed pre and post survey)	85%	100%	✓
Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
Number of stakeholders who indicated they would use our services again/recommend service to other community providers.	All other stakeholders (8 of 8)	85%	100%	✓
Number of stakeholders who report overall satisfaction with services.	All other stakeholders (8 of 8)	85%	100%	✓
<b>Findings:</b> 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.		<b>Recommendations:</b> Staff will continue to obtain stakeholder feedback throughout the year and will in particular endeavor to increase the volume of client feedback.		

**PROGRAM ACCESSIBILITY:** The population served, women at risk of or experiencing violence (who for the most part are also experiencing mental health and addictions issues) may be reticent to commit to engaging in the standard intake process, instead, request short term support via alternative methods. This support is often carried out through the provision of one to three drop-ins or via telephone support sessions. In these circumstances files are not opened. This past fiscal year staff received 45 requests for support via non-traditional formats including drop in, after care and telephone support. This flexible model of service delivery was used to accommodate each of the 45 significant contacts requesting non-traditional support. Alternative services access measures have been displayed in the table below.

Objective: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain access by continuing, whenever possible, to deliver support via telephone, text or drop-in when short-term services are appropriate or when women are reticent to open files and/or book appointments.	Number of services delivered alternatively	All clients who wish to access services but for whom alternative access is appropriate.	100%	100%	✓

**Findings:** Forty-five specific occurrences of support were provided (significant telephone support and drop-ins) to twenty-three women contacting the program for support. In each circumstance women seeking this type of support were accommodated.

**Recommendations:** 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.

**ADMINISTRATIVE OBJECTIVES:**

Objective: Key Administrative Tasks	Indicator	Who Applied to	Target Expectancy	Actual Result	Met or Exceeded
1. Increase educational library resources for the coming fiscal	Additional program library educational resources	Program staff and participants	Purchase at a minimum 2 educational resources or tools	2 new resources were purchased for the Women's Services Library share by Outreach and Transition house staff.	✓
2. Develop options to increase past participant feedback	Past Participant Feedback Obtained	Past Participants	Host at least 4 past-participant focus groups	1. Christmas Gathering 2. Victim of Crime BBQ	X
<b>Findings:</b> Two educational resources were purchased in the fiscal; however only two of the four focus groups were held.			<b>Recommendations:</b> Continue to develop new ways to increase participant feedback and ensure the staff member partakes in at least one professional development (either internally or externally).		

**Completed by:** Lori Stolson, Director of Family and Mental Health Services

**Date:** June 20, 2018

**Reviewed by:** Carey Fraser, Executive Director