

PEACE PROGRAM SERVICES - OUTCOMES REPORT APRIL 1ST, 2017 – MARCH 31ST, 2018

PROGRAM DESCRIPTION – Program services in Cranbrook and Kimberley provide intervention strategies to children whose self-esteem and emotional health has been damaged as a result of experiencing violence. Augmenting service delivery principles includes, whenever appropriate or possible, consultation services to parents that assist with strategies that encourage the healthy development of their children.

PURPOSE – This report is intended for board, management, program staff, stakeholders, and persons served. Feedback and suggestions to 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 Sharevision electronic database system.

Key Demographic Indicators	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Comparative Average	Findings
# of male children served	29	30	38	26	24	30	Over the last year, we have seen the numbers of admittance rise slightly, the number of men currently being served continues to decrease as noted in the 207/2018, and staff will continue to monitor this trend. The number of female children being served is at it's highest since 2015/106.
# of female children served	51	46	26	26	36	37	
# of clients readmitted during the year	15	10	13	9	11	11	
Total # of Individual Children Served	80	76	64	52	60	67	
Key Demographic Indicators	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	4 Year Comparative Average	Findings
# of School Groups Served	9	13	8	12	8	10	Program staff continue to offer service delivery, (prevention, education, and counselling services) in group format, within school districts and the community. In addition to the 60 individual persons served, staff completed 8 groups last fiscal year throughout the community. They were in the Summer months, and the curriculum was mainly regarding feelings and regulation. Despite extensive marketing efforts from staff they were unable to secure groups within the school districts. This was because the topics being covered This year, we will focus on providing more marketing and hopefully presentations to staff and parents about the groups that can provide
# on average of children served per Group	12	9	6	11	5	9	
Total # of Children Served through Groups	108	116	48	135	40	90	
Combined # Served (Individually or in Group)	188	192	112	187	100	156	The number of persons served during the year, either individually or in group format has decreased due to the lack of groups within schools.
Average length of service	124 days	173 days	173 days	196 days	187 days	171 days	Staff believe the length of service may be reflective of the on-going, longer term family issues which are specific to separation and divorce. Additionally, this situation is exacerbated by the lack of affordable family mediation services and parenting through separation education services available in the community.



Key Demographic Indicators (continued):

Key Demographic Indicators	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Comparative Average	Findings
Average service wait time	12 days	12 days	5 days	13 days	19 days	10 days	The increase in wait time is due to lack of staffing within the program as well as the high need for this program, and waitlists. There is high demand for this program in the area, and not enough contract hours to deliver.
Average Age of Clients	8 Yrs.	9.5 Yrs.	9 Yrs.	9 Yrs.	9 yrs	9 Yrs.	This statistic remains reasonably constant year over year.
Percentage of ethnic minorities served	22.5% 18 clients	24% 18 clients	14% 9 clients	12% 6 clients	14% 9 clients	16.5% 12 clients	Staff records indicate a much lower referral rate from the Ktunaxa Nation child services and residents of the Ktunaxa this year compared to years 2014-2016. Staff will continue to monitor.
File Status at Year End	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Comparative Average	Findings
Open	26	20	25	39	36	30	The amount of open files have decreased slightly over the last year. This could be a result of a staff vacancy.
Closed	54	56	64	52	60	55	
Risks & Barriers:	2014 2015	2015 2016	2016 2017	2017 2018	2018 2019	5 Year Comparative Average	Findings
# experiencing parental separation & divorce	74% 59 of 80	86% 65 of 76	95% 61 of 64	85% 44 of 52	85% 51 of 60	85%	Collection of 4 years of comparative data suggests that the majority of children served are experiencing significant challenges as a direct result of parental separation or divorce. Staff will continue to implement specialized one-to-one and group sessions specific to the development of coping skills and safety planning to address these issues.
# With Mental Health Diagnosis	3.75% 3 of 80	2.6% 2 of 76	4.75% 3 of 64	12% 6 of 52	11% 5 of 60	5.75% 4 of 68	This statistic is understandably very low, as typically young children are not formally diagnosed with a mental illness by a medical clinician and the onset age of most mental illnesses is later adolescence. However, this year, staff note there is a substantial increase of children diagnosed with a mental illness. Staff note the wait time for services at the local MCFD - Child and Youth Mental Office remains high. Referrals from this office remain high, in an effort to service clients while they wait for clinical services and/or also at the end of clinical services as transitional support.
# Experiencing history of past abuse	44% 35 of 80	80% 61 of 76	72% 46 of 64	71% 37 of 52	73% 44 of 60	67% 45 of 68	The number of children recorded includes those who have experienced violence. The past three years (2015-2017) have similar findings.



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. All children are provided with the Kids Help Phone line and all applicable families are provided with the “Coping With Separation Handbook”. Others are referred to “Confident Parents, Thriving Kids”; “Bounce Back” and other programs at Child and Youth Mental Health.

GOAL SETTING & RESULTS: A standard component of the intake process is for staff to closely involve the person served in the setting of client goals. Service outcomes measuring safety risk, the ability to label and express feelings, and the ability to communicate feelings in a healthy manner are assessed at intake and at discharge. Of the 52 closed client files, 29 children (56%) responded to the pre and post survey questions, which measure service outcome achievement ratios.

Effectiveness Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To reduce level of crisis and safety risk	Percentage of clients with reduced safety risk	All children accessing service who identified with crisis or safety risk at intake and who completed both pre-post surveys	85%	(88%) 29 of the 33 children survey respondents (91%) 29 of the 32 parent survey respondents	✓
2. To increase ability to label and express feelings	% of clients with increased ability to label and express feelings	All children accessing service who identified as having difficulty labeling and expressing their feelings and who completed both pre-post surveys	85%	(91%) 30 of the 33 children survey respondents (93%) 27 of the 31 parent survey respondents	✓
3. To increase ability to communicate feelings in a healthy manner	% of clients with increased ability to communicate in a healthy manner	All children accessing service who identified as having difficulty communicating their feelings in healthy manner and who completed both pre-post surveys	85%	(93%) 27 of the 33 children survey respondents (87%) 27 of the 31 parent survey respondents	✓

PAST PARTICIPANT FEEDBACK: Past Participant feedback is intended to solicit feedback from participants after they have left the program. It is our hope, that once out of the program for several months, the past participant has formulated thoughts about the program that they may not have had while in the program (i.e. did the services actually assist in obtaining and maintaining the desired outcomes). Due to the preventive nature of the services program staff deemed it inappropriate to formally contact participants after discharge. Rather staff attempt to secure past participant feedback from children readmitted to the program. During the year, 9 children were re-admitted to the program, and provided positive past-participant feedback relative to the question areas noted above.



PROGRAM EFFICIENCIES: The PEACE program staff recognizes that direct service to children and youth is crucial to achieving the client’s goals, as well as meeting contract requirements. Direct service refers to all work directly related to the clients served such as face-to-face meetings, integrated case management meetings, telephone contact, and the travel to and from the client or other activities that support the client. Direct service hours are recorded on a monthly basis and reported via the Balanced Score Card. Staff are provided monthly targets for direct service utilization based on contract requirements of 107 hours for Cranbrook (70% direct service hours) and 25 hours for Kimberley (70% direct service hours) during the 2017-2018 fiscal year. Efficiency results have been tabulated below.

Objective: Efficiency Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
Maintain Direct Service rates that meet the Cranbrook PEACE contract deliverable expectations for Direct Service Hours	Percentage of Direct Service Hours	All children and youth accessing services	<u>Contract 1:</u> Cranbrook 70% of total contract hours must be direct service hours =Avg. 107 hrs/mo.	Annual direct service hours average for Cranbrook: Avg. 132.35 hrs/mo.	✓
Maintain Direct Service rates that meet the Kimberley PEACE contract deliverable expectations for Direct Service Hours	Percentage of Direct Service Hours	All children and youth accessing services	<u>Contract 2</u> Kimberley 70% of total contract hours must be direct service hours = Avg. 25 hrs/mo.	Annual direct service hours for Kimberley: Avg. 35 hrs/mo.	x

PROGRAM SATISFACTION

Objective: Consumer / Stakeholder Input Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
1. To maintain person served satisfaction levels – parents.	Persons served who report overall program satisfaction	All parents of clients accessing services who responded to the survey	85%	93% (27 out of the 29 families who responded were satisfied with services)	✓
2. To maintain stakeholders satisfaction levels	Stakeholders who report overall service satisfaction	All stakeholders (non-family members or clients) responding to survey	85%	100% (6 out of 6 completed stakeholder feedback responses were received)	✓

PROGRAM ACCESSIBILITY: During the year program staff did not receive any requests for further accommodation of a client accessing the program. As an on-going measure to enhance accessibility, staff chose to monitor service utilization rates in the hope to reduce waitlist timelines. Results are as follows.

Objective: Access Measures	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
To maintain or increase service utilization rates	Average # of days on waitlist	All clients accessing services	1 -12 days	19 days	x



ADMINISTRATIVE OBJECTIVES:

Objective: Key Administrative Tasks	Indicator	Who Applied to	Target Goal Expectancy	Actual Result	Met or Exceeded
a. Program Director 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.	Revised annual program reports.	PEACE Program client files	Incorporate revisions and recommendations for implementation during the 2017-2018 reporting timeframe.	Achieved	✓
b. Program Director will monitor to ensure all program staff continues to maintain program training using the Relias Learning Program	Relias Learning reports.	PEACE Program Staff Team	All current staff to complete core and service area specific Relias Learning courses.	All staff completed the identified, required Relias Training courses.	✓

Data Prepared by: Administrator of Women, Youth and Volunteer Services
Reviewed by: Executive Director

Date: May 10 2019

Data Source: Share Vision database system and Monthly Reports