

Family Friend Program Performance Measurement Report - April 1, 2020 – March 31, 2021

Objective	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal/Actual
Participant Impact Measures (Effectiveness)						
Increased support and inclusion through an informal social support network	% of participants that indicate they feel less isolated	All participants	Annually	Survey	Staff	80% 100%
	% of participants that report their overall well-being has improved	All participants	Annually	Survey	Staff	80% 75%
Management Measures - Efficiency						
Maximize direct service hours	% of all hours that are direct client service	All service hours	Monthly	Program Data	Staff	75% 80%
Management Measures – Service Access						
Maximize family access to community supports and services	% of participants with multi-agency connections	All participants	Annually	Program Data	Staff	80% 100%
Service Quality Measures (Feedback/Satisfaction)						
Participants will report being treated with respect and consideration	% of participants that report being treated with respect and consideration	All participants	Annually	Survey	Staff	85% 100%
Volunteers will report being treated with respect and consideration	% of volunteers that report being treated with respect and consideration	All volunteers	Annually	Survey	Staff	85% 100%

Discussion and Action Plan (including extenuating/influencing factors)

Effectiveness: The Family Friend Program seeks to reduce isolation and increase support to single mothers with young children, thus improving overall well-being. The COVID-19 Pandemic has forced the Program to adapt to remain effective to the Participants and Volunteers. Connection, resources and support have been provided through emails, phone calls, Zoom meetings, extra help when needed with gift cards for food and delivering Care Packages for Participants and their children. Outdoor meetings between volunteers and their participant have been encouraged. The most isolated families have met with the Coordinator one-on-one following all health safety protocols. The percentage of participants who reported that their overall well-being had improved was lower than our target but we believe that this was due to the impact that the pandemic had on our families.

Efficiency: Direct service hours exceed our goals for this reporting period.

Service Access: 100% of participants have made connections with more than one agency (outside of KCR).

Service Quality Measure: 100% of participants and volunteers report being treated with respect and consideration.

April 1, 2020-March 31, 2021 Goals

	Strategies/Activities/Tasks	Responsibility	Timeline
1	Recruit and retain volunteers and participants toward program growth – see strategic business plan	Coordinator/Manager	Ongoing Completed
2	Our new evaluation tool, Parenting Stress Index has been administered (to establish pre-survey data). We look forward to collecting post survey data to account for change, as a result of program participation.	Coordinator/Manager	Ongoing – Participants will complete a post-survey as they exit the program and/or on an annual basis Completed
3	Review and update the Volunteer Training Manual	Coordinator/Manager	October 2020 Completed
4	Produce and Implement a binder system for the each Participants files	Coordinator/Manager	October 2020 Completed

Definitions:

*Direct service hours: these include direct service delivery hours that involve the client (such as client contact, travel to/from client contact or related meetings, supervision directly related to provision of service for the program area). Direct service hours do not include: professional development activities, agency general meetings, vacation time or sick time. All service hours: work hours plus vacation days and estimated sick days Part-time FTE 1140 hours/year (25 hours per week)