



Community Partner Survey Report 2023



Growth



Innovation



Collaboration



2023 Community Partner Survey Report



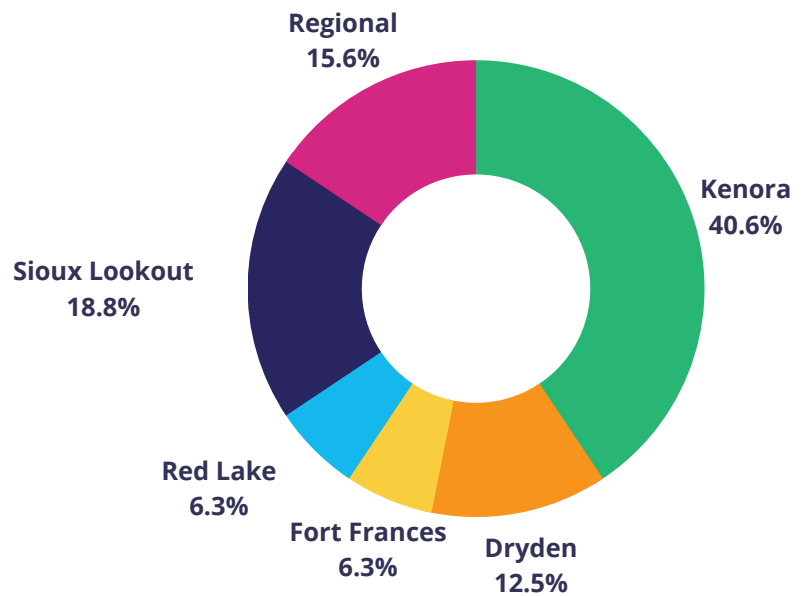
Partner responses by community



Annually at the end of each fiscal year, FIREFLY distributes a short survey to our community partners.

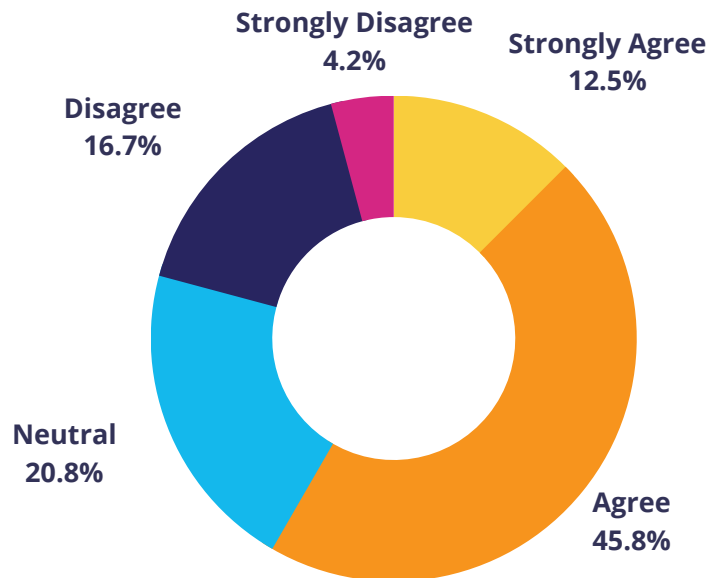
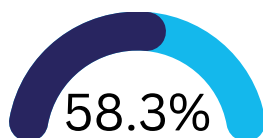
Our goal is to receive feedback from as many partners as possible to seek to understand what we are doing well and where we can improve.

We then report back to our partners on the responses we received and our commitments for the remainder of the year.



Partner responses to "FIREFLY champions change that ensures the best outcomes for children, youth and families across Northwestern Ontario"

Goal: 80% of partners respond "strongly agree" or "agree" to this question



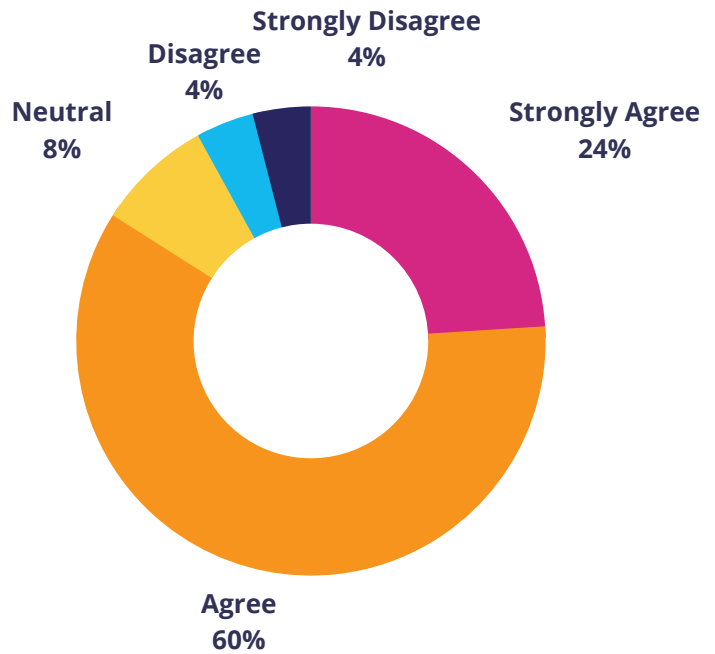
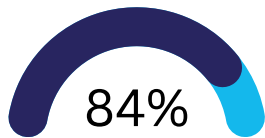


2023 Community Partner Survey Report



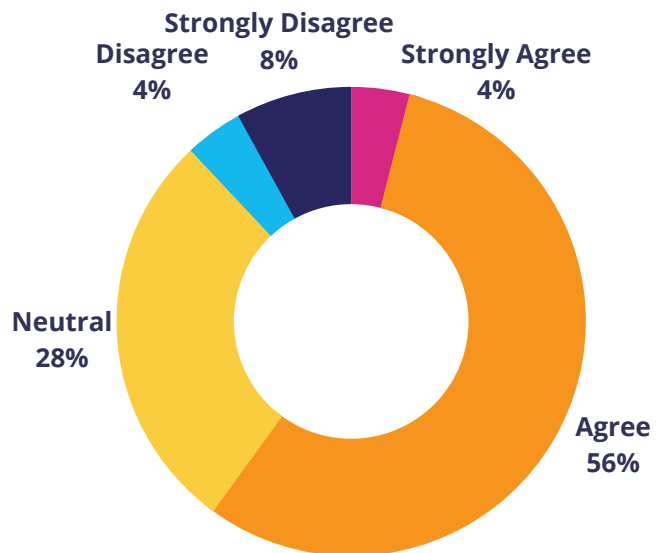
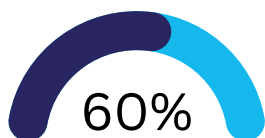
Partner responses to "The work done by FIREFLY positively impacts the community"

Goal: 80% of partners respond "strongly agree" or "agree" to this question



Partner responses to "FIREFLY services are of high quality"

Goal: 80% of partners respond "strongly agree" or "agree" to this question





2023 Community Partner Survey Report



What you told us FIREFLY does well

- Provides quality service
 - Responsive to clients and partners
 - Collaborates with partners
 - Advocates for clients/families, and for regional resources
-

What you told us the benefits of partnering with us are

- Collaboration supports partners and clients
 - Improved client outcomes
 - Increased range of services for clients
 - Mutual professional development
-

What you told us the challenges of partnering with us are

- Collaboration doesn't always go well
- Communication between our agencies needs improvement
- Access to service may be impacted by service models, locations and mandates
- Turnover and skill level of some staff





2023 Community Partner Survey Report



Our commitments for 2023-24

In response to your comments and specific feedback from this survey, we commit to the following action items for this fiscal year:

- Ensure schools are aware that priority response is available through centralized intake.
- Support the increased priority given to strengthening external communication in our newest Strategic Plan by increasing our commitment to identifying information and opportunities to share information.
- Attend as many large community and cultural events as able.
- Continue to build relationships with school partners.
- Increase participation at community tables/meetings in the Rainy River District.
- Implement pediatric rehabilitation waitlist strategies:
 - While you wait caregiver packages distributed to families on the waitlist.
 - Continue to improve uptake of the “While you Wait” drop in sessions for Caregivers on the Preschool Speech & Language waitlist.
 - Continue to work toward implementation of Tier 1 (group) intervention sessions in schools through participation on the provincial working group (School Based Rehabilitation Service).
 - Implement new positions that work to reduce waitlists (e.g. Kinesiology position to address Physiotherapy waitlist).
- Work to enhance quality and quantity of resources shared through the FIREFLY website (e.g. Picky Eaters guide).
- Child and Youth Development Services Leadership and Kenora staff will recommit to our annual in-person staff meet & greet with Kenora Association for Community Living Children’s Services team members and will renew information sharing pathways for improved communication and collaboration.





2023 Community Partner Survey Report



FIREFLY Offices

Kenora

820 Lakeview Drive
Kenora, ON
P9N 3P7
807-467-5437
Fax: 807-467-5553

Dryden

75C Van Horne Avenue
Dryden, ON
P8N 2B2
807-223-8550
Fax: 807-223-2791

Sioux Lookout

86-A Third Avenue N
Sioux Lookout, ON
P8T 1L2
807-737-2086
Fax: 807-737-1998

Ear Falls

25 Spruce Street
Ear Falls, ON
POV 1T0
807-222-2257
Fax: 807-222-3350

Fort Frances

Ste. 201,
240 First Street E.
Fort Frances, ON
P9A 1K5
807-274-7787
Fax: 807-274-0482

Red Lake

P.O. Box 1190,
201 Howey Street
Red Lake, ON
POV 2M0
807-727-9064
Fax: 807-727-2686

Atikokan

P.O. Box 2309, 211 Main
Street
Atikokan, ON
POT 1C0
807-597-4528
Fax: 807-597-4484

Thunder Bay

717 John Street
Thunder Bay, ON
P7B 1Z7
807-627-0883