

Infant Development Program 2015 Outcome Measurement Summary

8 new children came on to the IDP caseload in 2015. Out of the 8, 8 children received service within 30 days. In regards to efficiency, this area of the program is strong in terms of date of referral to date of receiving service.

For 2015, there were 12 eligible families to participate in a family survey (eligibility: child is currently receiving service and has been on caseload for a minimum of 6 months, or child received service in 2015 but file has been closed). Families were contacted by phone by program manager. Their names were not attached to their survey answers. The family survey asked a series of questions to measure satisfaction, effectiveness and accessibility.

8 families completed the survey.

1 family were unavailable to be contacted (file had been closed – their phone numbers from closed file were no longer in service)

3 families chose not to complete the survey (did not return multiple phone calls).

The feedback from the family survey results showed the positive rapport the IDP Consultant has with families and how well they feel supported in accessing the program and the quality of services they are receiving in gaining a better understanding of their child's development and how to support their growth.

We amended our accessibility measure question on this year's family survey to more accurately measure accessibility as it pertains to CARF standards.

Supported Child Development Program 2015 Outcome Measurement Summary

8 new children came on to the SDP caseload in 2015. Out of the 8, 8 children received service within 30 days. In regards to efficiency, this area of the program is strong in terms of date of referral to date of receiving service.

For 2015, there were 6 eligible families to participate in a family survey (eligibility: child is currently receiving service and has been on caseload for a minimum of 6 months, or child received service in 2015 but file has been closed). Families were contacted by phone by program manager. Their names were not attached to their survey answers. The family survey asked a series of questions to measure satisfaction, effectiveness and accessibility.

3 families completed the survey.

1 family was unavailable to be contacted (file had been closed – their phone numbers from closed file were no longer in service)

2 families chose not to complete the survey (did not return multiple phone calls).

The feedback from the family survey results showed that families felt supported by the SCD Consultant to access the services they need for their children and are satisfied with the child care provided and supports in the respective programs for their children.

Prenatal & Early Years Home Visiting Program 2015 Outcome Measurement Summary

5 new families came on to the Home Visitor caseload in 2015. Out of the 5, 3 received service within 30 days. In regards to efficiency, this area of the program continues to be reviewed to see how we can improve our response time to new referrals and get families the service they require. For the coming year we will be looking at new intake and referral procedures for this program as well as all ECD programs to see how we can best allocate the service best suited to each family.

For 2015, there were 14 eligible families to participate in a family survey (eligibility: family is currently receiving service and has been on caseload for a minimum of 6 months, or family received service in 2015 but file has been closed). Families were contacted by phone by program manager. Their names were not attached to their survey answers. The family survey asked a series of questions to measure satisfaction, effectiveness and accessibility.

10 families completed the survey.

1 family was unavailable to be contacted (file had been closed – their phone numbers from closed file were no longer in service)

3 families chose not to complete the survey (did not return multiple phone calls).

The feedback from the family survey results showed that families enjoy the relationship with their Home Visitor and understand the services available to them in the community to support them in their parenting and providing a healthy home environment for their children.