

## **IDP 2014 Outcome Measurement Summary**

9 children came on to the IDP caseload in 2014. Out of the 9, 8 children received service within 30 days (1 child received service within 90 days). In regards to efficiency, this area of the program is strong in terms of date of referral to date of receiving service.

For 2014, there were 9 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 2014 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.

*6 families completed the survey.*

*2 families were unavailable to be contacted (file had been closed – their phone numbers from closed file were not longer in service)*

*1 family chose not to complete the survey.*

On the whole, 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.

After debriefing comments and all outcomes of the survey results, it was agreed that additional effort and focus should be made around ensuring families have an understanding of overall childhood development and milestones in order for them to be engaged in understanding their own child's development to better grasp how they can support their child as they grow.

We also plan to amend our accessibility measure questions on next year's family survey to more accurately reflect this program's service.