

IDP 2016 Outcome Measurement Report

Efficiency

How many children received service within 30 days of referral being received?

- 7 children came on to the IDP caseload in 2016 and 5 of those children received service within 30 days (2 received service within 90 days).

2016 Target: 80% of clients will receive service within 30 days of the referral being received.

2016 Outcome: 71% of clients received service within 30 days of the referral being received.

During 2016, 22 families were eligible to participate in the family survey (eligibility: the child had accessed services during 2016). Families accessing services were provided with paper copies of the survey during a home visit to complete and return with the consultant. Families who were no longer accessing services were contacted via phone by the program manager. Names were not attached to survey answers.

- 11 families completed the survey.
- 6 families were unavailable to be contacted (their file had been closed and phone numbers on record were no longer active).
- 5 families did not complete the survey.

Family Survey Results:

Satisfaction

1. How satisfied are you with the quality of services provided by your IDP consultant?

- 8 families answered "Very Satisfied" 3 family answered "Satisfied"

2016 Target: 80% of clients would report they are very satisfied or satisfied.

2016 Outcome: 100% of clients are very satisfied or satisfied.

Comment: Oh my gosh, we have loved having services come to our house. Just being able to have a visit in our own living room is soooo great. My kids have really got to know her and it's like having a friend over who lets you work through things by yourself but doesn't let you get carried away and makes sure you get all the information you need. We don't know anyone else really so having a nonjudgmental person get to know you and be there for you is great.

I would have been so lonely without her.

2. How satisfied are you with the support provided to develop and maintain a positive relationship with your child?

- 8 families answered "Very Satisfied" 3 family answered "Satisfied"

2016 Target: 80% would report they are very satisfied or satisfied.

2016 Outcome: 100% of clients are very satisfied or satisfied.

Comment: I don't know many people so having someone to talk to has been great. I have a strong relationship with my children but it can be frustrating so yeah, I think it has made a difference.

Accessibility

3. Since the beginning of your involvement in IDP, do you feel you have gained an increased awareness of other services available to your child?

- 9 families answered "Yes" 2 family answered "Somewhat"

2016 Target: 80% of clients would answer "Yes"

2016 Outcome: 82 % answered "Yes"

Effectiveness

4. As a result of IDP services, do you feel that your child has made progress towards his/her development goals?

- 11 families answered "Yes"

2016 Target: 80% would answer "Yes"

2016 Outcome: 91% answered "Yes"

5. As a result of IDP services, do you feel that your understanding of your child's development has increased?

- 10 families answered "Yes" 1 families answered "Somewhat"

2016 Target: 80% of clients would answer "Yes"

2016 Outcome: 91% of clients answered "Yes"

Comments: Yeah for sure. You know that you can find everything in the internet now so you never really have to worry about what comes next or how you can best help your child but having someone to talk to that has done this before make it so much easier to cope.

6. As a result of IDP services, do you feel that your ability to meet your child's needs has increased?

- 10 families answered "Yes" and 1 family answered "Somewhat"

2016 Target: 80% of clients would answer "Yes"

2016 Outcome: 91% answered "Yes"

Summary of debrief and action plan discussed with staff:

The measurement report was reviewed in detail with the staff and we debriefed the findings and strategized on future planning.

It is apparent that initial engagement with families was challenging as we did not hit our efficiency target of 80%. During review we discussed the frequent reluctance by families to answer phone calls and return messages initiated by the receipt of a referral. Referrals to the program are only accepted if the family is aware of the referral being made, however, this does not appear to be an indicator that families are willing participants and suggests that they perhaps feel vulnerable and coerced at time when their child's development is being questioned. We have changed the referral for service form to be more user friendly and hope that we can build up knowledge of the child and family as we build relationships once we begin visiting.

Two consultants have served our community this year and both have been successful in establishing trusting relationships once families are engaged. Isolation in a rural community affects many families and it was reported that IDP consultants were welcome visitors both in terms of providing developmental information and support for children but also as a community connection for parents.

The increased use of Ages and Stages Questionnaires has proven both beneficial and informative for families whose children are experiencing mild delays as families have a simple yet tangible track of progress and what milestones to look for next. The developmental milestones aren't used to design goals for families but they do highlight areas of possible growth and so identify areas needing practice and encouragement.

Staff have been trained to use a new Assessment tool – Developmental Assessment of Young Children 2 (DAYC2) and this has been successful as it can be used as a complete assessment or for specific developmental domains and has helped shape goal plans.

As a family centered service it was gratifying to hear that families felt included in planning and developing goals. Comments demonstrated that families are able to draw on the expertise of staff without feeling threatened and that the process of development is a joint effort.

Recommendations for 2017; complete surveys once yearly or on exit from program as tracking families at a later date is challenging.

A brief summary of our learning as a result of the survey is posted on our website in order to share with persons served and stakeholders.

Susanne Butcher,
Program Manager