

## **Infant Development Program Outcome Measurements, 2017**

Families on active caseload were provided a survey by their IDP consultant during a visit. Families no longer participating in services or not on active case load were contacted by telephone. No names were attached to the survey. 10 surveys were completed.

### **Efficiency:**

10 children came on to the Infant Development case load in 2017. 8 children received services within 30 days of referral, 2 children received services within 90 days.



Target; 80% of children to receive services within 30 days of referral. Outcome achieved.

### **Satisfaction:**

1. 10 families were very satisfied or satisfied with the quality of services provided by their consultant.  
*Comments; "I think this is a wonderful program," and "She is awesome."*



Target; 80% of families' report to be 'very satisfied' or 'satisfied'. Outcome achieved.

2. 10 families were very satisfied or satisfied with the support provided by their consultant to develop or maintain a healthy and positive relationship with their child.



Target; 80% of families' report to be 'very satisfied' or 'satisfied'. Outcome achieved

### **Accessibility:**

3. 9 families felt they had gained an increased awareness of other services available to their child



Target; 80% of families would report 'yes'. Outcome achieved

### **Effectiveness:**

4. 8 families felt their child had made progress towards their developmental goals.  
*Comments; "For sure we've made progress."*



Target; 80% of families would report 'yes'. Outcome achieved

5. 10 families said yes, they felt their understanding of their child's development had increased.



Target; 80% of families would report 'yes'. Outcome achieved

6. 9 families stated their ability to meet their child's needs had increased.  
*Comments; "I have been much better able to get him the help he needs."*



Target; 80% of families would report 'yes'. Outcome achieved

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### **Summary of debrief and action plan discussed with staff:**

Response to complete surveys was poor. As part of future transition out of services families will be provided with a survey in that process. The survey will remain in a sealed envelope until the end of the year to ensure anonymity. Families will not be asked to complete a survey unless they have been accessing services for over four months as prior to this they will not have a solid exposure to many aspects covered on the survey

In regard to the survey demonstrating one parent was unsure about their child's progress towards their goals, staff will ensure that families are integral in the goal identification process. That goals have meaning to the child and family and parents understand the purpose of small and achievable short term steps in relation to the end goal.

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