

## Supported Child Development Program Outcome Measurements, 2019


### Family Survey

Survey participation is encouraged but optional. Families leaving services before the year end were provided a paper copy of the survey which was then placed in a sealed envelope and handed to their consultant to be returned to the main office for end of year submission. Families remaining on case load were presented with the option of a paper or electronic survey. The survey was anonymous, quick and gave families an opportunity to comment on their experiences.

To be considered successful, outcomes must show 80% plus as very satisfied or satisfied.

### Supported Child Development Family 2019 survey results

families on caseload	17	
total # of survey's distributed	14	82%
surveys answered	3	18%
survey not completed	014	82%
people unreachable	3	18%
families on case load in 2019	11	65%
# surveys used in calculations	3	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
<b>satisfaction</b>	2	1	0	0	0	
1. parents felt satisfied with their level of planning in service provision	67%	33%	0%	0%	0%	

	yes	somewhat	no	not sure
<b>accessibility</b>	3	0	0	0
2. parents feel their child is better able to attend a child care program	100%	0%	0%	0%
3. parents feel they understand the services offered to their child	3	0	0	0
	100%	0%	0%	0%
<b>achievement</b>	3	0	0	0
4. parents feel their child made progress towards identified goals	100%	0%	0%	0%
<b>efficiency</b>	2	1	0	0
services were timely once a need was identified	67%	33%	0%	0%

	30 days	60 days
<b>efficiency</b>	9	2
# days to receive service (6 families came on to case load in 2018)	100%	0%



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

Survey results of families who chose to participate were all positive, however, it is worth noting that participation in the survey was at an all time low. This was very disappointing and we must endeavor to improve the number of responses in 2020. Surveys will be provided to parents at planning meetings in

## **Supported Child Development Program Outcome Measurements, 2019**

the term preceding the winter break. For some families this may mean they have accessed services briefly but we still require their feedback. Surveys will also be provided as children begin their transition out of services, rather than waiting until they have actually left. A chart will be kept identifying who has been provided with a survey, we will not record if a survey was returned by the family as this may nullify anonymity.

Susanne Butcher  
Manager – Early Childhood Services

## Supported Child Development Program Outcome Measurements, 2019






### Childcare Provider Survey

This year Licensed Child Care Programs Managers were provided an electronic copy of the survey only.

To be considered successful, outcomes must show 80% plus as very satisfied or satisfied.

### Supported Child Development Family 2019 survey results

Child care programs surveyed	5	
total # of survey's distributed	5	41%
surveys answered	4	41%
survey not completed	1	0%
people unreachable	0	0%
# surveys used in calculations	4	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
<b>satisfaction</b>	2	1	0	0	0	
1. Did programs feel supported and satisfied with services?	50%	25%	0%	0%	0%	
<b>accessibility</b>	3	1	0	1	0	
2. Could the SCDP provide resources for the child?	75%	25%	0%	25%	0%	
3. Was the consultant available for you?	2	1	1	0	0	
<b>prioritizing</b>	3	0	1	0	0	
4. Were wait times reasonable for those identified for services?	75%	0%	25%	33%	0%	
	yes	somewhat	no	not sure		
<b>effectiveness</b>	4	0	0	0		
5. Did programs feel able to include children who needed extra support?	100%	0%	0%	0%		

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

Unfortunately, we did not receive a response from one child care program and this has affected our survey results significantly.

Connection to the child care programs has improved and the consultant will make continued regular visits to programs to check in with managers. Supervision of SCD ground floor staff will be completed by the consultant to ensure understanding of goals and plans.

One comment was shared;

“Sometimes some of the staff didn't have much experience but they were very willing to learn and made the difference to the child being able to attend.

Susanne Butcher

Manager – Early Childhood Services