

## SCD 2014 Outcome Measurement Summary

3 children came on to the SCD caseload in 2014. Out of the 3, 3 children received service within 30 days.

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.

*4 families completed the survey.*

*2 families were 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.*

For 2014, there were 5 licensed child care programs eligible to participate in the survey (eligibility: program is licensed through Interior Health Child Care Licensing Branch and is located within the boundaries of McClure to Blue River). Child Care Programs were provided surveys which they handed in to our front desk staff. Their names were not attached to their survey answers. The survey asked a series of questions to measure satisfaction, effectiveness and accessibility.

*3 programs completed the survey.*

*2 programs did not complete the survey.*

In regards to the families we serve, it was agreed that additional effort and focus will be made around ensuring families understand the process of our program's involvement and supports and how that relates to their child's participation in a child care program. In addition to this, we will put effort towards addressing the retention and qualifications of our support staff for the program.

In regards to the child care programs we serve, it was agreed that additional effort and focus will be made to coordinate locally based training opportunities more often as well as expand on a resource library. In addition, the SCD Consultant will increase her visits to each child care program and the program will host an information session to discuss the SCD service delivery process and framework. Efforts will be made to seek input from child care managers on how we can improve the process and work more effectively as a team to support children and families.

