

## Supported Child Development 2016 Outcome Measurement Report

### FAMILIES

#### Efficiency

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

- 7 children came on to the SCD caseload in 2016. Out of the 7, 6 children received service within 30 days.

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

**2016 Outcome: 86% of clients received service within 30 days of referral being received.**

For 2016, there were 16 eligible families to participate in the family survey (eligibility: any child who has accessed services during the last 12 months). Surveys were completed during a home visit and placed in sealed, unnamed envelopes or families were contacted by phone by the program manager. All surveys were anonymous.

- 8 families completed the survey.
- 5 families were unavailable to be contacted (their files had been closed and phone numbers from closed files were no longer in service)
- 3 families chose not to complete the survey/did not return phone calls

#### Family Survey Results

##### Satisfaction

1. How satisfied are you with the level of involvement in the planning of SCD services for your child?

- 6 families answered "Very Satisfied" and 2 families answered "Satisfied"

**2016 Target: 60% of clients would report they are very satisfied and 30% or satisfied.**

**2016 Outcome: 75% of clients are very satisfied and 25% satisfied**

##### Accessibility

2. Do you feel your child is better able to attend a child care program due to the supports provided by SCD?

- 8 families answered "Yes"

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

**2016 Outcome: 100% of clients are satisfied.**

*Comments: Yeah, I didn't know how hard it would be for him in preschool. It's a shock when you think your kid can't be like the others and just go and be ok. I still don't see it at home but that's because I know how he reacts and it seems normal to me.*

3. Did you receive information about the SCD service in a way that was understandable to you?

- 8 families answered “Yes”

**2016 Target: 80% of clients would answer : “Yes” or “Somewhat”**

**2016 Outcome: 100% of clients answered “Yes”**

*Comments: It was very easy and accessible to get help for my child in preschool. You coming to him made him very comfortable. Going to him like that so you could see him in his natural environment meant that he didn't have any stress. I was very impressed with everything.*

### **Effectiveness**

4. Do you feel that your child is welcomed and included in the child care program?

- 7 families answered “Yes” and 1 family answered “Somewhat”

**2016 Target: 80% of clients would answer “Yes” or “Somewhat”**

**2016 Outcome: 100% of clients answered “Yes” or “Somewhat”**

*Comments: He didn't have big needs but some and you could never have told that he was in any way different form the way that people were with him. He was just like every other kid there.*

*We are very impressed with the service offered for children with learning needs. We have been listened to and feel very respected.*

### **CHILD CARE PROGRAMS**

#### **Efficiency**

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

- 7 children came on to the SCD caseload in 2016. Out of the 7, 6 children received service within 30 days, 1 child within 60 days

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

**2016 Outcome: 86% of clients received service within 30 days of referral being received.**

During 2016, there were 4 licensed child care programs eligible to participate in the survey (eligibility: program is licensed through Interior Health Child Care Licensing and is located within the boundaries of McClure to Blue River). Child Care Program Managers we emailed surveys which were completed and handed in to the YCS front desk staff. Names were not attached to their survey answers.

- **3 programs completed the survey.**
- **1 program did not complete the survey.**

## **Child Care Program Survey Results:**

### **Satisfaction**

1. How satisfied are you with the supports, resources and training provided by the SCD Program?

- 2 programs answered “very satisfied” and 1 program answered “satisfied”

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

**2016 Outcome: 100% of programs are satisfied or very satisfied.**

*Comments: SCD is a very easy program to work with, having a large knowledge base or access to professionals who can help work together to make a child's development successful.*

2. If you requested resources in the past year, how satisfied were you with availability of the resources?

- 2 programs answered “very satisfied” and 1 program answered “satisfied”

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

**2016 Outcome: 100% of programs are satisfied or very satisfied**

*Comments:*

*We were always provided with excellent materials, info, visuals etc.*

### **Accessibility**

3. If you referred a child in the past year, how satisfied were you with the availability of the Consultant services?

- 2 programs answered “very satisfied” and 1 program answered “neutral”

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

**2016 Outcome: 67% of programs are very satisfied**

*Comments:*

*Being in Barriere it was difficult for us to access regular support and resources in a timely manner.*

4. If you received extra staff support in the past year, how satisfied were you with the availability of the extra staffing supports?

- 2 programs answered “very satisfied” and 1 program answered “neutral”

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

## **2016 Outcome: 67% of programs are very satisfied**

### *Comments:*

*Choices weren't available to make a decision on who would be the best person to offer support to a child. One support person for every child doesn't always work. Support/caregiving styles should suit the needs of a particular child. The pool of available workers is small.*

### **Effectiveness**

5. As a result of SCD services, do you feel that you are able to include children who require extra support?

- 2 programs answered "very satisfied" and 1 program answered "somewhat"

**2016 Target: 80% of programs would report "yes" or "somewhat".**

**2016 Outcome: 100% of programs reported "yes" or "somewhat"**

*Comments: I would like support workers to have some kind of basic training. Consistency in following goal plan that changes as the child needs change has been a small issue.*

### **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.

On reflection services provided have been well coordinated with an emphasis on team effort by involving parents, child care providers, community professionals and SCD staff. In an effort to include families and empower them to advocate for their child parents have been encourage to participate in all areas of planning and goal development. This has been a great experience and we have seen quiet and shy parent who struggle to express their concerns and fully see the challenges their child experiences evolve into vocal and engaged champions for their children.

Feedback form families was positive in all areas.

The SCD consultant is in the process of ordering equipment designed specifically to support children's development and enhance their experiences within childcare programs. Familiarity with objects and routines is well documented as a crucial part of success for children and therefore the order will allow for enough equipment so that families can utilize the same items in the home environment too.

The SCD consultant and program managers recognize that the window for opportunity is small, particularly in preschool settings, and so will endeavor to speed up the general intake and goal setting time frame. The strengths and weakness form usually provided to staff after intake is complete will become part of the referral process. Once a child is identified and child care staff have spoken with parents they will begin to catalogue their thoughts and observations for quicker processing with the consultant.

Again the consultant and child care staff identified the need for more frequent communication. Visits for observations within the program occur during typical daily operations and therefore each staff has a role to play on the floor of the program meaning it is difficult to chat during or after as staffing:child ratios must be maintained. Efforts to improve spontaneous communication have begun and managers are able to drop by the consultant's office when they have time, or skype with the consultant as needed.

Noted by staff is the need for continual training in not only early childhood development but understanding behaviours, attachment disorders, sensory issues, bereavement, medical care and hearing/visual impairments. Staff training will be a focus through 2017.

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  
Programs Manager