

## Supported Child Development Program Outcome Measurements, 2017

### Family Survey

SCDP consultants left a survey at the child's licensed child care program or gave parents one in person. Families no longer participating in services or not on active case load were contacted by telephone. No names were attached to the survey. 6 families completed the survey, 17 families accessed services at one time during 2017.


### Efficiency:

11 children came on to the Supported Child Development case load in 2017. 9 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. 8 families were very satisfied or satisfied with their level of involvement in planning for their child.  
*Comments;* "The level of care, concern and support offered is more than I could ever ask for."

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

### Accessibility:

2. 6 families felt their child was better able to attend a childcare program because of program support.  
*Comments;* [child] wouldn't be able to attend without it.


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

3. 6 families stated information was shared with them in a way they understood.  
*Comments;* "Communication is very open and continued meetings help us all work together in working towards successful goals for my child." "It made sense."

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

### Effectiveness:

4. 6 families said they felt services were timely.

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

5. 6 families felt that their child was welcomed and included in their child care program.  
*Comments;* "He really likes the program and loves coming. He is super excited about the new picking up plan" (escort from class to the after school program). "Absolutely, every effort is made to support my child and offer her opportunities for an enjoyable and successful day. I couldn't ask for better."

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

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

General response to completing the survey was poor, particularly from families who are not on active case load. In future, part of the early transition process will include a survey, to be completed and stored in a sealed envelope, to ensure anonymity, until all surveys are conducted at year end. To be eligible to complete a survey a family must have accessed services for a minimum of four months so answers reflect the breadth of the questions about the program.

General feedback for surveys was complimentary and all objectives were achieved. Service provision has streamlined due to child care staff completing strengths and needs at time of requesting services, identified in 2016.

### Childcare Provider Survey

Child care program managers were handed a paper copy of the survey and it was return anonymously to the YCS reception. 4 program managers completed the survey.

#### Satisfaction:

1. 4 programs were very satisfied or satisfied with supports resources and training provided.  
*Comments; "I would like more training available to my staff about autism."*

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



#### Accessibility:

2. 4 programs were reported access to resources was satisfactory

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



3. 4 programs felt access to their consultant was very satisfactory and 2 felt is was satisfactory

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



#### Prioritising

4. 3 programs were very satisfied with the availability of extra staff and 1 program satisfied.

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



#### Effectiveness

5. 3 programs felt able to include children who needed extra support, 1 program felt somewhat able.  
*Comments; I like it that children with extra support have opportunities to participate, but, I'm mixed on the effect this has on the other children and don't think it's always positive.*

Target; 80% of programs report 'yes' or 'somewhat'. Outcome achieved



## **Supported Child Development Program Outcome Measurements, 2017**

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

Managers feel that they generally have easier access to the consultant than in previous years but would welcome more, particularly in programs in a hands on way.

Concern regarding children with high social/emotional needs and the impact on others participating continues to cause staff to worry.

Now the strengths and needs form is completed and given to SCD at the same time as the referral processing times have improved.

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