

Infant Development Program Outcome Measurements, 2020



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. 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/satisfied or agree.


Communities served; Lillooet and Clearwater/Barriere

2020 survey results




families on caseload	24		12 in each community.
# of survey's distributed	19	79%	
surveys answered	5	21%	
people unreachable	5	21%	
families on case load in 2020	8	52%	4 in each community.
# surveys used in calculations	5		

<u>Satisfaction</u>	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
Quality of services provided by IDP consultant	5	0	0	0	0	
	100%	0%	0%	0%	0%	
Support helped develop and maintain positive relationship with child	4	10	0		0	
	80%	20%	0%	0%	0%	


<u>Accessibility</u>	yes	somewhat	no	not sure
Parents aware of other services available to their child (community, agency, provincial)	3	2	0	0
	60%	40%	0%	0%



<u>Achievement</u>	Strongly agree	Agree	Neutral	Disagree	Strongly Disagree
Parents feel child made progress towards developmental goals	5	0	0	0	0
	100%	0%	0%	0%	0%
Parents feel they understand their child's development	5	0	0	0	0
	100%	0%	0%	0%	0%
Parents feel they can meet their child's needs	5	0	0	0	0
	100%	0%	0%	0%	0%

<u>Efficiency</u>	30 days	60 days
# days between receiving the referral and making contact with the family	4	0
	80%	0%



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Summary of debrief and action plan discussed with staff:

We currently provide Infant Development in two regions; the North Thompson Valley and Fraser Canyon. Both areas are rural, have similar numbers of population although the demographic is quite different; Lillooet has a much larger Indigenous population. Identical surveys were used in both communities and results have been combined to reflect YCS IDP services as a whole.

Participation in the survey was extremely poor this year, although not entirely unexpected. Due to COVID-19 we have experienced interruptions to services on an unprecedented level, this has been reflected in the apathy with which parents and service users have responded to survey completion. IDP consultants have reminded families once only about our request for the survey to be completed, we hope for a better response next year.

Consultants have worked hard to keep our families connected, virtual services for families with young children is not easy! Happily, we have returned to in person visits utilizing well sanitized, large YCS spaces. Of the few surveys returned, all comments were positive and families seemed genuinely appreciative.

A continuing goal is to achieve a higher participation rate in survey completion. We will review our objectives as a team and it is likely we will include this as a new target to be reported on.

Survey outcomes were 100% successful in every area.

Some comments made by families were;

- Full of helpful hints
- Jenna has been amazing. She is flexible and very helpful and I really appreciate all of the help she has given me so far
- She is brilliant
- Have a secure attachment, but other ideas have helped in areas I considered delays in the child's development
- She's been giving me some advice on breastfeeding and helping weigh my baby on a regular schedule. My milk is now in and with her help I've had the encouragement to start exclusively breastfeeding.
- Always
- Provided me with other services we may need
- Too many [services in the community], in fact
- Unsolved mysteries = solved
- Very encouraging and fantastic ideas to help the child with their development
- I'm a mommy pro now
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Susanne Butcher
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