

Supported Child Development Program Outcome Measurements, 2020

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.

2020 survey results

Families on caseload	14	
Total # of survey's distributed	14	100%
Surveys answered	2	14%
People unreachable	0	0%
Families on case load in 2020	11	79%
# Surveys used in calculations	2	

<u>Satisfaction</u>	Very satisfied	Satisfied	Neutral	Dis-satisfied	Very dis-satisfied
Parents felt satisfied with their level of planning in service provision	1	1	0	0	0
	50%	50%	0%	0%	0%

TARGET



<u>Accessibility</u>	Yes	Somewhat	No	Not sure
Parents feel their child is better able to attend a child care program	2	0	0	0
	100%	0%	0%	0%
Parents feel they understand the services offered to their child	Strongly agree	Neutral	Disagree	Strongly disagree
	2	0	0	0
	100%	0%	0%	0%



<u>Effectiveness</u>				
Parents feel their child was welcomed and included	2	0	0	0
	100%	0%	0%	0%



<u>Efficiency</u>				
Services were timely once a need was identified	1	1	0	0
	50%	50%	0%	0%



	30 days	60 days
Number of days between receipt of referral and contact with the family	10	0
	91%	0%



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Summary of debrief and action plan discussed with staff:

Families were offered a paper version of the survey if they transitioned out of services during the year. Families remaining on case load were offered the survey in November and December. Response to the survey was disappointingly low although it must be noted that COVID-19 had interrupted child care program operations repeatedly between March and December 2020. Families had experienced numerous consistent stressors around care of children, work, health and finance. We anticipated a reduced number of responses and decided as a team that follow up requests to respond would be completed once only, via email. At that point, we felt it important to respect family's choices to not participate in the survey.

Susanne Butcher

Manager – Early Childhood Services

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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.

2020 survey results

Child care programs surveyed	5	
Total # of survey's distributed	5	100%
Surveys answered	5	100%
Survey not completed	0	0%
Number of surveys used in calculations	5	

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied
<u>Satisfaction</u>	3	0	2	0	0
Did programs feel supported and satisfied with services?	60%	0%	40%	0%	0%
<u>Accessibility</u>	3	0	2	0	0
Could the SCDP provide resources for the child?	60%	0%	40%	0%	0%
Was the consultant available for you?	3	2	0	0	0
	60%	40%	0%	0%	0%
<u>Efficiency</u>	3	2	0	0	0
Were wait times reasonable for those identified for services?	60%	40%	0%	0%	0%

TARGET



	yes	somewhat	no	not sure
<u>Effectiveness</u>	5	0	0	0
Did programs feel able to include children who needed extra support?	100%	0%	0%	0%

Summary of debrief and action plan discussed with staff:

Connection to the child care programs has improved despite COVID-19 required adaptations. Our survey reflects a much more positive working relationship and access to services than the 2019 survey. The consultant was able to make continued regular visits to programs when required and was frequently available for in person and virtual check ins with child care program staff. More frequent goal plan revisions were achieved through regular input from staff working with children, consequently progress was recorded and successes built positive feelings for children and staff alike.

Two neutral comments in regards to satisfaction may have been impacted by COVID restrictions. Our Consultant will ask, in all future communications, if staff require any other supports from the program.

Susanne Butcher
Manager – Early Childhood Services