

SUPPORTED CHILD DEVELOPMENT PROGRAM

Vancouver and Burnaby Regions

OUTCOMES MANAGEMENT REPORT 2016 - 2017



2805 Kingsway
Vancouver BC V5R 5H9
Tel: (604) 451-5511 / Fax: (604) 451-5651
www.bc-cfa.org

The Supported Child Development Program receives funding from the BC Ministry of Children and Family Development.
The Supported Child Development Program acknowledges the City of Burnaby for its support.

Table of Contents

Program Description	1
Program Goals.....	1
Target Population.....	1
Eligibility Criteria.....	1
Demographics 2016/17	2
Total Number Served - Age and Language.....	2
Presenting Needs.....	4
2016/17 Performance Improvement Plan – Status Report	5
Demographics.....	5
Efficiency.....	5
Effectiveness.....	6
Satisfaction - Families.....	6
Satisfaction - Child Care Programs.....	7
2016/17 Program Outcomes	8
Access to Service.....	9
Efficiency.....	9
Effectiveness.....	10
Satisfaction - Parents/Legal Guardians.....	11
Service Coordination - Child Care Settings.....	12
2017/18 Performance Improvement Plan	13
Demographics.....	13
Effectiveness.....	13
Satisfaction - Families.....	14
Satisfaction - Child Care Programs.....	14

PROGRAM DESCRIPTION

Program Goals:

1. To assist families of children with extra support needs to access inclusive child care that meets the families' needs.
2. To support child care, preschool and out-of-school care programs to implement and develop inclusive principles and practices to enhance all children's experiences.

Target Population:

1. Children and youth who require additional support to attend child care or preschool
2. Licensed/registered or license-not-required child care program or preschool located in Burnaby or Vancouver

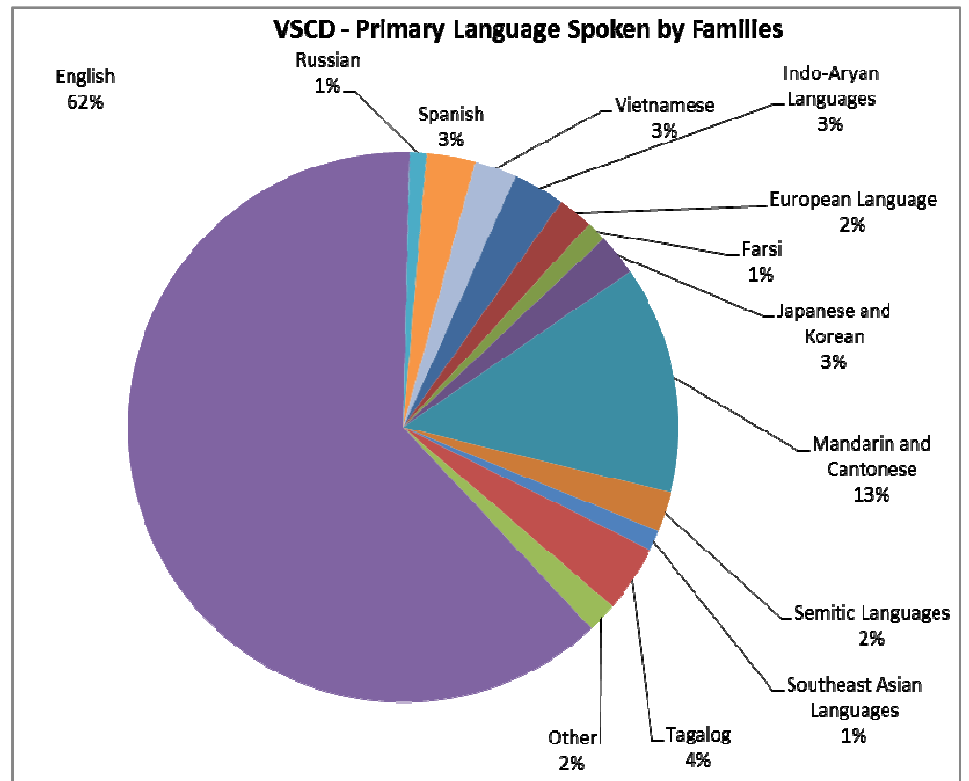
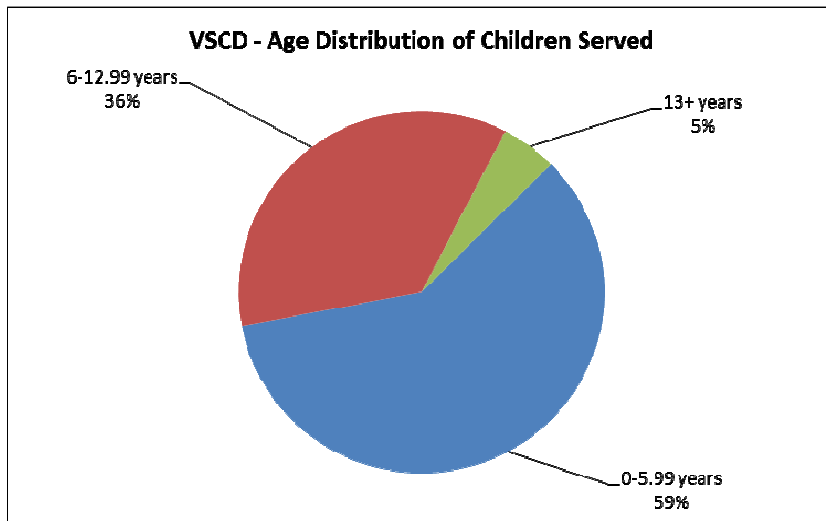
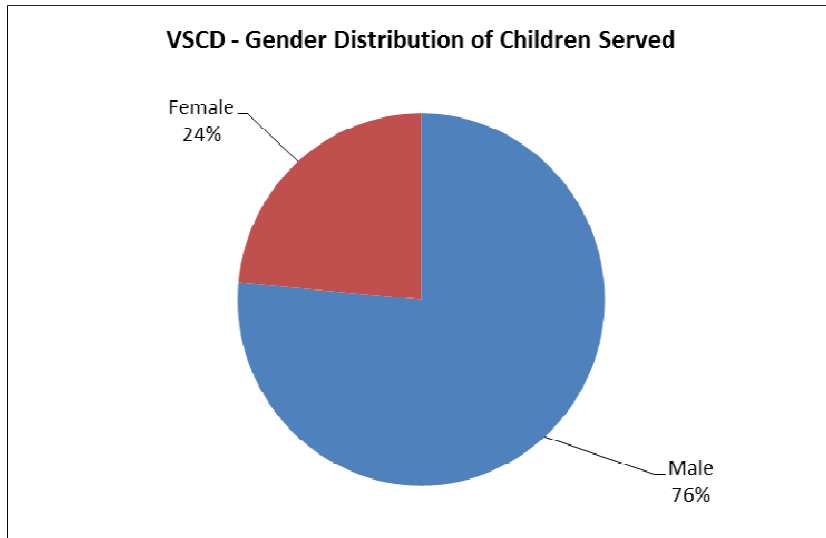
Eligibility Criteria:

1. Children and youth from birth to 19 years
2. Residents of British Columbia
3. Children who live in and/or attend a child care program in Vancouver or Burnaby
4. Children who have a developmental delay or disability in physical, cognitive, communicative or social/emotional areas and also may require extra support services to be included in a child care program.

Key Services offered by Supported Child Development (SCD) Program
<ul style="list-style-type: none">⇒ Assist families to find options and available spaces in child care programs⇒ Develop individual program plan to meet the child's needs⇒ Consultation on implementation of inclusive principles and practices for child care programs⇒ In-services and workshops on a variety of topics for child care programs⇒ Toys and materials for families and child care programs from the SCD Lending Library⇒ Funding disbursement for additional staffing support

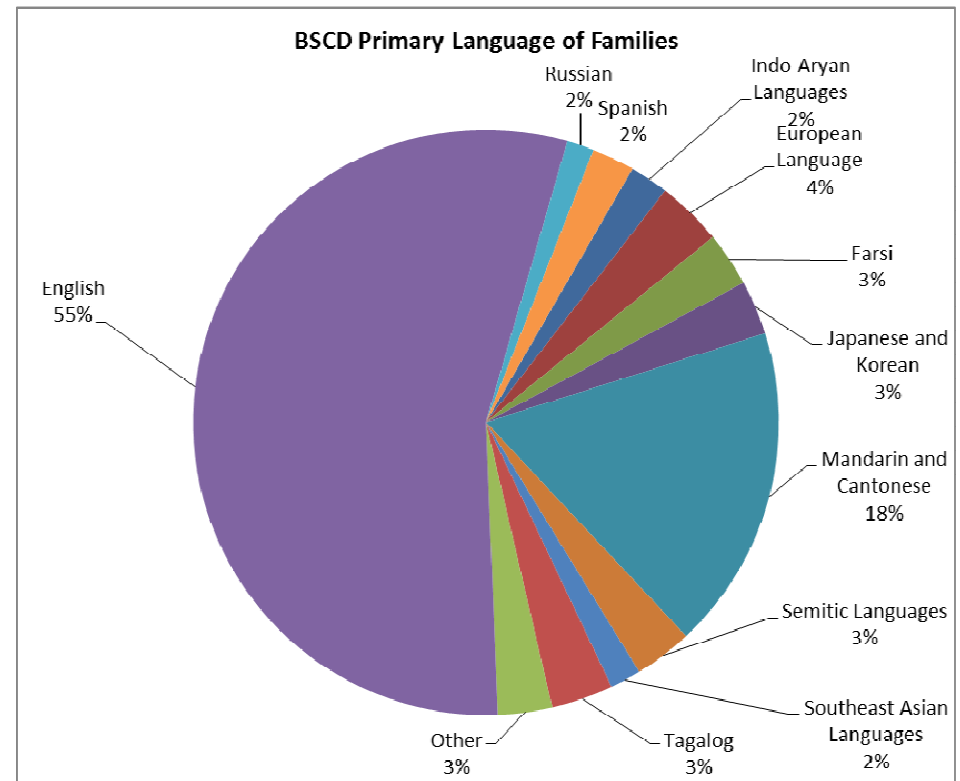
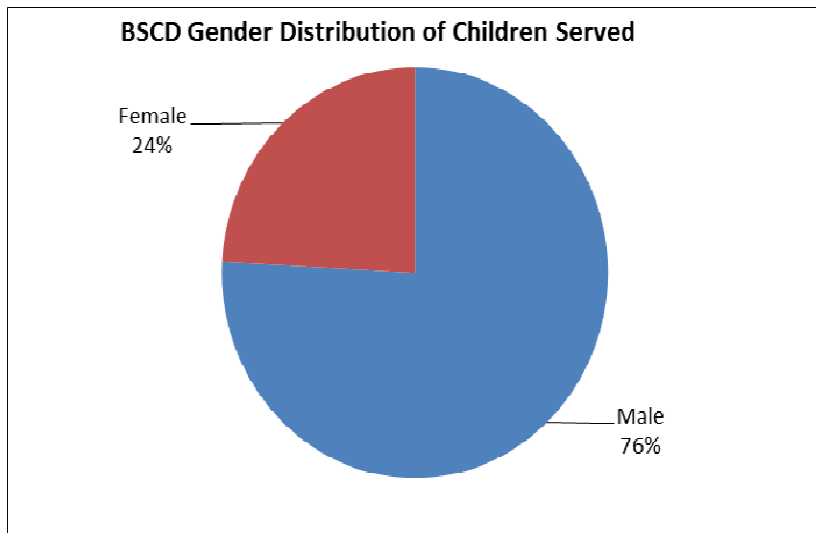
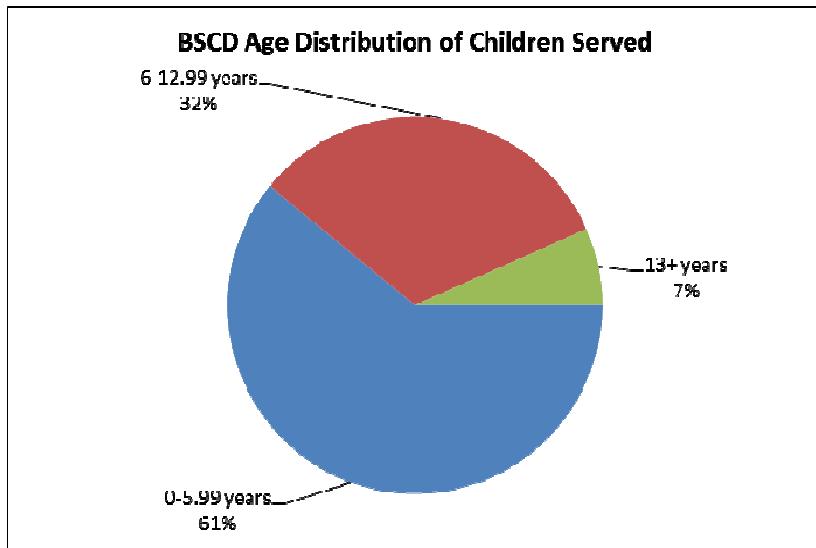
Demographics 2016/2017 Vancouver Supported Child Development Program

Total number of children served n = 1016



Demographics 2016/2017 Burnaby Supported Child Development Program

Total number of children served N = 468



Demographics: 2016/2017 Active Clients – Vancouver Supported Child Development Program

Presenting needs upon time of referral

Presenting need	Male	Female	Total	Percentage
Communication	328	117	445	44%
Health	21	7	28	3%
Mobility	45	27	72	7%
Not Assigned	92	26	118	12%
Other	11	3	14	1%
Participation	48	18	66	6%
Social Emotional	232	41	273	27%
Total	777	239	1016	

Demographics: 2016/2017 Active Clients – Burnaby Supported Child Development Program

Presenting needs upon time of referral

Presenting need	Male	Female	Total	Percentage
Communication	148	46	194	41%
Health	12	7	19	4%
Mobility	17	11	28	6%
Not Assigned	22	12	34	7%
Other	1	1	2	1%
Participation	32	12	44	10%
Social Emotional	123	24	147	31%
Total	355	113	468	

Summary Analysis

The proportions of presenting needs across all children have remained approximately the same in all areas with a slight increase in both regions in Communication. Overall there are 10% of children who do not have their presenting needs documented in the ECR which is an improvement of 10% from the previous fiscal year. See 2016-2017 Performance Improvement Plan.

2016/2017 PERFORMANCE IMPROVEMENT PLAN – STATUS REPORT

Area of Improvements	Action Plan	Update on Completion
<p><u>Demographics</u></p> <p>Increase entry of presenting needs information into our ECR system.</p>	<ul style="list-style-type: none"> • Review importance with Admin staff. • Ensure expectations of this are in the Staff Handbook and it is available to staff. • Clinical Leads to review client ECR information to ensure presenting need is entered for all active children. 	<p>June 2016 -Complete</p> <p>June 2016- Complete</p> <p>December 2016- Partially Complete During the year it was recognized that the Initial Intake Consultants need to take the lead in entering this information during the intake phone call. See 2017-2018 Performance Improvement Plan.</p>
<p><u>Efficiency</u></p> <p>SCD Consultants will increase client-specific related intervention in their work to exceed 50% of their time.</p> <p>SCD Consultants will enter 100% of hours worked into the stats platform of the ECR</p>	<ul style="list-style-type: none"> • Share updated definitions of direct client related intervention with Consultants at a staff meeting training session. • Get Consultant input in improving the stat definition tip sheet they use when entering their daily stats. • Provide Consultants with updated and improved stat definition tip sheet for entering their daily stats. • Coordinator and Clinical leads use monthly stats data produced by Finance Department to review Consultants' daily stats entries • Clinical Leads and Coordinator meet with staff as needed if there are issues with entering stats. 	<p>May 2016- Complete</p> <p>May 2016- Complete During the May 2016 staff meeting a review and update of the stat definition tip sheet was presented. Consultants provided input to clarify examples and improve lay out.</p> <p>June 2016- Complete</p> <p>May 2016 – March 2017- Complete Detailed analysis was provided from April to August provided and follow up completed at staff meetings generally as well as individually with Consultants. Clinical Leads and Manager continue to periodically monitor Consultant stats.</p> <ul style="list-style-type: none"> • Ongoing throughout the year- Complete

Area of Improvements	Action Plan	Target Date
<p><u>Effectiveness</u></p> <p>Improve the process to measure and report on attainment of children and youth's desired outcomes.</p>	<ul style="list-style-type: none"> • Provide a training session to Consultants about results of 2015-2016 reporting year and expectations of 2016-2017 reporting year including a review of the goal plan process and required documentation. • Work with the family to identify at least one short term outcome for each child who receives consultation support in a child care program to include in this effectiveness measure. • At the goal plan review meeting, collaborate with families and child care providers to determine level of attainment of desired outcome (from the GAS scale). • Measure this effectiveness outcome against the target level of 75% set in the MCFD Service Agreement in the 2016-2017 OMR. 	<p>May 2016- Complete</p> <p>April 2016 – March 2017- Complete</p> <p>April 2016 – March 2017- Complete</p> <p>March 2017- Complete Overall the SCD Program achieved 62% effectiveness this year. This was the first year the Consultants used the new process and further training has been set to improve this outcome. See 2017-2018 Performance Improvement Plan.</p>
<p><u>Satisfaction – Families</u></p> <p>Increase satisfaction of Burnaby families by improving their:</p> <ul style="list-style-type: none"> • Decrease Consultants caseloads in Burnaby by increasing staffing FTE 	<ul style="list-style-type: none"> • Increase Consultant FTE for direct work with children, families and child care program caseloads in Burnaby. 	<p>April 2016- Discontinued Advocacy was done with MCFD to increase the Consultant FTE in Burnaby SCD Program's Service Agreement but it was not approved. As a result, the program initiated a waitlist for Consultation to maintain an active caseload of 45 clients, which remains higher than the provincial average.</p>

<ul style="list-style-type: none"> • Understanding of the supports and services their child receives from the SCD program. • Involvement in determining the goals and strategies for their child with their SCD Consultant. 	<ul style="list-style-type: none"> • Ensure Consultant caseloads only have active clients in child care programs. All clients who are waiting for services will be on the Clinical Lead caseload. • All Burnaby Consultants participate in Joint Burnaby EIT and BSCD meeting which will include a discussion about coordination of goal plan meetings and kindergarten transition meetings. • Continue to participate in health fairs and 'Play to Learn' events to maintain opportunities to communicate our services with families and other agencies 	<p>May 2016- Complete</p> <p>May 2016- Complete</p> <p>April 2016 – March 2017- Complete</p>
<p><u>Satisfaction – Child Care Programs</u></p> <p>Increase child care program staff competency in supporting children with extra support needs by improving their knowledge gained from SCD Consultants.</p>	<ul style="list-style-type: none"> • Ensure SCD Consultants have basic skills in training sessions provided by the SCD Program. • Provide SCD Consultants with a general SEEDs training session. 	<p>December 2016- Complete Consultants were supported through their Coaching and Development Plans to increase their basic skills in training sessions if required by registering for upcoming workshops and courses as appropriate. A Social/Emotional Committee was initiated to organize all of the Social Emotional related training for the team as well as recognize Consultants who are leaders in training to be resources for other Consultants.</p> <p>November 2016-Modified The original trainer was unavailable and recommended that we do a full review of the Social Emotional Kits to increase staff knowledge of the SEED training. This was completed in March 2017. It was also agreed that Consultants would be able to provide this training after they had presented at least twice with another Consultant who was originally trained.</p>

	<ul style="list-style-type: none"> • Provide opportunity for SCD Consultants to attend the updated Partnerships training in Challenging Behaviours (modelled from the Pyramid Training) train the trainer. • SCD Consultants will follow up with their child care program staff after any training session(s) they attend to reinforce the learning and strategies. • Continue to use feedback forms to after training sessions and review what is working and what can be improved. • Use newsletters to provide information about training opportunities as well as supporting information and other resources. • All Burnaby Consultants participate in Joint Burnaby EIT and BSCD meeting which will include a discussion about coordination of goal plan meetings and kindergarten transition meetings. • Review Child and Family Support Plan process and discuss strategies to improve success at team meetings. 	<p>February 2017- Complete 7 SCD Consultants participated in this training as well as the Instructional Skills Workshop. It was also confirmed that any SCD Consultants who had previously provided this training and/or had experience with Pyramid and/or SEEDs training could also provide this updated material.</p> <p>September 2016 – March 2017-Partially Complete. SCD Consultants were able to answer questions, provide strategies and reinforce the learning as requested by child care program staff. It was determined that a more formal process was required for the Consultants to track who had training in order to follow up without being requested. See 2017-2018 Performance Improvement Plan.</p> <p>April 2016 – March 2017-Complete</p> <p>SCD electronically sent out 3 newsletters in August 2016, November 2016 and March 2017-Complete</p> <p>May 2016-Complete</p> <p>September 2016- Complete & Ongoing Clinical Leads completed this action plan but questions arose that required some review and clarification. See 2017-2018 Performance Improvement Plan- “Effectiveness”</p>
--	-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

2016/17 PROGRAM OUTCOMES

1. Access to Services

Outcome	Indicator	Applied to	Time of Measure/ Source	Target Level	Achieved Outcome 2016/17	Achieved Outcome 2015/16	Achieved Outcome 2014/15
Families receive timely services from SCD	a. Percent of children referred to SCD who have the initial intake process, including a support guide, completed within three months of the referral date.	All new intakes	SIRF report	100%	BSCD 100% 148/148	BSCD 100% 128/128	BSCD 100% 154/154
				100%	VSCD 100% 295/295	VSCD 100% 265/265	VSCD 100% 252/252

2. Efficiency

Outcome	Indicator	Applied to	Time of Measure/ Source	Target Level	Achieved Outcome 2016/17	Achieved Outcome 2015/16
Maximize client-specific related intervention time	a. Percentage of Consultant's time spent in direct client-related intervention as defined by MCFD	All SCD Consultants	ECR Stats reports	50%	BSCD 61%	BSCD 50%
				50%	VSCD 57%	VSCD 39%

Summary Analysis

This is the second year that the updated direct client related intervention definitions were used in this reporting. The current definition is in line with the Ministry of Child and Family Development definition of direct intervention that is reported provincially through the SIRF report, and is measured as a fraction of total FTE hours. There is an 11% increase in direct client-related intervention in Burnaby and an 18% increase in direct client related intervention in Vancouver. These increases and compliance with our MCFD Service Agreement are a result of Consultant's hard work and increased knowledge of the updated definitions.

Direct client related intervention definition

Direct client related intervention includes: emails/telephone communication, advocacy, service coordination, intake visits, consultation with child care centres, case reviews, team and family meetings, team consultation and child specific training.

3. Effectiveness

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target Level	Achieved Outcome 2016/17	Achieved Outcome 2015/16	Achieved Outcome 2014/15
Childcare centre staff have increased competency in supporting children with extra support needs in their setting	Percentage of respondents that indicate “most of the time” or “all of the time” to:	Child Care Setting Satisfaction survey respondents	2016/17 Child Care Survey	80%	BSCD 92% 11/12	BSCD 92% 11/12	BSCD 100% 6/6
	a. I have gained knowledge from the strategies and suggestions provided by our SCD Consultant.				VSCD 96% 27/28	VSCD 96% 45/47	VSCD 93% 40/43
	b. Knowledge gained from Consultants helped increase staff’s abilities to support children			80%	BSCD 92% 11/12	BSCD 67% 8/12	BSCD 100% 6/6
					VSCD 100% 28/28	VSCD 79% 37/47	VSCD 93% 40/43

Summary Analysis

We exceeded our target indicator (a) above in both regions again this year, indicating that child care staff have gained knowledge from the strategies and suggestions provided by SCD Consultants. Significant improvements are noted in indicator (b) above, with Burnaby’s satisfaction rate increasing by 25% which is a result of improved knowledge and hard work of the Consultants. Vancouver’s satisfaction rate increased by 21% to be 100% satisfaction this year which is also a result of the increased knowledge and hard work of the Consultants. Increasing childcare centre staff’s competency in supporting children with extra support needs was an area of strength for the both SCD Programs this past year.

4. Satisfaction

Parents/Legal Guardians

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target Level	Achieved Outcome 2016/17	Achieved Outcome 2015/16	Achieved Outcome 2014/15
Parents /Guardians are satisfied with the services they receive from the Supported Child Development Program	% of Parents/Guardians that answered “Agree” or “Strongly Agree” to:	Parents/ Guardians of all active clients who respond to agency survey	Annual parent satisfaction survey	90%	BSCD 88% 50/57	BSCD 83% 33/40	BSCD 91% 31/34
	VSCD 83% 84/101				VSCD 92% 68/74	VSCD 94% 59/63	
	b. I am involved in determining the goals and strategies for my child with my SCD Consultant			90%	BSCD 92% 60/65	BSCD 85% 35/41	BSCD 91% 29/32
					VSCD 97% 105/108	VSCD 96% 70/73	VSCD 95% 62/65
	c. Overall the services we receive from BCCFA have met our needs			90%	BSCD 84% 51/61	BSCD 79% 26/33	BSCD 91% 31/34
					VSCD 82% 84/102	VSCD 84% 65/77	VSCD 87% 53/61

Summary Analysis

The parent/guardian satisfaction survey results show an increase in respondents in both Burnaby and Vancouver again this year. There had been an overall decline in satisfaction from Burnaby families over recent years but there was an increase in all outcomes this year. The satisfaction of Vancouver families with their understanding of the supports and series their child receives from the SCD program showed a significant decline this past year, which is most likely due to the number of new and returning Consultants. The satisfaction of parents/guardians services will be addressed in the 2016-2017 Performance Improvement Plan.

5. Service Coordination

Child Care Settings

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target Level	Achieved Outcome 2016/17	Achieved Outcome 2015/16	Achieved Outcome 2014/15
Child Care staff are satisfied with the consultation services they receive from the SCD Program	% of respondents who indicate 'most of the time' or 'all of the time' for:	Child Care Setting Satisfaction survey respondents	2016/17 Child Care Survey	90%	BSCD 92% 11/12	BSCD 77% 10/13	BSCD 83% 5/6
	a. Working collaboratively to determine goals and support strategies				VSCD 100% 27/27	VSCD 88% 42/48	VSCD 81% 35/43
	b. Providing a variety of practical adaptations, strategies and activities to help meet each child's goals and objectives			90%	BSCD 92% 11/12	BSCD 92% 11/12	BSCD 83% 5/6
					VSCD 80% 20/25	VSCD 83% 40/48	VSCD 74% 32/43

Summary Analysis

Child care staff in Burnaby reported a 15% increase in satisfaction in working collaboratively to determine goals and support strategies in relation to the consultation services they receive. The child care staffs continue to report a high level of satisfaction with the consultation services they receive related to receiving a variety of practical adaptations, strategies and activities.

Child care staff in Vancouver reported and increased level of satisfaction to 100% this year with the consultation services they receive related to Consultants working with them collaboratively to determine goals and support strategies. There was a slight decrease (3%) of child care staff satisfaction with the consultation services related to providing a variety of practical adaptations, strategies and activities. This is an outcome the Vancouver Consultants continue to work on build and improve their consultations skills and over the next year will work to build their consultation from training provided to their child care programs. See the 2016-2017 Performance Improvement Plan.

2016/17 PERFORMANCE IMPROVEMENT PLAN

Area of Improvements	Action Plan	Target Date
<p><u>Demographics</u></p> <p>Ensure presenting needs of each child is recorded into our ECR system.</p>	<ul style="list-style-type: none"> • Initial Intake Consultant to enter presenting need after they complete the Initial Intake Phone Call. • Consultants will be requested to review each client's presenting need and enter or update as appropriate. • Clinical Leads to review client ECR information by pulling RPT-02 to ensure presenting need is entered for all active children. 	<p>April 2017 – March 2018</p> <p>August 2017</p> <p>September 2017 and ongoing</p>
<p><u>Effectiveness</u></p> <p>Improve the process to measure and report on attainment of children and youth's desired outcomes.</p>	<ul style="list-style-type: none"> • Provide a training session to Consultants about results of 2016-2017 reporting year and expectations of 2017-2018 reporting year including a review of the goal plan process and required documentation. • Provide a follow up session of the Child and Family Support Plan process and discuss strategies to improve success at team meetings and in setting measureable goals. • Follow with individual staff regarding goal setting and review if needed. 	<p>May 2017</p> <p>June 2017</p> <p>September 2017 and ongoing</p>

Area of Improvements	Action Plan	Target Date
<p><u>Satisfaction – Families</u></p> <p>Increase satisfaction of Vancouver and Burnaby families by improving their:</p> <ul style="list-style-type: none"> • Understanding of the supports and services their child receives from the SCD program. • Overall the services received with BCCFA have met the needs of the family. 	<ul style="list-style-type: none"> • Intake consultant will provide one visit for children on consultation waitlist if the waitlist exceeds three months. • All intake families will receive letters with their completed Support Guide outlining the services they are waiting for. • Continue to participate in health fairs and ‘Play to Learn’ events to maintain opportunities to communicate our services with families and other agencies. 	<p>Sept 2017 to March 2018</p> <p>Sept 2017 – March 2018</p> <p>April 2017—March 2018</p>
<p><u>Satisfaction – Child Care Programs</u></p> <p>Increase child care program staff competency in supporting children with extra support needs by improving their knowledge gained from SCD Consultants.</p>	<ul style="list-style-type: none"> • A new form will be created by the Clinical Leads in consultation with Consultants to ensure child care programs identify their training goals for In House Training. • Consultants will be responsible to ensure that each child care program on their caseload identifies their training goals prior to delivering any training sessions. • SCD Consultants will follow up with their child care program staff after any In House Training they attend to reinforce the learning and strategies. • Use newsletters to provide information about training opportunities as well as supporting information and other resources. 	<p>September 2017</p> <p>September 2017 – March 2018</p> <p>September 2017- March 2018</p> <p>June 2017 October 2017 February 2018</p>