

SUPPORTED CHILD DEVELOPMENT PROGRAM

Vancouver and Burnaby Regions

OUTCOMES MANAGEMENT REPORT

2019 - 2020



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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.

PROGRAM DESCRIPTION

Program Goals:

1. To assist families of children with extra support needs to access inclusive child care that meets 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.

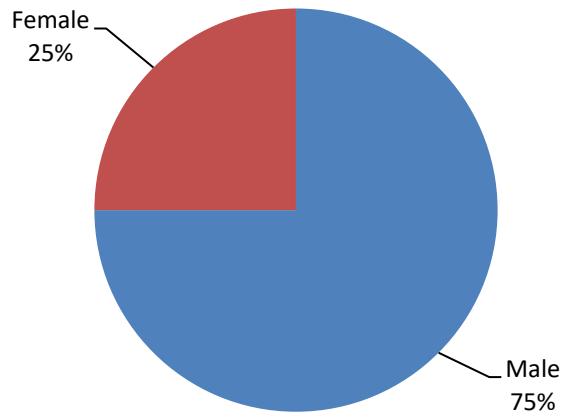
Eligibility Criteria:

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

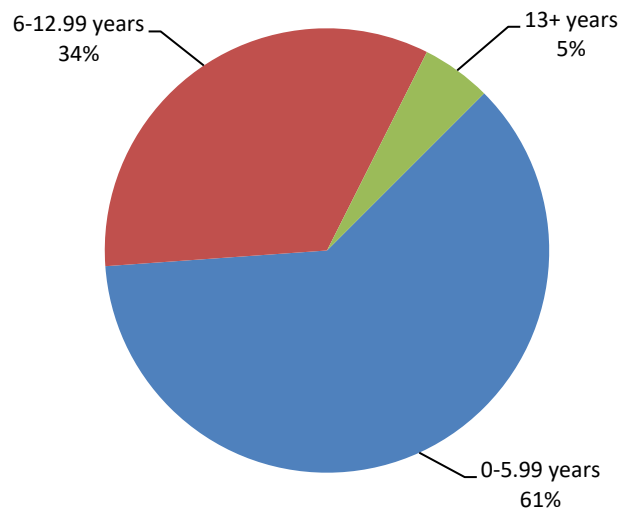
Key Services offered by Supported Child Development (SCD) Program
<ul style="list-style-type: none">⇒ Assist families to find options and available spaces in child care programs⇒ Develop individual program plan to meet the child's needs⇒ Consultation on implementation of inclusive principles and practices 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 Vancouver Supported Child Development Program
Total number of children served n = 1064

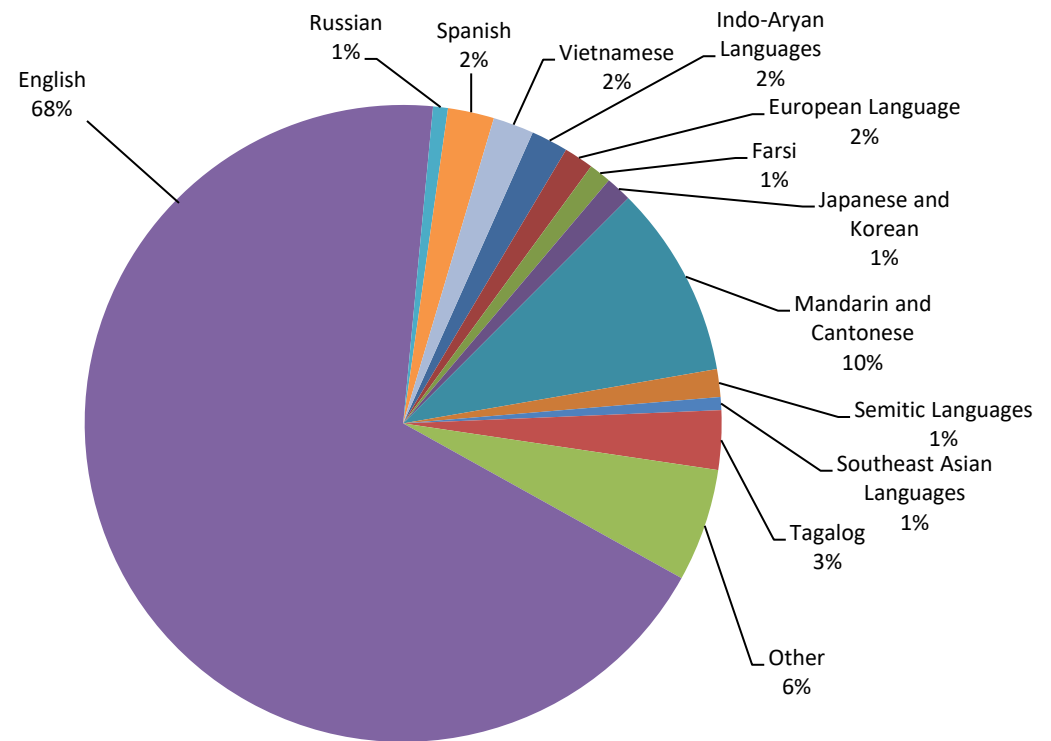
VSCD - Gender Distribution of Children Served
 n=1064



VSCD - Age Distribution of Children Served n=1064

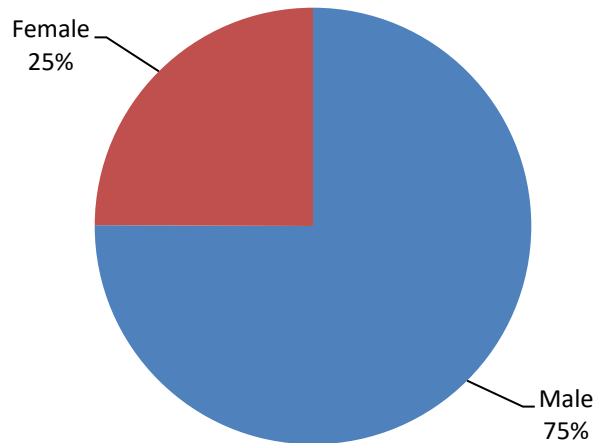


VSCD - Primary Language Spoken by Families

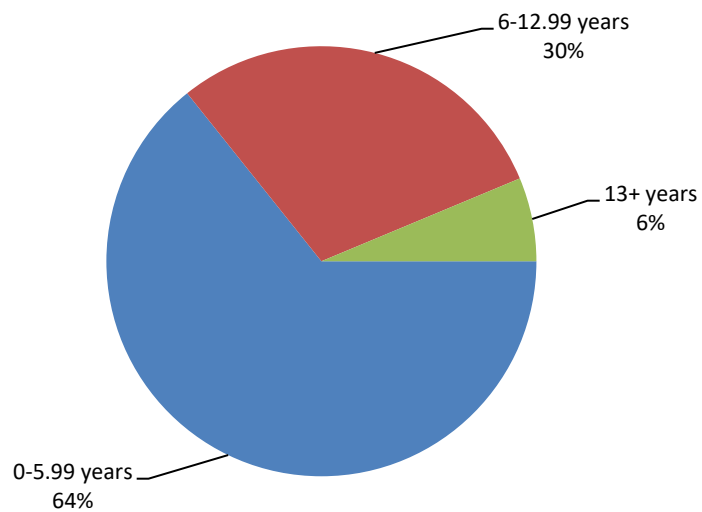


Demographics Burnaby Supported Child Development Program
Total number of children served N = 445

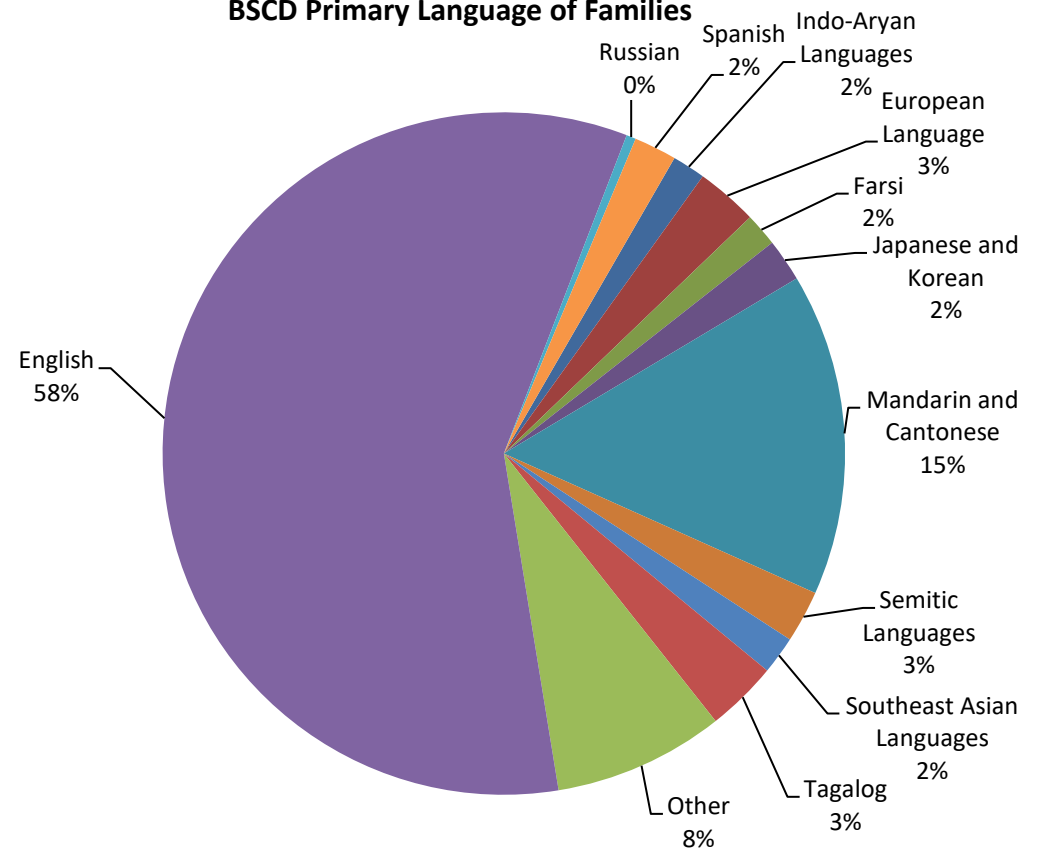
BSCD Gender Distribution of Children Served n=445



BSCD Age Distribution of Children Served n=445



BSCD Primary Language of Families



Demographics Vancouver Supported Child Development Program

Presenting needs upon time of referral

Presenting Need	Male	Female	Total	Percentage
Communication	367	134	501	47%
Social Emotional	255	54	309	29%
Participation	62	25	87	8%
Mobility	35	30	65	6%
Not Assigned	47	10	57	5%
Health	24	7	31	3%
Other	8	6	14	1%
Total	798	266	1064	

Demographics Burnaby Supported Child Development Program

Presenting needs upon time of referral

Presenting Need	Male	Female	Total	Percentage
Communication	138	58	196	44%
Social Emotional	114	16	130	29%
Participation	24	11	35	8%
Not Assigned	25	8	33	7%
Mobility	11	10	21	5%
Other	15	2	17	4%
Health	7	6	13	3%
Total	334	111	445	

Analysis – Demographics:

The proportions of presenting needs across all children in both regions have remained approximately the same, from the previous fiscal year. Burnaby SCD saw in 11% increase in Social Emotional development as a presenting need which is consistent to what the Consultants are experiencing and hearing from child care programs. After existing data had been transferred to the new client records management system (CRM), Salesforce, the Clinical Leads pulled a report that identified the clients who were missing presenting needs data. The client files were updated by the Consultants and now all clients in VSCD and BSCD have a documented presenting need in Salesforce.

Status Report
2019/2020 PERFORMANCE IMPROVEMENT PLAN

Area of Improvements	Action Plan	Update on Completion
<p><u>Efficiency</u></p> <p>Invest in a new electronic client record system, Salesforce, that reduces staff input time, redundancy and duplication of data and as a result, improve the integrity of the data and the reporting capabilities.</p> <p><u>Demographics</u></p> <p>Ensure presenting needs of every child is recorded in our client record system, after transferring the data to Salesforce.</p>	<p>The SCD Program and IT staff worked with Belmar to implement the new system.</p> <p>After existing data had been transferred to Salesforce, Clinical Leads pulled a report that identified which clients are missing presenting needs data. Once identified, client files will be updated to ensure presenting needs information is entered for every child.</p>	<p>Complete</p> <p>The new client records management system (CRM), Salesforce, was successfully developed by Belmar Consulting and the SCD team. The system was launched internally in February 2020. The SCD team continues to build their skills and knowledge about the time saving abilities and reporting capabilities of this new system.</p> <p>Complete</p> <p>The client files were transferred completely into Salesforce from February to March 2020. All clients in the Salesforce system now have a documented presenting need.</p>
<p><u>Access to Services</u></p> <p>To ensure that families who move to another city understand the impact on their consultation and funding services.</p>	<p>On the annual parent satisfaction survey ask families who moved to a different city questions about services requested and accessed in the new city.</p>	<p>Not Complete</p> <p>This question did not get added to the annual parent satisfaction survey during this past fiscal year. Upon further consideration in regards to the best time to seek feedback from families leaving our program we will be asking for their feedback within one month of their discharge. See 2020-2021 Performance Improvement Plan- “Access to Services”.</p>

Area of Improvements	Action Plan	Update on Completion
<p><u>Access to Services</u> (cont')</p> <p>Improve ways SCD staff can communicate and share information with families.</p>	<p>Invest in a new electronic client record system, which has a secure client portal embedded in the system. The client portal will allow parents to log into their child’s record to review documents and exchange confidential information. This will improve communication, knowledge exchange, access and client experience.</p>	<p>Complete</p> <p>The new client records management system (CRM), Salesforce, was successfully developed by Belmar Consulting and the SCD team. This system includes a client portal which allows families access to their child’s electronic file including documents such as consent forms. The client portal also allows families to view knowledge articles and the toy and resource library. The final pieces of this portal are currently being completed by SCD staff and this will be launched externally to families in May 2020. See 2020-2021 Performance Improvement Plan- “Access to Services”.</p>

Area of Improvements	Action Plan	Update on Completion
<p><u>Satisfaction – Families</u></p> <p>Provide opportunities for new families to gain increased knowledge of services available to them through the SCD Program, and to feel connected to the BCCFA by offering intake play groups.</p>	<ul style="list-style-type: none"> • SCD Intake team will seek input and advice from other programs within the Centre who provide parent groups prior to developing the format of the intake play groups. • SCD Intake team will plan intake play group format, including length of sessions, frequency, resources and required staffing. The focus of the play groups will be to provide resources, information and small group experiences for children and their families. 	<p>Complete</p> <p>The SCD Intake team received input and advice from the Early Intervention Program between April and June 2019. They recommended keeping the group size small; 6-8 children and their parents. They also suggested keeping the parents and children together for both the play group and education components.</p> <p>Complete</p> <p>The SCD Intake team planned and developed the intake play group format. The focus of the group remained provision of resources, information and small group experiences for children and their families</p>

	<ul style="list-style-type: none"> Pilot initial play group sessions, and seek feedback from participants to evaluate the format. 	<p>Not Complete The pilot initial play group was scheduled for March 2020; unfortunately, COVID-19 altered these plans for group sessions. See 2020-2021 Performance Improvement Plan-“Satisfaction - Families”.</p>
Area of Improvements	Action Plan	Update on Completion
<p><u>Satisfaction – Child Care Programs</u></p> <p>Ensure SCD Consultants are engaging in yearly communication with active child care programs about their needs and preferences regarding consultation.</p>	<ul style="list-style-type: none"> Consultants review questions from the child care profile on a yearly basis with all active child care programs, and summarize the conversation or meeting in the “Facility” section of the ECR/Salesforce system. Ask child care centers if the Consultant connected with them at least once during the year about the program goals and the preferred ways to provide consultation and resources. 	<p>Complete The SCD Leader and Clinical Leads reviewed these expectations as well as accompanying forms and processes with the Consultants at multiple staff meetings during the past year. Consultants shared their actions in completing the child care profile with their active child care programs at their clinical case reviews with their Clinical Leads.</p> <p>Partially complete/ongoing This specific question was not added to the most recent survey and overall satisfaction from child care programs saw a decrease over the past year. We will work with child care programs to improve our services to better meet their needs in the coming year. See 2020-2021 Performance Improvement Plan- “Access to Services”.</p>

2019/20 PROGRAM OUTCOMES

1. Access to Services

Outcome	Indicator	Applied to	Time of Measure/ Source	Target	Achieved Outcome		
					2019/20	2018/19	2017/18
Families receive timely services from SCD	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 99.5% 247/248	BSCD 100% 294/294	BSCD 100% 247/247
				100%	VSCD 100% 593/593	VSCD 100% 594/594	VSCD 100% 560/560

2. Efficiency

Outcome	Indicator	Applied to	Time of Measure/ Source	Target	Achieved Outcome		
					2019/20	2018/19	2017/18
Maximize client-specific related intervention time	Percentage of Consultant's time spent in direct client-related intervention as defined by MCFD	All SCD Consultants	ECR Stats reports	50%	BSCD 56%	BSCD 50.3%	BSCD 56%
				50%	VSCD 48%	VSCD 54.7%	VSCD 56%

Summary Analysis

Due to unexpected temporary leaves and vacancies, VSCD's direct client-related intervention fell below the target by 2% this year. We are at full staffing capacity in Vancouver and we are confident that the target of 50% will be met in the coming year. Burnaby SCD was able to achieve the target by reaching 56% direct client-related intervention, the same as the 2017-2018 fiscal year.

3. Effectiveness

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target	Achieved Outcome		
					2019/20	2018/19	2017/18
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: a. I have gained knowledge from the strategies and suggestions provided by our SCD Consultant.	Child Care Setting Satisfaction survey respondents	2019/20 Child Care Survey	a. 80%	BSCD 75% 9/12	BSCD 100% 10/10	BSCD 100% 15/15
					VSCD 94% 15/16	VSCD 89% 25/28	VSCD 90% 46/51
	b. Knowledge gained from Consultants helped increase staff’s abilities to support children			b. 80%	BSCD 70% 7/10	BSCD 100% 10/10	BSCD 100% 15/15
					VSCD 100% 12/12	VSCD 89% 25/28	VSCD 96% 45/47

Summary Analysis

Vancouver has shown increases and exceeded our target indicator (a) and (b) above by 5% and 11% respectively, indicating that child care staff have gained knowledge from the strategies and suggestions provided by SCD Consultants. The survey also indicates that Vancouver child care centre staff’s knowledge gained from Consultants helped increase their abilities to support children. Vancouver Consultants remain committed to regular consultation visits to their child care programs and they have also had a reduction in their caseloads from 45 to 40 active clients which has shown a direct impact to child care centre staff satisfaction. Burnaby’s satisfaction rate in indicator (a) and (b) have decreased by 25% and 30% respectively from the last fiscal year. We will investigate the reasons for this decline in our 2020-2021 Performance Improvement Plan by continuing to regularly communicate with child care programs about their program goals and the preferred ways to provide consultation and resources. We will also add some additional questions in our next child care survey. See 2020-2021 Performance Improvement Plan-“Satisfaction- Child Care Programs”.

4. Satisfaction

A. Parents/Legal Guardians

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target Level	Achieved Outcome		
					2019/20	2018/19	2017/18
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: a. I have a clear understanding of the supports and services my child receives from the SCD program.	Parents/ Guardians of all active clients who respond to agency survey	Annual parent satisfaction survey	a. 90%	BSCD 100% 15/15	BSCD 91% 41/45	BSCD 89% 54/61
					VSCD 94% 49/52	VSCD 93% 118/127	VSCD 88% 133/151
	b. I am involved in determining the goals and strategies for my child with my SCD Consultant			b. 90%	BSCD 100% 15/15	BSCD 98% 45/46	BSCD 95% 58/61
					VSCD 100% 52/52	VSCD 97% 123/127	VSCD 95% 146/153
	c. Overall the services we receive from BCCFA have met our needs			c. 90%	BSCD 100% 15/15	BSCD 85% 39/46	BSCD 87% 53/61
					VSCD 86% 44/51	VSCD 90% 112/124	VSCD 85% 128/151

Summary Analysis

The parent/guardian satisfaction survey results show a decreased response rate of 33% in Burnaby and 41% in Vancouver this year due to the timing of the survey through spring break, combined with the COVID-19 pandemic. For both communities there has been an increase in satisfaction in the target indicator (a) which brings the satisfaction rates in Burnaby and Vancouver over the target level of 90% with Burnaby achieving 100% satisfaction. For target indicator (b) there has also been a slight increase in satisfaction in both Burnaby and Vancouver which brings them both to 100% satisfaction. Burnaby saw a significant increase in the target indicator (c) which has their achieved outcome at 100%. Vancouver saw a 4% decrease in target indicator (c) which brought their achieved outcome just below the target at 86%. As always, we will continue to implement strategies to improve satisfaction of parents/guardians in our 2020-2021 Performance Improvement Plan- “Satisfaction – Families”.

4. Satisfaction (cont')

B. Child Care Staff

Outcome	Indicator	Measure Applied to	Time of Measure/ Source	Target Level	Achieved Outcome		
					2019/20	2018/19	2017/18
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: a. Working collaboratively to determine goals and support strategies	Child Care Setting Satisfaction survey respondents	2019/20 Child Care Survey	a. 90%	BSCD 75% 9/12	BSCD 100% 10/10	BSCD 93% 14/15
					VSCD 100% 16/16	VSCD 100% 28/28	VSCD 88% 45/51
	b. 90%			BSCD 73% 8/11	BSCD 100% 10/10	BSCD 100% 15/15	
				VSCD 81% 13/16	VSCD 85% 23/27	VSCD 80% 39/49	

Summary Analysis

Results in Burnaby showed a decrease to the target indicator (a) the Consultants working collaboratively to determine goals and support strategies. Vancouver maintained their satisfaction rate related to target indicator (a) the Consultants working collaboratively to determine goals and support strategies. Results related to target indicator (b) the Consultants providing a variety of practical adaptations, strategies and activities to help meet each child's goals and objectives, saw decreases in satisfaction levels, in both Burnaby and Vancouver. We will investigate the reasons for this decline in our 2020-2021 Performance Improvement Plan by continuing to regularly communicate with child care programs about their program goals and the preferred ways to provide consultation and resources. We will consider some additional questions in our next child care survey as well as evaluate other ways to get feedback from the child care program staff. See 2020-2021 Performance Improvement Plan- "Satisfaction- Child Care Programs".

2020/21 PERFORMANCE IMPROVEMENT PLAN

Area of Improvements	Action Plan	BCCFA Strategic Priority	Target Date
<p><u>Efficiency</u></p> <p>Continue to use our new client records management system (CRM), Salesforce, to its full capacity to reduce staff administrative time, redundancy and duplication of data and as a result, improve the integrity of the data and the reporting capabilities.</p>	<ul style="list-style-type: none"> • The SCD Program Staff will continue to learn more about Salesforce through lunch and learn sessions lead by our Senior Salesforce Admin. • The SCD Leadership team will continue to use the reporting functions to investigate and oversee the program data. We will pull quarterly reports on the data integrity and create new reports as needed to support the improvement of day to day work. • The SCD Leader and Senior Salesforce Admin will work with the Contract Admin and Director of Finance to build the contract management portal in Salesforce. 	<p>Innovate: SCD work plan; implement Salesforce across BCCFA</p> <p>Excel: SCD work plan; develop data collection, stewardship and integrity standards</p> <p>Innovate: SCD work plan; implement Salesforce across BCCFA</p>	<p>April 2020 – March 2021</p> <p>April 2020 – March 2021</p> <p>October 2020 – March 2021</p>
<p><u>Collaborate</u></p> <p>Increase diversity with our partner organizations</p>	<ul style="list-style-type: none"> • Evaluate current committees that our leaders sit on and make changes and additions to meet the community, Centre and staff needs. 	<p>Collaborate: SCD work plan; increase diversity with our partner organizations</p>	<p>April 2020 – March 2021</p>

Area of Improvements	Action Plan	BCCFA Strategic Priority	Target Date
<p><u>Access to Services</u></p> <p>To ensure that families who move to another city understand the impact on their consultation and funding services.</p> <p>Implement new tools and processes to improve how clients enter and exit our system.</p> <p>Improve ways SCD staff can communicate and share information with families.</p>	<ul style="list-style-type: none"> An exit survey will be created to ask families who moved to a different city questions about services requested and accessed in the new city. This exit survey will also be used for all families being discharged from the SCD Program. Departments across the Centre will work together to ensure that all core documents, such as consent forms, will be standardized across the Agency. Launch a secure client portal in Salesforce which will allow parents to log in to their child’s client file to review documents and exchange confidential information. This will improve communication, knowledge exchange, access and client experience. We will evaluate the client experience at three-month intervals to assess how parents are interacting with the portal and determine ways to improve our processes and access for families. 	<p>Centre services on our needs preferences: OLT work plan; expand opportunities for clients and families to provide feedback for improvement</p> <p>Make it quick and easy for us to access services: OLT work plan; implement new tools and processes to improve how clients enter and exit our system</p> <p>Innovate: SCD work plan; implement Salesforce across BCCFA</p>	<p>July 2020 - February 2021</p> <p>April 2020 - March 2021</p> <p>April 2020- March 2021</p>

Area of Improvements	Action Plan	BCCFA Strategic Priority	Target Date
<p><u>Satisfaction – Families</u></p> <p>Provide opportunities for new families to gain increased knowledge of services available to them through the SCD Program, and to feel connected to the BCCFA by offering intake play groups.</p>	<ul style="list-style-type: none"> Pilot initial play group sessions, and seek feedback from participants to evaluate the format. This action plan may be altered to meet the criteria set out by our public health officers. 		<p>September – December 2020</p>
<p><u>Satisfaction – Child Care Programs</u></p> <p>Ensure SCD Consultants are engaging in yearly communication with active child care programs about their needs and preferences regarding consultation.</p>	<ul style="list-style-type: none"> Consultants continue to review questions from the child care profile on a regular basis with all active child care programs, and summarize the conversation or meeting in the Facility Account section of Salesforce. Consultants will create virtual training for child care staff to support their knowledge and abilities to support all children in their care. Inquire with child care staff through surveys and personal communication if they have been asked about their goals and their preferred ways to provide consultation and resources. The objective is to determine what would increase their satisfaction. 	<p>Centre services on our needs preferences: OLT work plan; integrate webinar or live streaming capabilities into our workshop and group offerings</p> <p>Centre services on our needs preferences: OLT work plan; expand opportunities for clients and families to provide feedback for improvement</p>	<p>April 2020 – March 2021</p> <p>June 2020 – March 2021</p> <p>September 2020 – March 2021</p>