



# SUPPORTED CHILD DEVELOPMENT

## OUTCOMES MANAGEMENT REPORT 2021-2022

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.

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**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.

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

## PRESENTING NEEDS

### Vancouver: (n=1072)

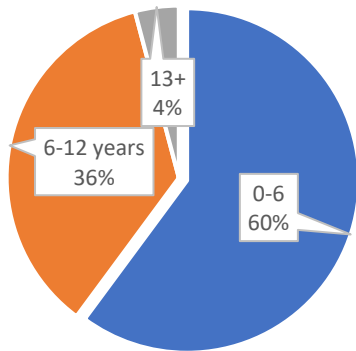
Presenting Need	#Male	#Female	#Other	% Male	% Female	% Other
Behaviour	337	61	0	85	15	0
Communication	471	164	0	74	26	0
Health	27	19	0	59	41	0
Mobility	36	20	0	64	36	0
Participation	411	148	0	73	27	0
Social Emotional	367	102	0	78	22	0

### Burnaby: (n=445)

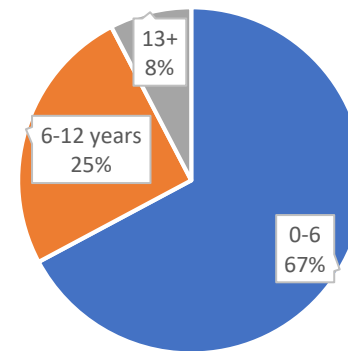
Presenting Need	#Male	#Female	#Other	% Male	% Female	% Other
Behaviour	156	26	0	86	14	0
Communication	225	90	0	71	29	0
Health	17	17	0	50	50	0
Mobility	14	15	0	48	52	0
Participation	176	68	0	72	28	0
Social Emotional	201	64	0	76	24	0

**Summary Analysis:** In our client records management system (CRM), Salesforce, consultants continue to choose as many presenting needs as is applicable to each client. This is the second year Behaviour is as an option and in Vancouver 37% of our clients have identified this as a presenting need with 85% of this group identifying as male. In Burnaby 41% of our clients have identified Behaviour as a presenting need with 86% of this group identifying as male; both communities show almost identical results to last year. Communication continues to be the most frequent presenting need in both communities, with 59% of Vancouver clients and 71% of Burnaby clients identifying this area of need at time of referral. The percentage of male to female is similar to our gender distribution on the following page of 75% male to 25% female with the exception of health and mobility which are more evenly split between the genders.

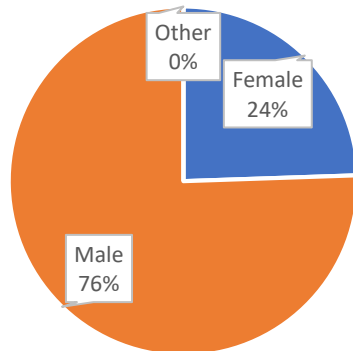
Age Distribution of Children Served  
(Vancouver) n=1072



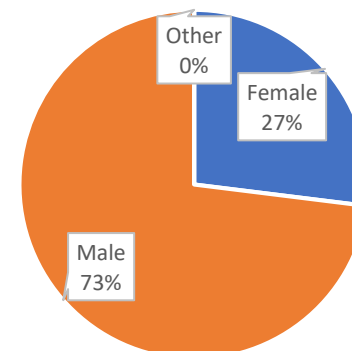
Age Distribution of Children Served (Burnaby)  
n=445



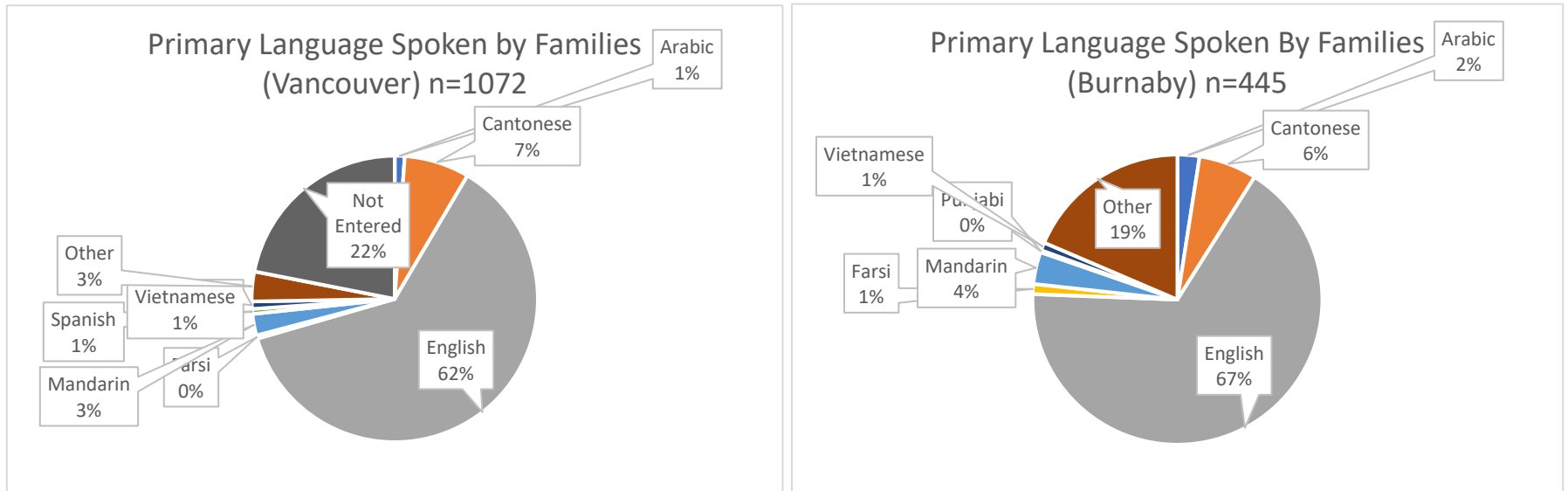
Gender Distribution of Children Served  
(Vancouver) n= 1072



Gender Distribution of Children Served  
(Burnaby) n=445



# DEMOGRAPHICS



**Summary Analysis:** We served more children in both communities this past year. Vancouver saw a 5% increase over the past year exceeded the number of children we were serving in 2019-2020. Burnaby increased their children served by 4% over the past year and are serving the same number they did in 2019-2020. The SCD consultants are getting back to more in person services with families and are still offering virtual options for those who prefer to meet through Microsoft Teams or on the phone. We continue to use interpreter services through phone and in-person meetings with families. We have also had some of our written documents translated such as our consent forms.

Area for Improvement	Action Plan	Results
<p><b>Service Access – Families</b> We will continue to work with families to understand how to increase the ease and speed of accessing services.</p>	<p>We continued to promote our online referral process to community partners and other referral agencies through word of mouth, monthly Burnaby ECD table meetings, quarterly VEIAN and LAC meetings, social media, quarterly SCD newsletters and BCCFA community newsletters.</p>	<p><b>Complete</b></p>
<p><b>Experience of Services- Families</b> We will ensure that Parents/Guardians are always involved in determining their child's goals and strategies.</p>	<p>We shared this feedback with the SCD team at our June 2021 department meeting and discussed strategies for improvement. To ensure that family strategies for their child's goals were meeting the parents where they are and allowing for participation towards goal achievement we provided evaluation and education through internal training sessions.</p>	<p><b>Complete</b> We provided training sessions from July - October 2021 on the F-words in Childhood Disability. Family survey results were positive at 89% felt involved in developing their child's goals and strategies. We are continuing to evaluate and improve family involvement with the support of CanChild.</p>
<p>The SCD program will improve the provision of clear and understandable information to all parents/guardians.</p>	<p>Through intake and ongoing contact with families, we provided education on the client portal and encouraged families to use it. We reviewed the way we share information with families, such as through email and the portal to ensure we were using the platform most comfortable to parents/guardians.</p>	<p><b>Complete</b></p>

Area for Improvement	Action Plan	Results
<p><b>Experience of Services- Child Care Programs</b> Ensure SCD Consultants are engaging in yearly communication with active child care programs about their needs and preferences regarding consultation.</p>	<p>Consultants reviewed questions from the child care profile on a regular basis with all active child care programs to determine the preferred way to provide consultation and resources. Consultants continued to summarize the conversation or meeting in the Facility Account section of Salesforce. This was reviewed at an SCD department meeting in June 2021 and at clinical case reviews through March 2022.</p> <p>We inquired 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 to determine what would increase their satisfaction.</p>	<p><b>Complete</b></p> <p><b>Complete</b> We received a 94% satisfaction response from child care staff which is a 7% increase from previous survey.</p>
<p><b>Innovate: Improve service delivery</b> Improve services for children that move from city to city by creating an exit survey to ask families who moved to a different city questions about services requested and accessed in the new city.</p> <p><b>Innovate: Continuous improvement of current systems</b> Continue to expand and improve virtual SCD child care and community training.</p>	<p>Create an exit survey 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 and results will be reviewed as available.</p> <p>Consultants created and hosted virtual training for child care staff to support their knowledge and abilities to support all children in their care. We continued to evaluate and improve internal systems and build our training and resources knowledge.</p>	<p><b>Complete</b> Rather than an exit survey, we moved to surveying families twice each year which allowed for any family discharged in the past 6 months to be included in these surveys.</p> <p><b>Complete</b></p>



# 2021-2022 PROGRAM OUTCOMES

## Service Access

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
All clients received service within 3 months of their referral date	Percent of children referred to SCD who have the initial intake process, including a support guide, completed within three months of the referral date.	100% (from MCFD contract)	All new intakes	BSCD 100% 155/155 VSCD 100% 359/359	BSCD 100% 120/120 VSCD 100% 241/241	BSCD 99.5% 150/151 VSCD 100% 331/331
BCCFA strives to provided services in our clients preferred language	% of respondents that answer "agree" or "strongly agree" to: We were able to receive services in our preferred language	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 88% 240/273	SCD 94% 274/293	
	% of respondents that answer "agree" or "strongly agree" to: It was quick and easy for us to access services	90%		SCD 74% 202/274	SCD 84% 245/293	

### Summary Analysis

Both VSCD and BSCD saw their intake numbers rise back to pre-pandemic levels over this past year. We experienced referrals coming in much later than in the past due to the impacts of the pandemic with families shifting their work to at home or a hybrid model with more flexibility. We did our best to continue to prioritize children to have an experience in a preschool program before entering Kindergarten no matter when their referral came in. We saw a slight decrease in satisfaction from families regarding receiving services in their preferred language. We included a response option of 'neutral' for the first time this year which represented the percentage of the decrease. We will continue to ensure interpreters and translated materials are available for all children and their families. We also saw a decrease in family's satisfaction of the speed and ease of accessing, a decrease which is also represented in the neural responses. We will continue to work with families to understand how to increase the ease and speed of accessing services. **See 2022-2023 Performance Improvement Plan**

2020-2021 BCCFA implemented a standard set of core questions for the client experience survey and therefore there are some new questions throughout the survey for the previous and current year for SCD which have provided new outcomes for the program to measure.

## 2021-2022 PROGRAM OUTCOMES

### Resources used to achieve results for the person served (efficiency)

Objective/Outcome	Performance Indicator 2020-2021	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Consultants spend at least 50% of their time on direct client-related intervention	Consultant's time spent in direct client-related intervention as defined by MCFD - Direct service hours	50%	All SCD consultants	BSCD 55% VSCD 48%	BSCD 58% VSCD 46%	BSCD 56% VSCD 48%
Consultants train at least 1200 participants each year in Vancouver	Number of participants provided training and education by Consultant's as defined by MCFD -training and education	VSCD: 1200 participants	All SCD consultants	VSCD 1,341 participants	VSCD 1,315 participants	
Consultants train at least 400 participants each year in Burnaby	Number of participants provided training and education by Consultant's as defined by MCFD -training and education	BSCD: 400 participants	All SCD consultants	BSCD 468 participants	BSCD 482 participants	

### Summary Analysis

VSCD's direct client-related intervention increased by 2% this past year for a total of 48%. During the year the Vancouver team had to replace 6 staff due to retirement, maternity and other leaves which impacted our ability to fully meet our direct client-related intervention target. We strive to maintain a full complement of staff and are committed to meet the target of 50% in the coming year. Burnaby SCD was able to achieve the target by reaching 55% direct client-related intervention. Our SCD consultants continued their amazing work with virtual workshops and training for the child care community. The feedback from the child care community continues to be very positive so we have decided to maintain virtual education and workshops. The SCD consultants were able to offer unique and cutting-edge education sessions to community professionals and child care providers through the virtual platform. One of our high-profile speakers was Lisa Dion, the founder and President of Synergetic Play Therapy Institute. She is an international teacher, the creator of Synergetic Play Therapy, host of the Lessons from the Playroom podcast and webinar series and the author of *Aggression in Play Therapy: A Neurobiological Approach for Integrating Intensity*. Another speaker was Shelley Moore who is a published author and inclusive education thought leader; she presented her workshop 'The Evolution of Inclusion'.

## 2021-2022 PROGRAM OUTCOMES

### Results achieved for the person served (effectiveness)

Objective/Outcome	Performance Indicator 2020-2021	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
SCD consultants provide knowledge to increase their capacity around inclusion	Percentage of respondents that indicate "agree" or "strongly agree" to: a. I have gained knowledge from the strategies and suggestions provided by our SCD Consultant.	90%	all child care staff participating in the 2020/21 Community Partner Survey	SCD 94% 77/82	SCD 94% 30/32	BSCD 75% 9/12 VSCD 94% 15/16
By participating in the SCD program, children meet or exceed their individual goals	% of respondents that indicated "agree" or strongly agree" to: we have made progress toward our goals	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 81% 220/273	SCD 88% 258/292	N/A
By participating in the SCD program, children meet or exceed their individual goals	% of children and youth who meet and exceed their individual goals (MCFD contract target)	75%	All clients who have had service for at least 6 months in the 2020-2021 FY	SCD 78% 205/263	SCD 74% 418/564	SCD 76% 333/440

### Summary Analysis

The SCD consultants are continuing to provide effective consultation and support to increase child care staff capacity around inclusion. We asked parents and guardians for the second time about the progress made towards their child's goals and we had a positive response rate of 81% which is a slight decrease from last year. We plan to monitor parent satisfaction in this area as we are as we develop our agency wide implementation plan of CanChild's F-words for Child Development. The F-words focus on six key areas of child development. Recognizing that no one factor is more important than another, the hope is to encourage people in the childhood disability field to adopt this way of thinking and apply these concepts in their work with children and their families. Also noted in this section is the effectiveness of SCD consultants to set measurable goals for children and we had a 78% success rate this past year. As we move forward with the F-words implementation we will continue to work with families and child care programs to ensure we are setting measurable goals and providing meaningful strategies and resources to meet the targets. **See 2022-2023 Performance Improvement Plan**

## 2021-2022 PROGRAM OUTCOMES

### Experiences of services received and other feedback – persons served

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
The SCD program provides clear and understandable information to all parents/guardians	% of respondents that answer "agree" and "strongly agree" to: We have a clear understanding of the supports and services available from the BCCFA	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 79% 216/274	SCD 90% 251/280	BSCD 100% 15/15 VSCD 94% 49/52
Parents/Guardians are always involved in determining their child's goals and strategies	% of respondents that answer "agree" and "strongly agree" to: We were involved in developing our goals, strategies and/or service plan	100%	Parents/ Guardians of all active clients who respond to agency survey	SCD 89% 244/274	SCD 93% 272/293	BSCD 100% 15/15 VSCD 100% 52/52
Each BCCFA program provides exceptional quality of service	% of respondents that answered "agree" and "strongly agree" to: we were satisfied with the quality of services we've received from the BCCFA	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 90% 245/272	SCD 93% 272/293	BSCD 100% 15/15 VSCD 86% 44/51

### Summary Analysis

The parent/guardian satisfaction survey results showed a decrease in positive response for the program providing clear and understandable information for all parents and guardians. The survey results also show a 4% drop in satisfaction in parents/guardians always being involved in determining their child’s goals and strategies. As noted previously, we included a response option of ‘neutral’ for the first time this year which represented the percentage of the decrease in both of the above indicators. Our Centre-wide intake process will be a focus of improvement for the upcoming year as well as the F-words implementation which we believe will increase the satisfaction of both of these performance indicators. **See 2022-2023 Performance Improvement Plan**

*“While it took a bit of time to get access to the services, once we were able to join the program it was a life changing experience for the better. I am grateful to be able to work with caring and knowledgeable professionals that guided us.”*

## 2021-2022 PROGRAM OUTCOMES

### Experience of services received and other feedback - stakeholders

Objective/Outcome	Performance Indicator 2020-2021	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Child care facilities receive resources to meet their needs	% of respondents that indicated "agree" or strongly agree" to: The program consultant met my preferred way to be provided resources and consultation.	90%	all child care staff participating in the 2021/22 Community Partner Survey	SCD 94% 78/83	SCD 87% 27/31	
SCD consultants and child care facilities work collaboratively to determine goals and support strategies	% of respondents who indicate 'agree or 'strongly agree' for: The program worked collaboratively with me to determine goals and support strategies	90%	all child care staff participating in the 2021/22 Community Partner Survey	SCD 96% 80/83	SCD 94% 30/32	BSCD 75% 9/12 VSCD 100% 16/16
SCD consultants provide a variety of practical adaptations, strategies and activities to childcare facilities	% of respondents who indicate 'agree or 'strongly agree' for: The program provided a variety of practical adaptations, strategies and activities to help meet each child's goals and objectives	90%	all child care staff participating in the 2021/22 Community Partner Survey	SCD 96% 79/82	SCD 91% 29/32	BSCD 73% 8/11 VSCD 81% 13/16

### Summary Analysis

As noted in our status report update, child care staff report an 94% satisfaction rate in being provided consultation and resources in their preferred way, this is a 7% increase in which we exceed our target. The SCD program exceeded the satisfaction targets for working with child care staff to collaboratively determine goals and support strategies as well as the provision of practical adaptations, strategies and activities to child care programs. We saw an increase in overall satisfaction from child care staff during the past year.

*“Excellent support system. Knowledgeable staff. Love how you make visuals for the program and provide other support toys for the program.” “We think you have great resources, your staff are friendly, insightful, and work well alongside the families and children and us.”*

BCCFA Strategic Priorities	Objective	Key Activities/Targets
<p>Client: Make it quick and easy for us to access services</p>	<p>Service Access – Families:</p> <p>Families will be able to sign one consent to obtain and release form when they start with any program at the Centre and it will be renewed annually by one program. Programs will work together to ensure families are able to do this in an efficient and streamlined way.</p>	<p>The Centre-wide consent working group will continue to streamline and collaborate on processes and documents. We will work together to ensure we improve the efficiency of the initial signing and renewal of obtain and release consents for all programs. The target remains 90% satisfaction response rate.</p>
<p>Client: Centre services on our needs and preferences</p>	<p>Experience of Services- Families:</p> <p>We will ensure that Parents/Guardians are always involved in determining their child's goals and strategies.</p> <p>By participating in the SCD program, children meet or exceed their individual goals</p>	<p>We will develop our agency wide implementation plan of CanChild’s F-words for Child Development. This will include an updated to the goal setting template to include the F-words. We will continue to work with families and child care programs to ensure we are setting measurable goals and providing meaningful strategies and resources to make progress towards the goals. Our targets are parent satisfaction rates of 100% of being involved in goal setting and 90% of making progress towards achieving goals.</p>

BCCFA Strategic Priorities	Objectives	Key Activities/Targets
Client: Centre services on our needs and preferences	<p>Experience of Services – Families:</p> <p>The SCD program provides clear and understandable information to all parents/guardians</p>	<p>The SCD program will improve the provision of clear and understandable information about supports and services available through our Centre-wide consent initiation and renewal process. When programs onboard new families they will talk about all the services the Centre offers and make referrals as appropriate. The target is a 90% satisfaction rate from families.</p>
Innovate: Improve service delivery	<p>To ensure that families who move to another city understand the impact on their consultation and funding services.</p>	<p>Improve services for children that move from city to city by surveying families who moved to a different city questions about services requested and accessed in the new city within 6 months of their move.</p>
Innovate: Continuous improvement of current systems	<p>Continue to expand and improve virtual SCD child care and community training.</p>	<p>Consultants will continue to create and host virtual training for child care staff to support their knowledge and abilities to support all children in their care. We will continue to evaluate and improve internal systems and build our training and resources knowledge through March 2023.</p>