



SUPPORTED CHILD DEVELOPMENT

OUTCOMES MANAGEMENT REPORT 2022-2023

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.

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

PRESENTING NEEDS AND PRIMARY LANGUAGE

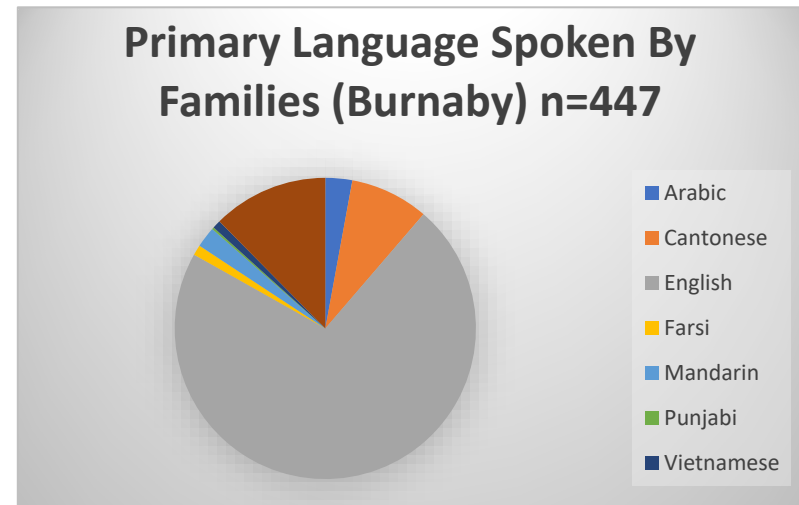
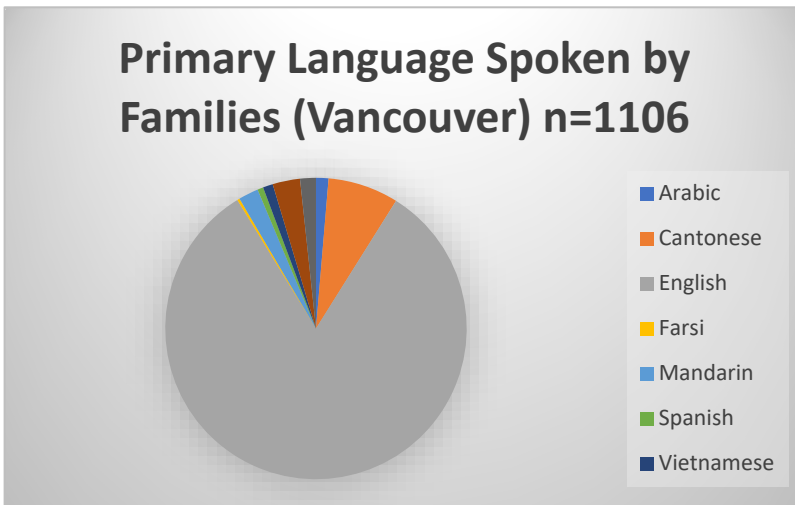
Vancouver: (n=1106)

Presenting Need	# of clients	
Behaviour	402	36%
Communication	662	60%
Participation	538	49%
Social Emotional	575	52%

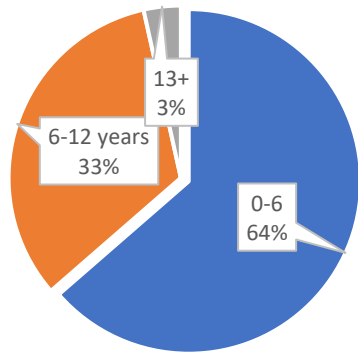
Burnaby: (n=447)

Presenting Need	# of clients	
Behaviour	166	37%
Communication	294	66%
Participation	238	53%
Social Emotional	278	62%

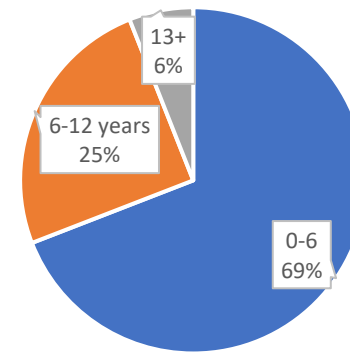
Summary Analysis: In our client records management system (CRM), Salesforce, consultants choose as many presenting needs as is applicable to each client. This year we looked at each presenting need uniquely but note that each child could have multiple presenting needs identified. This is the third year Behaviour is as an option, in Vancouver 36% of our clients have identified this as a presenting need, which is the same as last year. In Burnaby 37% of our clients have identified Behaviour as a presenting need which is very similar to last year's results. Communication continues to be the most frequent presenting need in both communities, with 60% of Vancouver clients and 66% of Burnaby clients identifying this area of need at time of referral.



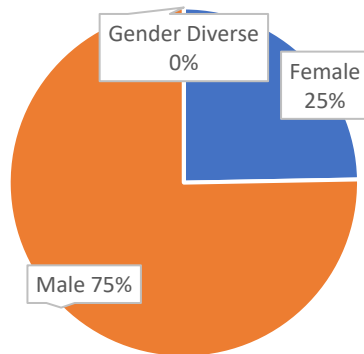
Age Distribution of Children Served (Vancouver) n=1106



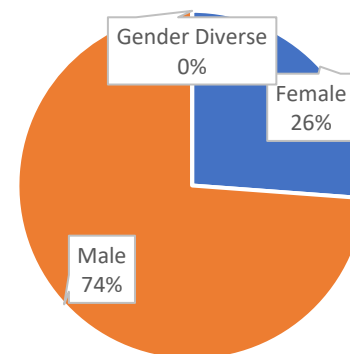
Age Distribution of Children Served (Burnaby) n=447



Gender Distribution of Children Served (Vancouver) n= 1106



Gender Distribution of Children Served (Burnaby) n=447



Area for Improvement	Action Plan	Results
<p>Service Access – Families 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>Experience of Services- Families 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>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>We will develop our agency wide implementation plan of CanChild’s F-words for Child Development. This will include an updated goal setting template to include the F-words. We will continue to work with families and childcare 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>	<p>Complete – We were able to collaborate as an agency to ensure that families only sign consent documents with one program each year to maintain their involvement in all applicable programs. Our satisfaction rate increased to 80% with quick and easy to access services this past year. We will work to continue to increase this rate over the next year with some new action steps. See 2023-2024 Performance Improvement Plan</p> <p>Complete –We have worked as an agency to develop our implementation plan for the F-words for Child Development. SCD took the lead and created a new goal plan template. Family survey results were positive in this area, 97% responded they felt involved in developing their child’s goals and strategies and 92% responded they felt they had made progress towards their goals. We are continuing to engage families as we roll out more documentation. See 2023-2024 Performance Improvement Plan</p>

Area for Improvement	Action Plan	Results
<p>Experiences 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>	<p>Complete – Families surveyed responded with a 90% satisfaction rate that they have a clear understanding of the support and services their child receives from the SCD program. Families surveyed responded with an 87% satisfaction rate that they have a clear understanding of the support and services available from BCCFA.</p>
<p>Innovate: Improve service delivery</p> <p>To ensure families who move from one city to another understand the impact on their consultation and funding services.</p> <p>Innovate: Continuous improvement of current systems</p> <p>Continue to expand and improve virtual SCD childcare and community training.</p>	<p>We continued to survey families twice a year to collect feedback about their experiences with services requested and accessed when they moved to another city.</p> <p>Consultants will continue to create and host virtual training for childcare 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.</p>	<p>Complete – Families report feeling more informed about moving from one city to another. 75% of families provided more than one month’s notice of their move in this past year. 86% of families reported understanding the process of moving from one city to another city and changing SCD programs.</p> <p>Complete – We received lots of positive feedback about our virtual workshops and training sessions from childcare staff. We added an SCD Training Padlet to our website, which includes information for upcoming workshops as well as any resources from previous sessions. We are listening to feedback from the community as well as government and committed to being a part of the solution of accessible and inclusive childcare.</p> <p>See 2023-2024 Performance Improvement Plan</p>

2022-2023 PROGRAM OUTCOMES

Service Access

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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 98% 157/161 VSCD 95% 339/358	BSCD 100% 155/155 VSCD 100% 359/359	BSCD 100% 120/120 VSCD 100% 241/241
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 97% 221/229	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 80% 183/229	SCD 74% 202/274	SCD 84% 245/293

Summary Analysis

Burnaby SCD saw a slight increase in their intakes and Vancouver SCD remained consistent with last year's numbers. We are still experiencing referrals coming in both communities due to children's lack of experience during the pandemic, in these situations we are providing some resources and support and then allowing some time for the child to settle into the program; we have found that only about 25% of these files have needed to be open. It is the first year we did not meet our target for completing a referral in 90 days; the timelines met for these clients ranged from 94 to 120 days. Some of the reasons for not meeting this target included barriers when contacting a family, rescheduling an intake meeting due to family or consultant illness, including re-scheduling an interpreter. Some of these intakes came in at the beginning of summer which made these meetings challenging to set up with family and consultant vacations. Family satisfaction increased to 97% when receiving services in their preferred language. Family satisfaction regarding the speed and ease of accessing services increased to 80%. We will continue to work with families to understand how to increase the ease and speed of accessing services. **See 2023-2024 Performance Improvement**

2022-2023 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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 53% VSCD 53%	BSCD 55% VSCD 48%	BSCD 58% VSCD 46%
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 1,215 participants	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 450 participants	BSCD 468 participants	BSCD 482 participants

Summary Analysis

VSCD's direct client-related intervention increased by 5% this past year for a total of 53%. Burnaby SCD was also able to achieve the target by reaching 53% direct client-related intervention. Our SCD consultants continued their amazing work with virtual workshops and training for the childcare community. We shifted back to some in-person workshops at the Centre and in childcare programs which were meaningful for the topics presented. The feedback from the childcare community continues to be very positive for continued virtual education so we will keep most sessions this way. We are building a training website which will improve access to education for all childcare staff. We are also committed to working with the Provincial Government to promote and provide education to contribute to accessible and inclusive childcare in BC.

2022-2023 PROGRAM OUTCOMES

Results achieved for the person served (effectiveness)

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2021-2022	2020-2021
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 childcare staff participating in the Community Partner Survey	SCD 94% 58/62	SCD 94% 77/82	SCD 94% 30/32
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 92% 208/225	SCD 81% 220/273	SCD 88% 258/292
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 2022-2023 FY	SCD 89% 532/597	SCD 78% 205/263	SCD 74% 418/564

Summary Analysis

The SCD consultants are continuing to contribute to building the confidence and skills of childcare staff in the area of inclusion. One parent shared *"Having support to help our child be included rather than excluded automatically from childcare based on disability / ability to integrate with the normal kids was something that went well for us this year."* We asked parents and guardians if they felt progress was made towards their child's goals and we had a positive response rate of 92%, an 11% increase from last year. We will monitor parent satisfaction in this area as we continue our implementation of CanChild's F-words for Child Development with our updated goal plan. The aim is parents will feel more engaged with their child's goals with this family centred, strength-based plan. Also noted in this section is the effectiveness of SCD consultant's role in children achieving their goals; we had an increased 89% success rate this past year. **See 2023-2024 Performance Improvement Plan**

2022-2023 PROGRAM OUTCOMES

Experiences of services received and other feedback – persons served

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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 87% 198/227	SCD 79% 216/274	SCD 90% 251/280
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 97% 218/224	SCD 89% 244/274	SCD 93% 272/293
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 92% 207/225	SCD 90% 245/272	SCD 93% 272/293

Summary Analysis

The parent/guardian satisfaction survey results showed an 8% increase in satisfaction for the SCD program providing clear and understandable information for all parents and guardians as well as a slight increase in satisfaction with the quality of services they received from BCCFA. One parent reported *“We are still new to BCCFA but the encouragement and positivity alone from the BCCFA consultants are already a huge support to our family. We really appreciate the help from the Supported Child Development Program.”* The survey results also show an 8% satisfaction increase in parents/guardians always being involved in determining their child’s goals and strategies. Our Centre-wide intake process will continue to be evaluated over the next year and we will continue to implement CanChild’s F-words for Child Development into goal plans and other documentation to improve services for families. **See 2023-2024 Performance Improvement Plan**

2022-2023 PROGRAM OUTCOMES

Experience of services received and other feedback - stakeholders

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
Childcare 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 childcare staff participating in the Community Partner Survey	SCD 95% 59/62	SCD 94% 78/83	SCD 87% 27/31
SCD consultants and childcare 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 childcare staff participating in the Community Partner Survey	SCD 92% 57/62	SCD 96% 80/83	SCD 94% 30/32
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 childcare staff participating in the Community Partner Survey	SCD 89% 55/62	SCD 96% 79/82	SCD 91% 29/32

Summary Analysis

Childcare staff continue to report an extremely high satisfaction rate in being provided consultation and resources in their preferred way, we have exceeded this target for a second year. The SCD program continues to exceed the satisfaction targets for working with childcare staff to collaboratively determine goals and support strategies. We saw a slight dip in satisfaction in our provision of practical adaptations, strategies and activities to childcare programs. We continue to provide evidence-based education and training to SCD consultants and childcare staff responsive to the needs of the community and children accessing our services. One of the childcare staff shared *"Thank you for your workshops and resources for us to learn. The teachers shared many ideas to help us during work. We really appreciate it."*

Area for Improvement	Action Plan	Results
<p>Experiences 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>	<p>Complete – Families surveyed responded with a 90% satisfaction rate that they have a clear understanding of the support and services their child receives from the SCD program. Families surveyed responded with an 87% satisfaction rate that they have a clear understanding of the support and services available from BCCFA.</p>
<p>Innovate: Improve service delivery</p> <p>To ensure families who move from one city to another understand the impact on their consultation and funding services.</p> <p>Innovate: Continuous improvement of current systems</p> <p>Continue to expand and improve virtual SCD childcare and community training.</p>	<p>We continued to survey families twice a year to collect feedback about their experiences with services requested and accessed when they moved to another city.</p> <p>Consultants will continue to create and host virtual training for childcare 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.</p>	<p>Complete – Families report feeling more informed about moving from one city to another. 75% of families provided more than one month’s notice of their move in this past year. 86% of families reported understanding the process of moving from one city to another city and changing SCD programs.</p> <p>Complete – We received lots of positive feedback about our virtual workshops and training sessions from childcare staff. We added an SCD Training Padlet to our website, which includes information for upcoming workshops as well as any resources from previous sessions. We are listening to feedback from the community as well as government and committed to being a part of the solution of accessible and inclusive childcare. See 2023-2024 Performance Improvement Plan</p>

BCCFA Strategic Priorities	Objectives	Key Activities/Targets
<p>Innovate: Continuous improvement of current systems</p>	<p>Continue to expand and improve virtual SCD childcare and community training.</p> <p>Encourage and motivate childcare staff to take training focused on inclusion.</p>	<p>Consultants will continue to create and host virtual training for childcare staff to increase their knowledge and confidence to include all children. We will have a training website built which will improve access to participate in these training sessions.</p> <p>We will work with the Provincial government to promote and provide education to contribute to the goal of accessible and inclusive childcare in BC. We will promote the BC Government’s inclusive childcare training by highlighting it on our Padlet. We will provide training and resources on the new goal plan with a focus on being inclusive and family centred.</p>