



**Richmond Society for Community Living
2005**

Outcome Management Report

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Executive Summary

Each year, RSCL tracks the results of our programs and services. We call this Outcomes Management. We use this information to improve our services. This is a summary of our latest Outcomes Report. It shows positive results and high satisfaction with our programs. We also see a few areas that we want to work on.

For this report, we gathered information in seven different programs:

- ***Infant Development Program*** for families with babies and toddlers
- ***Supported Child Development*** for families with children and youth using child care
- ***Preschool & Daycare*** for children who are 3 to 5 years old
- ***Day Programs*** for adults, children and young adults with extra support needs
- ***Residential Services*** for adults with developmental disabilities
- ***Respite*** for adults with developmental disabilities and children with special needs
- ***Family Resource Coordinator*** for all families with a family member with a developmental disability

For each of these program areas, we set goals and collected information about:

- **Effectiveness** – how well things work compared to the results we expect
- **Efficiency** – how well we make use of the resources we have
- **Accessibility** – how easy it is for people to get the services they need
- **Satisfaction** – what people using our programs think about the program and RSCL

We also asked our external stakeholders how satisfied they were with RSCL services. Stakeholders are people and agencies we work with – including Community Living BC and the professionals and organizations that make referrals to our services.

We gathered information by sending out surveys, interviewing some people and reviewing files. The surveys were translated into three languages - English, Punjabi and Chinese. We interviewed some self-advocates and families, and all families receiving respite. In spite of our efforts to gather input, we only had a response rate of 31%.

Here are the highlights of our results for 2005:

Infant Development Program (IDP)

Our IDP consultants supported between 215 and 232 families at any given time in 2005, although the program receives funding to support 125 families at a time. There were slightly more boys than girls in families with a wide range of ethnic backgrounds, including Caucasian, Chinese, South Asian, First Nations and Filipino.

In spite of the high number of families served, all the results for the program were achieved and some exceeded our expectations. The families who returned the satisfaction survey said they were satisfied or very satisfied and their child had made progress in their growth and development.

Supported Child Development

Supported Child Development Consultants worked with 133 children and youth in 2005. The children were about 30% girls and 70% boys. About one-third were from

Caucasian families, and about two-thirds from other ethnic backgrounds including Asian, Chinese and Punjabi.

Supported Child Development is a new program for RSCL. Of the 24 families who responded, 88% indicated that they were satisfied or very satisfied with the service. The childcare providers who responded also indicated that they were satisfied with the support received from the program, to a moderate, great or very great extent. 88% said that their knowledge and skills in supporting children with special needs had increased because of their involvement with the program.

The program is going to work on improving the time between referral and the first meeting with a consultant, and increasing the number of children who are actively involved in a childcare program.

Preschool & Daycare

Treehouse is an integrated childcare centre for children age 3-5 years old. Of the 56 children who attended in 2005, seven children had special needs. 93% of Treehouse families who responded said they were satisfied with their childcare.

The families of children who need with extra support to attend Treehouse said their children had opportunities for growing and developing. In 2005, the daycare and preschool were full almost all of the time (97-98%), which is higher than last year.

Day Programs

Youth Connections, Avenues, Community Options, 2nd Avenue and Transitions are the RSCL Day Programs. In total, there were 93 participants in 2005. Some day programs are open after school and when schools are closed and some are open Monday to Friday during the day.

We reviewed the files of the day program participants and we are pleased to report that over 93% of goals identified in the participants' plans were worked on.

Satisfaction with our Day Programs is high, with 89% of participants interviewed and 94% of the families or caregivers who responded indicating that they were satisfied or very satisfied. We asked about honouring choices of the individuals in our day programs. This is an area we want to focus on this year.

Residential Services

RSCL supports 32 people, 12 men and 20 women, in a variety of living arrangements. 100% of the individuals and families who responded said they were satisfied or very satisfied.

Fewer staff left our residential services this year. We are very happy about this as it means that individuals get to know and count on the staff being there for them.

We wanted to know how well we are responding to people's changing needs due to aging, health conditions etc. All the families who responded told us they felt we were responding to the changing needs of their family members. For example, we built a raised garden, added an extra railing on the stairs and added protective window screens. We are working on getting an accessible van, a bathtub lift and a ramp outside.

Respite

Respite caregivers give families of children and adults with disabilities a break by providing support in their homes and in the community; 16 adults and 48 children/youth received respite in 2005. The Respite Program interviewed families by phone this year to try to increase the number of families included in our survey. 80% of the families who responded to our survey said they were satisfied.

Some families feel concerned about whether they are getting enough respite. 66% of families felt their respite needs were met. It is important that families get respite when they need it. We keep track of the time it takes to match each family with a caregiver. Last year, on average it took 43 days.

Family Resource Coordinator

The Family Resource Coordinator helps families find the information they need and provides support to access other community supports for themselves or their family member. All the families who answered the survey said they were satisfied with the support they received. In 2005, our Coordinator sent out 600 'Family News' newsletters and 124 people came to family-focused workshops or meetings.

External Stakeholders

We used a telephone survey to try to reach more stakeholders in 2005. We reached 14 people, including CLBC staff and referral sources. They were all satisfied with the respect for the rights and safety of people served by RSCL. Over 90% were also satisfied with advocacy provided. Several issues were raised, including a lack of respite caregivers, and inconsistencies in the way we accept referrals, do intake and report to CLBC.

At RSCL, we are very proud of our accomplishments this past year, and we believe we are making a positive difference in the lives of many people in the Richmond community. Based on the results of the 2005 Outcomes Report, we are working on the following improvements this year:

1. Increase Consultant hours and streamline the intake process in Supported Child Development.
2. Make changes to how we gather outcome information for Supported Child Development, including how we survey childcare providers, finding better ways to get input from families and, keeping track of how many families each consultant works with.
3. Set up a system at Treehouse to alert families if they need to speak to a staff person at pick-up time.
4. Expand the Day Program options, including the HandyCrew Cooperative and new volunteer opportunities.
5. Explore why some Day Program participants are feeling that their choices are not being honoured or they are not accessing community enough.

6. Get a wheelchair ramp and wheelchair accessible van for the 2nd Avenue group home.
7. Explore ways to recruit respite caregivers quickly, and to improve the survey response rate for the Respite program.
8. Review the intake process with CLBC to make sure it is consistent and understandable.
9. Make sure critical incidents are reported within 48 hours.
10. Review how long it takes to respond to telephone enquiries from external stakeholders and set an appropriate standard.

We will report on how we have done with these planned improvements in the next Outcomes Report.

Introduction

The Outcome Management System is designed to provide essential information to the Richmond Society for Community Living's management and Board of Directors in order to monitor and make improvements to service delivery.

It is expected that the outcome results will assist the Richmond Society for Community Living to be more responsive to the needs of the children, youth and adults with a disability and their families who are served by the Society.

The Outcome Management System was developed using a self-assessment process which identified areas of strength, weakness, opportunities and possible threats to the services provided by the Society. This is the third Outcome Management Report in a series of annual Outcome Management Reports.

This Outcome Management Report addresses seven program areas: Residential Services, Day Programs (including after-school care), Respite, Infant Development Program, Preschool/Daycare (3-5 years) and Family Resource Coordination, Supported child Development. Each program area has identified measures for effectiveness, efficiency, accessibility and satisfaction. In addition, an eighth area has been added that addresses and explores Stakeholder Satisfaction. Stakeholders are defined as the organizations and professionals that interface with RSCL programs and staff on a regular basis.

The Board of Directors will review the outcome results and approve the recommendations that arise from the analysis and results. The outcome results will also be reported in the Executive Director's Annual Report to the membership and be included in the agency's newsletter. Finally, the recommendations from the Outcome Management process will be included with the recommendations from the following reports to form the Business Improvement Plan for the year:

- Compliance Report
- Staff Reports - Human Resources, Critical Incidents, Formal Complaints and Health & Safety
- Risk Management Report
- Accessibility Plan
- Technology Plan
- Strategic Plan

Method

Three different methods were employed to gather information regarding services provided by the Richmond Society for Community Living.

Survey

Surveys were developed to solicit the opinions and perspectives of parents, relatives and/or long-term caregivers who were involved in the life of a child, youth or adult with a developmental disability who was receiving service from the Society. In order to solicit the input from as many people as possible, all surveys were translated into three languages (English, Punjabi and Chinese). To review the surveys, please see the Appendix.

A separate survey was also developed to solicit specific input regarding Stakeholder Satisfaction from professionals and organizations that interface with RSCL programs and staff on a regular basis.

The Richmond Society for Community Living sent out a total of 517 surveys - 158 completed surveys were returned (response rate of 31%). This return rate was lower than last year's response. Although RSCL mailed 106 additional surveys this year, the total number of returned surveys increased by only 13. Last year the percentage of return was 38% (2004) compared to a 43% (2003) return rate for 2003. In an attempt to increase the response rate of families receiving respite service, families from this program were interviewed instead of surveyed. Of the 64 families receiving service, 10 families were interviewed.

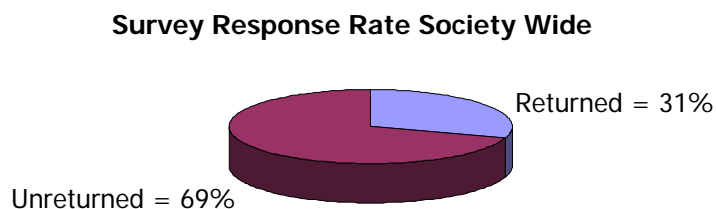
As reported last year, although the return rate is lower than expected, this appears to be consistent with non-profit research.

Hagar (2002) suggests that researchers who study non-profit organizations draw on a wide range of empirical research methods, with the survey research method commonly employed. He further acknowledges that a substantial portion of mail survey recipients fail to respond to the invitation to participate and considerable debate continues to exist regarding what constitutes acceptable return rates.¹

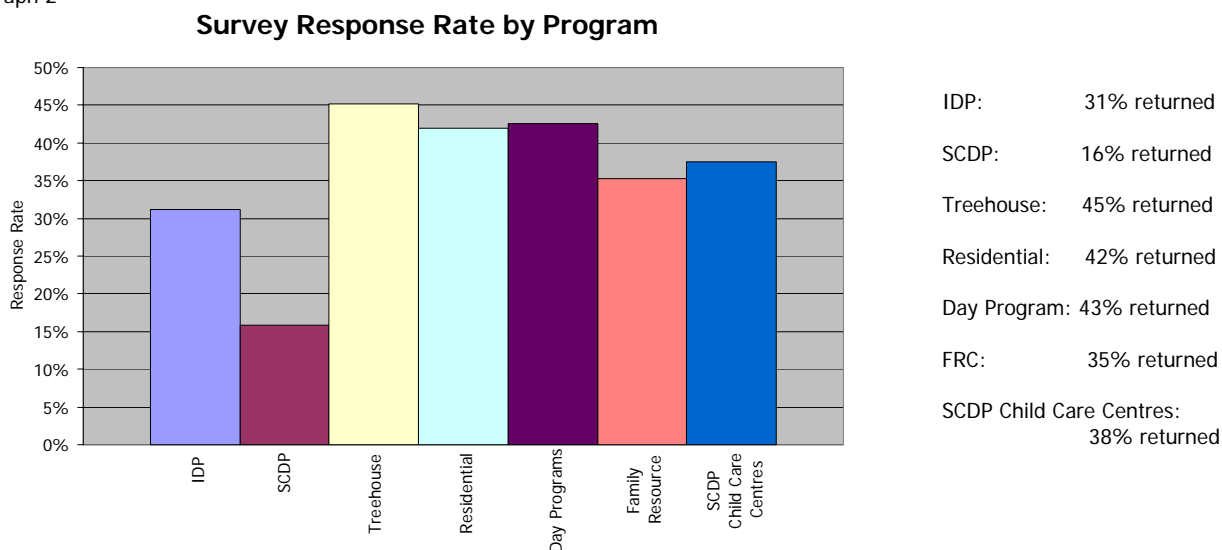
Therefore, given the return rate, the survey results must be viewed as possible trends, but not conclusive results.

The response rate for the overall agency and for each program is displayed below.

Graph 1



Graph 2



¹ Hagar, Mark A., Wilson, S., Pollak, Thomas, H., and Rooney, Patrick M. (2002) Response Rates for mail surveys of Nonprofit Organizations: A Review and Empirical Test. Under Review at *Nonprofit and Voluntary Sector Quarterly*. Accepted for Presentation at the 2002 annual meeting of the *Academy of Management*

Interviews

Families/Caregivers that may have difficulty responding to a written survey were interviewed. Also, all self-advocates that were able to indicate their preference, verbally or by using any other communication system (e.g. pictorial symbols) were interviewed. The interviewer was not employed by the Society but was contracted by the agency to perform this specific task.

Also, in an attempt to increase the response rate for certain areas, this year we decided to interview families receiving Respite services as well as all external stakeholders. Although a valiant effort was made to contact people (three telephone calls per respondent), this strategy did not produce a significant improvement in the response rates for these programs.

File Review

Existing documentation within the organization was used in some situations as the sole measure and in other cases as an additional measure in conjunction with a survey question.

Parameters and Omissions

Although the process was designed to solicit input from a broad range of people in order to capture the opinions of a representative group, it is important to mention that some people may not be well represented in the final report. Specifically, individuals who are not able to speak or communicate in ways that can be clearly understood by others do not have a strong voice in the final report. In order to help mitigate this difficulty, the opinions of their families and caregivers have been solicited.

A second group of people that are not well represented in the final report are those individuals that do not have family involvement - especially if the individual is also unable to communicate in ways that can be clearly understood.

Lastly, although the process adopted methods and practices consistent with empirical research methods, the process and report do not conform to the stringent guidelines of empirical research practices. The final conclusions contained in the report are based largely on information and opinions gathered from the surveys, interviews and a review of specific documentation. That said, given that three stakeholder groups were consulted by way of survey or interview and three methods were used to obtain information, the writer is confident that the results and conclusions do represent many commonly held beliefs and opinions of self-advocates, families and other stakeholders regarding services provided by the Richmond Society for Community Living and, therefore can be used to inform the Society of practices that successfully respond to the needs of the people we support and highlight areas that require some improvement.

Demographic Summary

The City of Richmond's present estimated population is 182,424 (this estimate is based on the number of dwelling units and is a measure used by the City in years when a census is not taken). Richmond has undergone enormous change over the last several decades, with significant growth in the early 1990's. Today, Richmond is a dynamic, multi-ethnic community. Much of the recent population growth has been made up of Asian immigrants. People of

Chinese or South Asian ancestry now represent nearly sixty percent of Richmond residents (City of Richmond website).

According to the City of Richmond, the top three ethnic (single) origins in Richmond are Chinese, East Indian and Caucasian. In addition the City of Richmond "Hot Facts" on ethnicity indicate that in 2001 Chinese (59,920) and East Indian (9250) are the most frequently reported ethnic (single) origins in Richmond. Although the Children's Respite and Infant Development Program demographic information reflect a high ratio of Chinese and Indo-Canadian (East Indian) people served, other programs do not reflect the ethnic breakdown of the community. Although there may be many reasons for this, including immigration, age, etc., it does highlight the need for the organization to reach out to these ethnic communities.

Each year RSCL's Accessibility Plan has addressed the need to reach out to the different ethnic groups in our community. The agency has translated brochures and other orientation materials into Chinese and Punjabi. In the fall of 2004 RSCL contracted an individual from the Chinese community to conduct focus groups and interviews with people from the Chinese community. The purpose of these interviews and focus groups was to introduce RSCL services and solicit input on how the agency could facilitate better access to our services. The feedback and suggestions gathered during these sessions has help to inform our Accessibility Plan for 2005 and 2006.

In addition to the large number of individuals reporting to be of East Indian and of Chinese ethnic origin, many people also report to be of Filipino origin. This is also reflected in languages spoken in the community. In Richmond, 44% of the residents indicated English as their mother tongue, 35% indicated Chinese, 3% indicated Punjabi and 3% indicated Tagalog. According to the City of Richmond "Hot Facts" on Languages, Tagalog (Philippines) is more often reported as a person's mother tongue than Punjabi (India). This is an increase of 48.77% from the last census. This appears to be a trend that is worth watching in order to ensure RSCL is reaching out to all ethnic communities in Richmond.



Infant Development Program

Program Overview

Infant Development (ages birth to three years)

Child development support for families with infants and toddlers who have extra support needs, a delay in their development, or who may be at risk of a delay.

Demographics

As of December 2005 the Infant Development Program was supporting 215 families. The program is contracted for 125 families. In April 2005 the program served a total of 232 families.

Chart 1

Gender	Ethnicity	Diagnosis
117 Male	56 Caucasian	81 Prematurity
98 Female	50 Chinese	38 Global Delay
	25 South Asian	29 NAS/FAS
	33 Bi-Racialz	19 Speech Delay
	28 First Nations	9 Motor Delay
	8 Philipino	8 Autistic
	15 Other	5 Down Syndrome
		2 Cerebral palsy
		24 Other

Outcomes Data Results

Total surveys sent out: 176 Surveys returned: 55, response rate: 31%

Chart 2

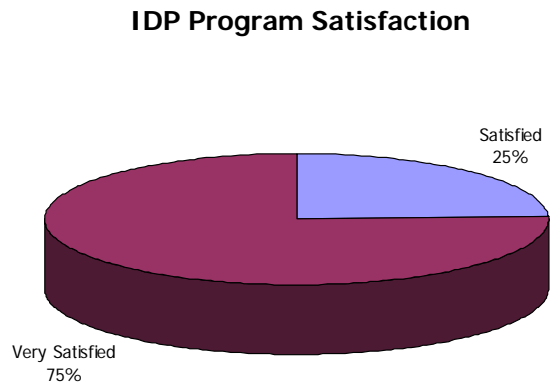
#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
IDP1	Families will be satisfied with the service	IDP1a. percent of families that report satisfaction	80%	Survey	Satisfied: 25% Very Satisfied: 75%	Yes
IDP2	Families will have increased knowledge of how to support their child	IDP2a. percent of families who report increased knowledge of their child's disability	80%	Survey	Neutral: 6% Agree: 32% Strongly Agree: 62%	Yes
IDP3	Children will have opportunities for growth and development	IDP3a. percent of families who report their child has experienced growth and development	80%	Survey	Agree: 40% Strongly Agree: 60%	Yes
		IDP3b. percent of families who have been offered resources to foster child's growth and development (play group, lending library, resource materials, referral)	80%	Survey	Neutral: 2% Agree: 29% Strongly Agree: 69% 1 person did not answer	Yes
IDP4	Infant Development Program will achieve full capacity	IDP4a. Numbers served in the reporting period	Contract requirement	File review	100 contracted (125 by end of reporting year) 232 families served (month of April 2005)	Yes
IDP5	Families will receive services in their language of choice	IDP5a. percent of families who report that they received services in their language of choice	80%	Survey	No: 2% Yes: 98% 1 person did not answer	Yes

Analysis

The Infant Development Program successfully achieved all of the targets originally set for the outcomes.

Satisfaction – The overall level of satisfaction with the Infant Development Program by consumers appears to be very good. This response is consistent with last year's results. Of the 55 respondents to the survey, 100% indicated that they were satisfied (25%) or very satisfied (75%) with the service.

Graph 3



Several families provided additional comments regarding their satisfaction with the program. The following is a small sample of these comments:

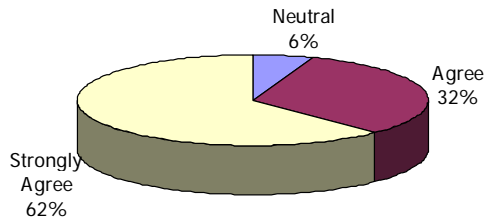
"I enjoyed IDP! It was great insight and info into my children's development! Excellent program! Thank you."

"Each visit I learn new tips and techniques."

Effectiveness – Two outcomes were identified to address the effectiveness of the Infant Development Program. Firstly, families were asked if they believed that their knowledge of how to support their child had increased. Of the 55 respondents, 94% indicated that they either agreed (32%) or strongly agreed (62%) that their knowledge had increased. Secondly, two indicators were developed to measure whether families believed that their child had been provided with opportunities for growth and development. Of the 55 respondents, 100% agreed (40%) or strongly agreed (60%) that their child had experienced growth and development. Families were also asked if they were offered resources to foster growth and development. Of the 55 respondents, 98% agreed (29%) or strongly agreed (69%) that they had been offered resources. With respect to the outcomes utilized, it appears that IDP continues to be viewed by families as highly effective.

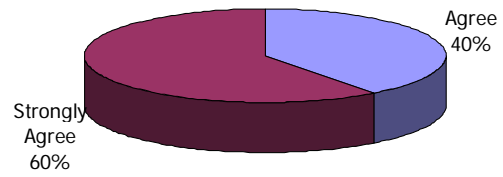
Graph 4

Increased Knowledge



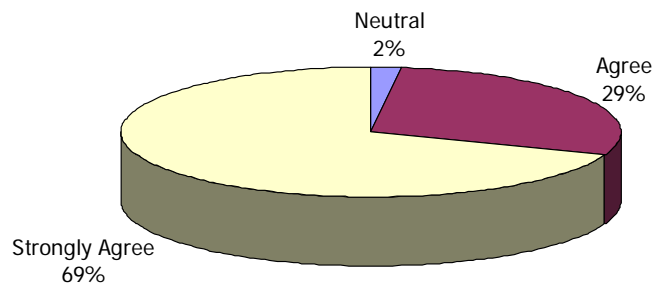
Graph 5

Increased Growth & Development



Graph 6

Offered Resources



Efficiency – A file review was completed to determine if the Infant Development Program was serving the required number of families identified in the contract with the Ministry for Children and Family Development (MCFD). The results indicate that the program far exceeds the expectations of the contract with MCFD. For most of the reporting year the contract required (and provided funds consistent with this requirement) the program to serve 100 families. In April 2005, the contract was increased in order to serve an additional 25 families. Although the contract increase enabled the Society to respond to a greater number of families, it did not allow the Society to meet the provincial practice guidelines regarding Consultant/family ratio (25 families per/fulltime Consultant). For example, although the service contract with the Society was increased in order to serve 125 families, during the month of April 2005 the program was serving 232 families. However, in spite of the funding challenges and relatively high Consultant/family ratio, it appears that the IDP program continues to be very effective. Given the high level of satisfaction reported by consumers, it does not appear that the high Consultant/family ratio has negatively impacted the quality of the program.

Accessibility - Given that Richmond is a multicultural community, it was determined that, if families were able to receive service in their first language, it would increase the accessibility and effectiveness of the program. Therefore, families were asked if they received service in the language of choice. Of the 55 respondents, 98% indicated that they had received service in the language of choice. The 2% represents one individual whose comment was: *"I would have preferred Spanish but everything was worked out very well in English."* Currently the IDP staff team is able to provide service in the following languages:

- English
- Cantonese
- Mandarin
- Punjabi
- German

Recommendations:

No Recommendations



Supported Child Development Program

Program Overview

Supported Child Development is a community based, early intervention program that provides practical information and resources about community services, strategies for inclusion and specific disabilities to childcare providers and families. SCDP Consultants assist families to access childcare in their community. The SCD program is based on the philosophy of inclusion. We support approximately 150 families annually and approximately 60 childcare centres in Richmond.

Demographics

The Supported Child Development Program supports 133 children ages birth - 19 with the following demographic information:

Chart 3

Gender	Ethnicity	Diagnosis
37 Girls 96 Boys	47 Caucasian 32 Asian 7 Chinese 7 Punjabi 4 Black/Caucasian 36 Other	26 Autism 8 Develop Delay 9 Down Syndrome 5 ADHD 10 Cognitive delays 5 Health Impaired 6 Speech and language 12 Other

Outcomes Data Results

Chart 4

Total surveys sent out to families: 152 surveys returned: 24, response rate: 16%
Total surveys sent out to child care centres: 16; surveys returned: 6; response rate: 38%

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
SPD1	Families will be satisfied with the consultant support	SPD1a. percent of families that report satisfaction with their consultant	80%	Survey	Very dissatisfied: 4% Dissatisfied: 4% Neutral: 4% Satisfied: 33% Very satisfied: 55%	Yes
SPD2	Families will be satisfied with the additional support provided by the childcare centre	SDP2a. percent of families that report satisfaction with the additional support receive in the childcare centre	80%	Survey	Neutral: 21% Satisfied: 41% Very Satisfied: 38%	Yes
SPD3	Childcare providers will be satisfied with consultant support	SPD3a. percent of childcare providers that report satisfaction with consultant support	80%	Survey	Moderate Extent: 17% Great Extent: 33% Very Great Extent: 50%	Yes
SPD4	Children will be included in a community childcare program	SPD4a. percent of families who report that their child is included in a community based childcare program	80%	Survey	No Extent: 4% Moderate Extent: 25% Great Extent: 29% Very Great Extent: 42%	Yes
		SPD4b. percentage of children that are registered or actively involved in a childcare program	90%	File Review	85%	No

SPD5	Childcare providers will have increased knowledge and skills to support children with special needs	SDP5a. percentage of childcare providers that report that they have increased knowledge and skills to support children with special needs	80%	Survey	Neutral: 17% Agree: 33% Strongly Agree: 50%	Yes
SPD6	Children will be included in childcare settings without the need for additional funding for staff support	SDP6a. # of childcare providers that receive information/training through the SCDP	100 Childcare Providers/Participants per/year	File Review	73 participants in six months of operation	Yes
		SDP6b. # of children that are registered or actively involved in a childcare program without additional staff support	25 Children	File Review	106 children	Yes
SPD7	Newly served families will receive service in a timely manner	SDP7a. time between referral and initial meeting with a consultant	21 days	File review	39.72 days	No
SPD8	Families will be able to access the childcare centre/program of their choice	SCD8a. percent of families who report that their child is registered in a childcare program of their choice	80%	Survey	Moderate Extent: 13% Great Extent: 33% Very Great Extent: 54%	Yes

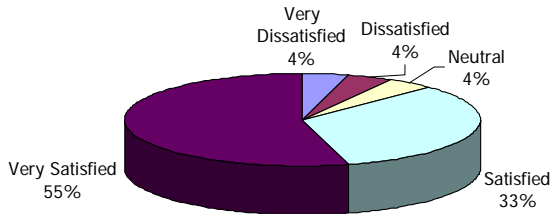
Analysis

The Supported Child Development Program (SCDP) successfully achieved all but two of the targets originally set for the outcomes. This is the first year SCDP has been included in the RSCL Outcome Management Report. Given that this was the first year using newly developed outcomes, many of the recommendations speak to the need for changes and/or improvements in the process for gathering data and measuring outcomes. Moreover, at the time of the data collection for this report, the Supported Child Development Program had only been operated by RSCL for six months. Consequently, some of the results do not reflect an entire year of service.

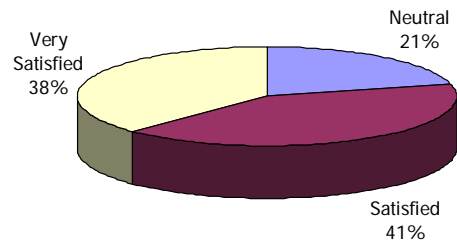
Satisfaction – The Supported Child Development Program (SCDP) provides consultation and support to two stakeholders; families and childcare providers. Consequently both stakeholders were asked about their level of satisfaction regarding the service and support from the program. Furthermore, given that many children also receive extra staff support in the childcare program, families were asked whether they were satisfied with the extra staff support their child was receiving in the program in which their child was enrolled.

The overall level of satisfaction with the Supported Child Development Program by consumers (families and childcare providers) appears to be good. Of the 24 families that responded to the survey, 88% indicated that they were satisfied (33%) or very satisfied (55%) with the service.

Graph 7
SCDP Family Satisfaction with Consultants



Graph 8
SCDP Family Satisfaction with additional support from child care centres



Some of the families surveyed provided additional comments regarding their satisfaction with the program. The following is a sample of these comments:

“Well experienced and very knowledgeable”

“Every time I have needed something my support child development consultant has pointed me in the right direction”

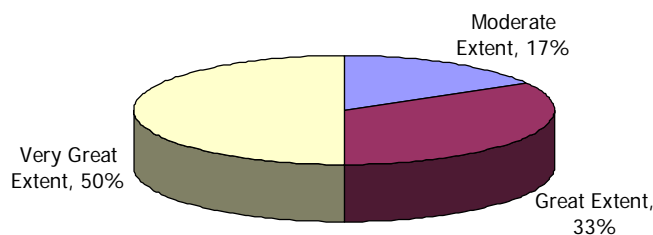
Although the responses of two of the families surveyed were concerning, given the very low response rate, it is hard to make broad recommendations based on unfavorable responses from only 2 families. That said, the response of these families has been taken very seriously. Each family was contacted directly by the Coordinator in order to address their concerns. Furthermore, a concern expressed by one family, regarding the referral process, has resulted in a recommendation in this report.

In addition, families were also asked whether they were satisfied with the extra staff support their child was receiving in the program in which their child was enrolled. Of the 24 respondents, 79% of the families indicated they were satisfied (41%) or very satisfied (38%).

In addition to the positive response from most families, of the 6 childcare providers that responded, 100% indicated that they were satisfied with the SCDP Consultants support to a moderate (17%), great extent (33%) or a very great extent (50%).

Graph 9

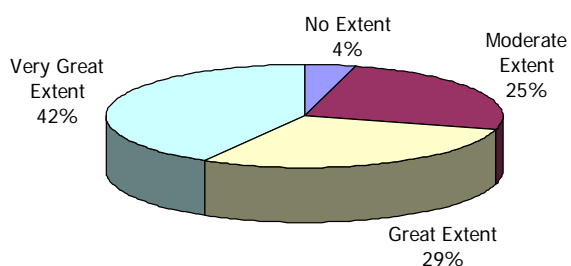
Child Care providers satisfied with consultant support



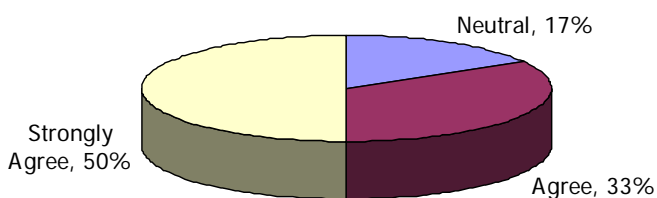
Effectiveness – Two outcomes were identified that evaluate the effectiveness of the Supported Child Development Program. The first outcome addresses one of the main purposes and functions of the program, i.e. children will be included in a community childcare program. Two indicators were used to measure this outcome. Firstly, families were asked the degree to which they believed their child was included in the child care program in which they were enrolled. Of the 24 respondents, 96% of the families indicated that their child was included in the child care program to a moderate extent (25%) great extent (29%) or a very great extent (42%). Secondly, a file review was conducted to compare the number of children enrolled in a community childcare program vs. the number of children referred to the program. The file review indicated that 85% of the children that had been referred to the SCDP were actively enrolled in a childcare program. The original target for this measurement was 90%. Upon further investigation, it appears that the lower than expected percentage of children actively enrolled in a childcare program, was primarily due to an unexpected increase in referrals to the program. As is the situation with the Infant Development Program, the demand for Supported Development Program is currently greater than the resources available. Consequently, the current family/consultant ratio for the Supported Child Development Program far exceeds the recommended provincial practice standards. In order to track this trend, an additional outcome and measurement has been recommended for next year's outcome management report.

The second outcome identified to evaluate the effectiveness of the Supported Child Development Program was "childcare providers will have increased knowledge and skills to support children with special needs". This outcome reflects the belief that if childcare providers have the necessary knowledge and skills to support children with special needs they will be more willing and able to support child in their community childcare program. Therefore, childcare providers were asked whether, as a result of their involvement with a SCDP Consultant, their knowledge and skills to support children with special needs had increased. Of the 16 respondents, 88% agreed (33%) or strongly agreed (50%) that their knowledge had increased. This clearly indicates that many childcare providers value the support, assistance and guidance provided by the SCDP consultants.

Graph 10
Degree to which child is included in child care program



Graph 11
Child care providers with increased knowledge



Efficiency – One-to-one support is a very expensive model of service. In order to ensure that as many people are served through this program as possible, it is important that the SCDP employs other methods and models of providing support and information that are more cost effective. Therefore, two indicators were developed to measure if some children were able to be included in childcare settings without the need for extra staff support for the child and/or by using methods to support the childcare provider other than one-to-one training. Firstly, a file review was conducted to determine how many childcare providers had received information or

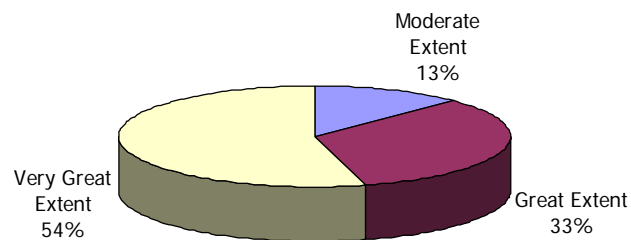
training in a manner other than one-to-one consultant support. Although the target was 100 childcare providers in a twelve month period, during the six months period captured in this report, the SCDP had already provided information and/or training to 73 childcare providers using an alternative method. Secondly, a file review was conducted to determine the number of children that were registered or actively involved in a childcare program without additional staff support. Although the target was 25 children, at the time in which data was collected for this report, 106 children were enrolled in a childcare program without additional staff support.

The second outcome identified to evaluate the program's efficiency related to the time in which families are required to wait to receive service from a consultant. Specifically, the time between the initial referral and an actual meeting with a consultant was measured. The initial target was 21 days. Unfortunately, the results from this measurement indicated that families waited an average of 39.72 days for services. Upon further investigation, it appears that the primary reason for this increased wait time was an unexpected increase in referrals to the program.

Accessibility - Formerly, families were given a limited number of specialized childcare settings to choose for their child. One of the main principles of the SCDP is to offer families access to all childcare options in their community. In order to evaluate the Supported Child Development Program's accessibility, families were asked whether their child had been registered in a program of their choice. Of the 24 families that responded, 87% indicated that their child was registered in a program of their choice to a great extent (33%) or to a very great extent (54%).

Graph 12

Participated in choosing child care program



Recommendations:

1. Utilize surplus operating funds to increase consultant hours in order to address the increased referrals and demand for the program.
2. Review the current intake and referral process. Identify ways to streamline and clarify the referral process for families.
3. Survey all childcare providers (not only childcare providers receiving funding for extra staff support) .
4. Consider utilizing a different method for soliciting input from families in order to increase response rate.
5. Develop a new outcome/indicator to measure the current family/consultant ratio vs. provincial practice standards.
6. During the data collection process request that families identify the childcare program in which their child is enrolled in order to facilitate timely and appropriate follow up, if necessary.
7. During the data collection process request that childcare providers self-identify in order to facilitate timely and appropriate follow up, if necessary.



Preschool/Daycare

Program Overview

Treehouse early Learning Centre (ages 3 – 5 years)

This is an integrated childcare centre that offers a diverse curriculum for children of varying abilities focusing on the whole child and learning through play.

Demographics

Treehouse is licensed for 25 fulltime children. 56 children (7 children with special needs) were served at Treehouse during 2005. The total number children served accounts for those children in part and full time placements as well as placements that turned over during the year. The following chart outlines the demographics for the Treehouse program:

Chart 5

Gender	Ethnicity	Diagnosis
29 Males 27 Females	15 Chinese 3 Indo-Canadian 1 Aboriginal 6 Chinese/Caucasian 4 Other 27 Caucasian	2 Autism 2 Cerebral Palsy 1 Williams Syndrome 1 Seizure Disorder/developmental delay 1 Developmental Delay

Outcomes Data Results

Total surveys sent out 31: Surveys returned: 14 response rate: 45%

Chart 6

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
TH1	Families will be satisfied with the service	TH1a. percent of families that report satisfaction	80%	Survey	Neutral 7% Satisfied: 21% Very satisfied: 72%	Yes
TH2	Children will have opportunities for growth and development	TH2a. percent of families who report their child has experienced growth and development	80%	Survey	Moderate Extent: 14% Great Extent: 29% Very Great Extent: 57%	Yes
TH5	Families will be satisfied with the level of communication with staff	TH5a. % of families that report satisfaction with level of communication from staff.	80%	Survey	Neutral: 7% Satisfied: 36% Very satisfied: 57%	Yes
TH3	Treehouse will maintain full capacity	TH3a. percent of enrollment for the year (Jan - Dec)	95%	File review	97.41% preschool 98.36% daycare	Yes
TH4	Children (who require extra supports) will receive personalized supports as identified in their CFSP	TH4a. percent of goals identified in the CFSP have documented evidence that the goal was attempted	90%	File review	100%	Yes

Analysis

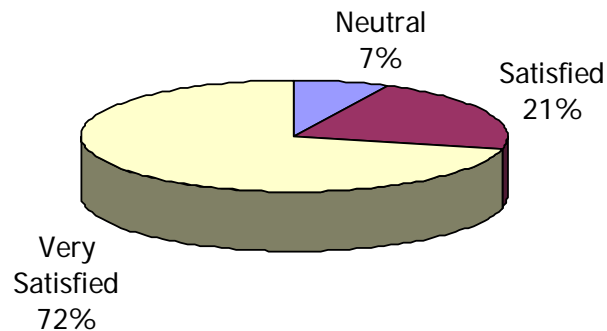
The Preschool/Daycare Program successfully achieved all of the targets originally set for the outcomes results.

Satisfaction – The overall level of satisfaction with the preschool/daycare program by consumers appears to be very good. Of the 14 respondents to the survey, 93% indicated that

they were either satisfied (21%) or very satisfied (72%) with the service. This positive response is consistent with last year's results.

Graph 13

Treehouse Program Satisfaction



Several families provided additional comments regarding their satisfaction with the program. The following is a small sample of these comments:

"I feel at ease leaving my "very" special needs child there. Easy to approach/professional/supportive listening to parents etc." My child's vision, verbalization and mental alertness and interaction has greatly improved. The people there are cautious and very experienced."

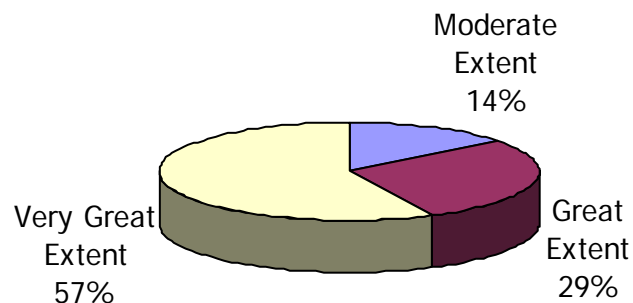
My son attends Treehouse and the child care he receives is remarkable. Very helpful attentive and always showing enormous concern for my child, and obviously others as well. My child's development has been very positively influenced by the programs at Treehouse. The care is attentive. I have great trust that the Treehouse staff are always on the lookout for the children."

Effectiveness – One outcome was identified to address the effectiveness of the Treehouse early Learning Centre. Families were asked if they believed that their child had been provided with opportunities for growth and development. Of the 14 respondents, 100% indicated that they believe that their child had to a moderate extent (14%), a great extent (29%), or very great extent (57%) been provided with opportunities for growth and development.

With respect to the outcomes utilized, it appears that Treehouse early Learning Centre continues to be viewed by families as highly effective.

Graph 14

Child is Provided Opportunities for Growth & Development



Efficiency – Treehouse early Learning Centre is a program that operates on a fee for service basis. In order to maintain current and optimal staffing levels, it is important that the program maintains close to full enrollment. Therefore, the target set for the efficiency outcome was 95% of full enrollment. The program did achieve this target (97% preschool, 98% daycare). This is a notable improvement from last year.

Accessibility – Treehouse early Learning Centre provides support to typically developing children and children with special needs. In order for the children with special needs to fully access, participate and benefit from the program, their support must be personalized. Therefore, the outcome/indicator reflects the importance of responding to unique requirements of those children in order to facilitate their inclusion in the program. A file review was conducted to determine if the centre staff attempted to achieve the personalized supports and goals that were identified with the child's parent through the Child Family Service Planning process. The results indicate that 100% of the identified goals for each child were attempted with staff support. This result exceeds the target that was set for this indicator.

Recommendations:

1. Institute a system to alert families to speak to a staff person prior to leaving the centre at the end of the day, if there is information that needs to be shared with them regarding their child.



Day Programs

Program Overview

Youth Connections (ages 5 – 19 years) – Youth Connections provides after-school and summer activities for children and youth with special needs. Participants are provided assistance and support to participate in community-based recreation opportunities with other children/youth.

Avenues Day Program and Richmond Community Options – These two Day Programs provide opportunities for adults to learn new skills, gain work and volunteer experience, develop friendships and participate in community activities.

Transitions (ages 19 – 25 years) – Transitions is a Day Program for young adults that provides life-skills training, pre-employment, social development, recreation and leisure support.

2nd Avenue – This adult day program provides support for three women and is operated out of one of the agency’s residential services. This program offers opportunities for life-skills and social development, recreation and leisure.

Demographics

*Note: diagnosis data may add up to more than the number served as some individuals are recorded as having more than 1 diagnosis.

Avenues supports 28 participants with the following demographics:

Chart 7

Gender	Ethnicity	Diagnosis
11 Males	2 Aboriginal	3 Autism
17 Females	3 Asian	16 Developmental Disability
	1 Asian/Caucasian	3 Mental Health
	22 Caucasian	4 Down Syndrome
		3 Cerebral Palsy
		7 Other

RCO supports 15 participants with the following demographics:

Chart 8

Gender	Ethnicity	Diagnosis
12 Male	1 Asian	3 Autism
3 female	13 Caucasian	1 Challenging Behaviours
	1 Indo-Canadian	7 Developmental Disability
		1 Mental Health
		1 Mobility Issues
		3 Cerebral Palsy
		3 Down Syndrom
		7 Other

Transitions supports 14 participants with the following demographics:

Chart 9

Gender	Ethnicity	Diagnosis
9 Male	6 Asian	1 Autism
5 Female	1 Asian/Caucasian	3 Developmental Disability
	5 Caucasian	2 Mobility Issues/Physical Disability
	1 Indo-Canadian	12 Other
	1 Other	

Youth Connections supports 36 participants with the following demographics:

Chart 10

Gender	Ethnicity	Diagnosis
24 Males 12 Females	1 Aboriginal 14 Asian 3 Asian/Caucasian 10 Caucasian 5 Indo-Canadian 3 Other	8 Autism 5 Developmental Disability 2 Mental Health 24 Other

Outcomes Data Results

total surveys sent out 95: surveys returned: 40, response rate: 42%
individuals interviewed: 18

Chart 11

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
DS1	Families/member of support network will be satisfied with the service	DS1a. percent of families that report satisfaction	80%	Survey	Dissatisfied: 3% Neutral: 3% Satisfied: 22% Very Satisfied: 72%	Yes
DS2	Individuals will be satisfied with the service	DS2a. percent of individuals that report satisfaction	80%	Survey	Unhappy: 11% Happy: 56% Very Happy: 33%	Yes
DS3	Individuals' choices will be honored	DS3a. percent of Personal Planning goals that have documented evidence that the goal was attempted.	90%	File review	93.15% (YC = 96.47%, Transitions = 95%, RCO = 92.73%, Avenues = 89.13%)	Yes
		DS3b. percent of individuals that report that their choices are honored	90%	Survey	No: 29% Yes: 71% 1 individual did not answer	No
		DS3c. percent of families that report that their family members' choices are honored	90%	Survey	Small Extent: 2% Moderate Extent: 7% Great Extent: 38% Very Great Extent: 53%	Yes
DS4	Individuals will access and be involved in the community	DS4a. percent of individuals that report that they access their community	80%	Survey	Not Very Often: 6% Sometimes: 33% Often: 44% Very Often: 17%	Yes
		DS4b. percent of families that indicate that the program participant accesses their community	80%	Survey	Moderate Extent: 10% Great Extent: 35% Very Great Extent: 55%	Yes
		DS4c. % of days the participants are accessing the community in a given month.	80%	File review	% of days = 100% % of participants going out in a given day = 95.7%	Yes
DS7	Day program space is used to its maximum potential	total number of hours in a week where the space is utilized	YC, transitions: 45 hours Avenues/RCO: 37.5 hours	File review	YC/Transitions = 46.25 Avenues = 37.5 RCO = 51	Yes
DS8	Programs will increase their service capacity to people who are not currently receiving full service or to people outside the funded contracts	number of hours of additional support to people who are not currently receiving full service or to people outside the funded contract	100 hours for the 12 month period	Interview/File review	Youth Connections: 552.5 Transitions: 222 RCO: 0 Avenues: 450 TOTAL: 1224.5 hours	Yes

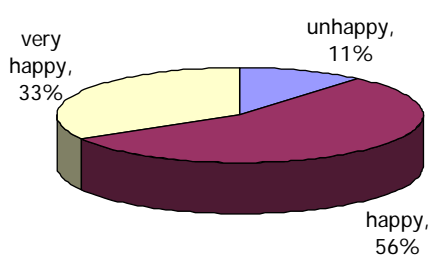
Analysis

The four Day Programs achieved nine (9) of the ten (10) targets originally set for the outcomes results.

Satisfaction – The overall level of satisfaction with the Day Programs by individuals appears to be good. Of the 18 respondents to the interview, 89% indicated that they were happy (56%) or very happy (33%) with the service. In addition, of the 40 families/caregivers that responded to the survey, 94% of people indicated that they were satisfied (22%) or very satisfied (72%) with the service.

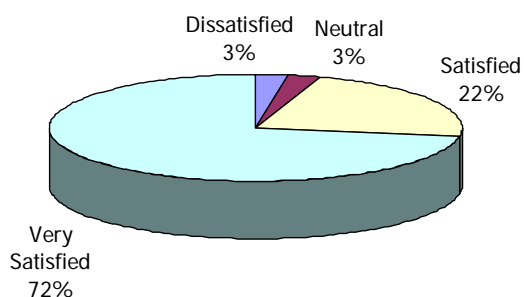
Graph 15

Program Satisfaction (individuals)



Graph 16

Program Satisfaction (families/caregivers)



Some families provided additional comments regarding their satisfaction with the program. The following is a small sample of these comments:

Transitions – “I am pleased with the yearly individual path to focus on goals for the new year. We as parents thank and encourage the staff for the achievements of the present and past year. I am pleased on a whole with the follow through of staff choices for our son.”

Avenues – “..... has really grown in the past few years, he’s more outgoing, seems to love being part of this crew.”

Avenues – “I cannot say enough about the quality and integrity shown towards the interaction with my son. He looks forward to his day at the program and is very happy. He is developing new and important skills all the time!”

Youth Connections – “Excellent program! Both individuals have a great time plus are participating and learning constantly.”

Youth Connections – “The personal growth and marked achievements are in direct relationship to our son’s years at youth connections. No other program has been able to reach and affect our son so specific to his needs and his personal preferences in activities, social skills, communication, peer awareness, acceptance, responsibility of himself and chosen activities etc... I could go on and on.

RCO – “Good communication with staff, clients and caregivers.” “An effort is made every day for community outings. Community centres, arenas, library, and malls are important to integrate into society.”

Although the response regarding the overall satisfaction with the service exceeded the target, one family indicated that s/he was dissatisfied and one family reported that s/he was neutral in response to his/her level of satisfaction. Unfortunately, given that additional comments were not provided by these respondents, it is hard to determine what improvements are required to increase these families' satisfaction with the program(s).

Although consistent themes regarding improvements did not emerge from the survey results, we do believe, based on anecdotal evidence, that participants and families would like some of our day programs to continue to develop a greater focus on work opportunities (volunteer and/or paid). In response to this request, the Society has pursued the following initiatives:

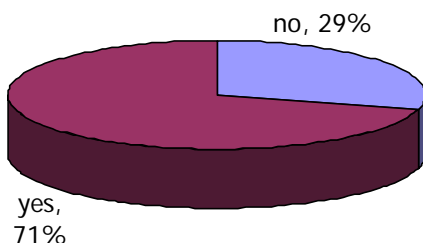
- Handy Crew – Several participants have been involved in learning maintenance and minor construction skills during the last year. Currently RSCL is in the process of forming a Cooperative that would employ participants to do small maintenance and construction as well as maintain the administrative side of the business.
- New Volunteers Opportunities – RCO and Transitions have been exploring new and different volunteer opportunities for participants attending these programs.

Effectiveness – It was determined that *choice* and *access to the community* were two of the key outcomes the day programs were attempting to achieve. Therefore, both of these outcomes were measured. In order to determine if the program participant's choices were honored, families were surveyed, individuals were interviewed and files were reviewed to determine if the goals set with the individual, during the personal planning process, were honored. The file review indicated that 93.15% of the goals made were attempted with the individual. This is a notable improvement from last year (2004 - 86%).

Of the families/caregivers who responded to the survey, 97% indicated that the individual's choices were honored to a moderate extent (8%), great extent (37%) or very great extent (52%). Of the 18 individuals interviewed, 29% indicated that their choices were not honored and 71% indicated that their choices were honored. Although the response from families is consistent with last year's response, the percentage of individuals that indicated that their choices were not honored has increased. Consequently, a recommendation has been development to further explore this change and concern.

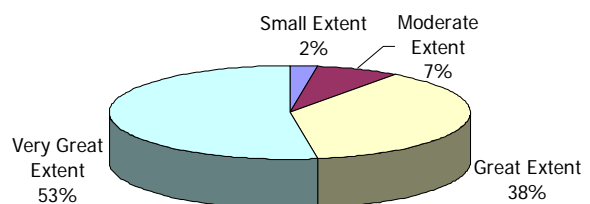
Graph 17

Choices are Honored (individuals)



Graph 18

Choices are Honored (families/caregivers)

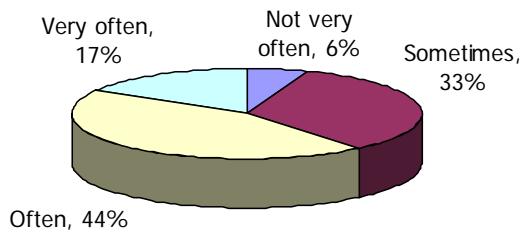


Access to the community was also measured by surveying families/caregivers and interviewing program participants. Of the 18 individuals that were interviewed, 61% indicated that they had access to the community sometimes, 44% often and 17% very often. Of the 40 families/caregivers who responded to the survey, 97% indicated that individuals had access to the community to a moderate extent (10%), great extent (35%) or very great extent (55%).

These results are more positive than last year. However, as was the case with last year's, the results of the interviews with individuals do not seem to be consistent with the actual frequency that program participants are supported to access the community. The results of the file review indicate that for July and October 2005, an average of 95.7% of the participants attending the day programs accessed the community each day.

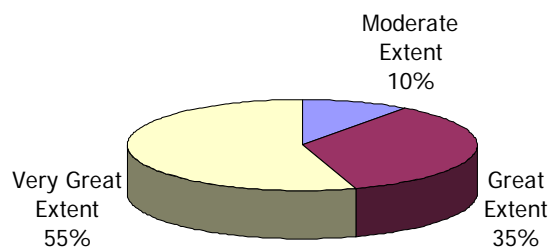
Graph 19

**Access to the Community
(Individuals responses)**



Graph 20

**Access to the Community
(families/caregivers responses)**



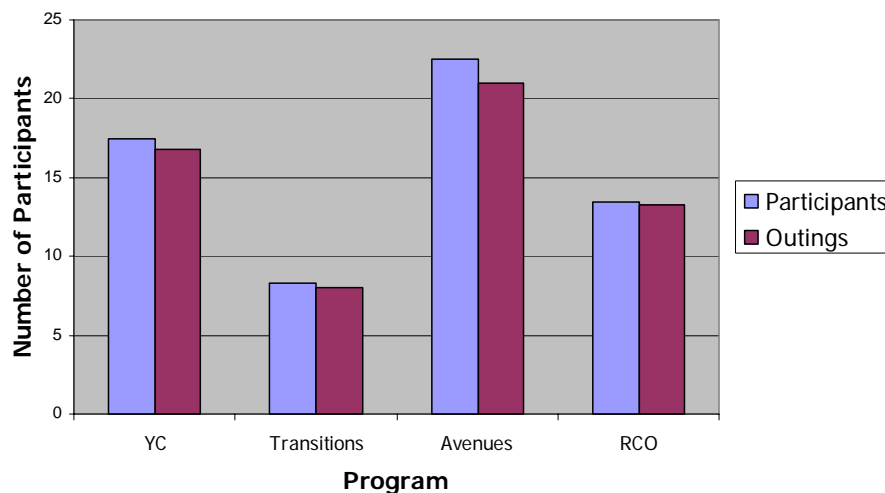
Graph 21

File Review Data Results (accessing the community):

average # participants attending program per day

vs

average # of participants going out on outings per day



Efficiency – All of the day programs operate during regular business hours. Therefore, the space is typically used Monday to Friday during the day. In order to become as efficient as possible with our space utilization, programs have been encouraged to expand their hours of service or allow other services/agencies to use the space. Although, three of the four programs are being utilized outside regular business hours, greater utilization could be considered.

Accessibility - In order to determine if the agency was endeavoring to be as efficient with its funds, an outcome was developed to gage the increased capacity created within the day programs provided by RSCL. This outcome reflects the recent emphasis of our funders. The agency has attempted over the last number of years to meet the growing demand for our services without additional costs to our funders. The results indicate that RSCL provided a total

of 1224.5 hours of additional support to individuals attending day programs that did not have funding. This result reflects a significant increase from last year. Although, all programs have been successful in responding to the needs of families and individuals without additional funding, the significant increase for this year was primarily due to Youth Connections increase in hours of service during the three week teachers strike. During the strike, Youth Connections provided fulltime service to children and their families without an increase in funding.

Based on the results, it appears that RSCL has been very successful in accommodating individuals without additional funds. This commitment has allowed families and individuals to receive service who would not have otherwise received support. This flexibility was noted by one family in their survey.

Recommendations:

1. Develop a HandyCrew Cooperative to provide opportunities for individuals to participate in paid work.
2. Explore new volunteer opportunities for people attending RCO and Transitions programs.
3. Using an independent consultant, conduct a focus group with self-advocates to explore and investigate:
 - the perception that choices are not always honored,
 - the frequency with which participants access the community.



Residential

Program Overview

Residential Programs - Shared living for adults with 24-hour community support staff in three different homes at Second Avenue, Steveston Highway (5635) and Muscroft House. Individuals receive residential support, home skills and personal development.

Supported Living - Individualized living options with trained and screened “roommates”, families or partners.

Demographics

*Note: diagnosis data may add up to more than the number served as some individuals are recorded as having more than 1 disability.

The Supported Living Program supports 21 Participants with the following demographics:

Chart 12

Gender	Ethnicity	Diagnosis
8 Males	1 Asian	1 Autism
13 Females	1 Asian/Caucasian	6 Developmental Disability
	18 Caucasian	1 Hearing Impairments
	1 Indo-Canadian	4 Mental Health
		1 Mobility Issues/Physical Disability
		13 Other

The 3 Residential Homes support 11 Participants with the following demographics:

Chart 13

Gender	Ethnicity	Diagnosis
4 Males	10 Caucasian	3 Autism
7 Females	1 Aboriginal	3 Down Syndrome
		4 Developmental Disability
		1 Other

Outcomes Data Results

Total surveys sent out 31: surveys returned: 13, response rate: 42%
individuals interviewed: 3

Chart 14

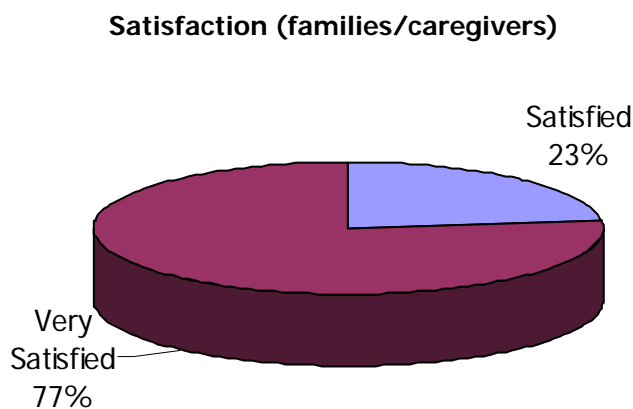
#	Outcome	Indicators	Target	Data Source	Results	Target Achieved																
RS1	Families will be satisfied with the residential service	RS1a. percent of families that report satisfaction	80%	Survey	Satisfied: 23% Very Satisfied: 77%	Yes																
RS2	Individuals will be satisfied with the residential service	RS2a. percent of individuals that report satisfaction	80%	Survey	Happy: 67% Very Happy: 33%	Yes																
RS3	Individuals will have opportunities to make choices	a. percent of Personal Planning goals that have documented evidence that the goal was attempted	90%	File review	88.89% (76 attempted goals out of 86 recorded goals = 88.37% Supported Living) (28 attempted goals out of 31 recorded goals = 90.32% Residential Homes)	No																
		b. percent of individuals that report that their choices are honored	90%	Survey	Yes: 100%	Yes																
		c. percent of families that report that the choices of their family members are honored	90%	Survey	Great Extent: 62% Very Great Extent: 38%	Yes																
RS4	Individuals will have opportunities for personal growth and development	RS4a. percent of individuals that have active goals that relate to skill/knowledge acquisition, educational/vocational pursuit	90%	File review	Residential Homes = 100% Supported Living = 100%	Yes																
		RS4b. percent of families that report that their family member has opportunities for personal growth and development	80%	Survey	Moderate Extent: 15% Great Extent: 23% Very Great Extent: 62%	Yes																
RS5	The residential staff team will be stable	RS5a. Total number of staff that left the program compared to the maximum number of staff budgeted	25% turnover	File review	<table border="1"> <thead> <tr> <th>Year</th> <th>Avg # Staff Left</th> <th>Avg # Staff Budgeted</th> <th>%</th> </tr> </thead> <tbody> <tr> <td>2003</td> <td>3</td> <td>21</td> <td>14%</td> </tr> <tr> <td>2004</td> <td>6</td> <td>21</td> <td>29%</td> </tr> <tr> <td>2005</td> <td>2</td> <td>22</td> <td>9%</td> </tr> </tbody> </table>	Year	Avg # Staff Left	Avg # Staff Budgeted	%	2003	3	21	14%	2004	6	21	29%	2005	2	22	9%	Yes
Year	Avg # Staff Left	Avg # Staff Budgeted	%																			
2003	3	21	14%																			
2004	6	21	29%																			
2005	2	22	9%																			
RS6	Individuals will receive personalized supports	RS6a. percent of families that report that the service the individual receives is personalized	90%	Survey	Moderate Extent: 15% Great Extent: 23% Very Great Extent: 62%	Yes																
		RS6b Percent of families that report that services have been modified to respond to the individuals changing needs, e.g. aging, deteriorating health	90%	Survey	Moderate Extent: 8% Great Extent: 23% Very Great Extent: 69%	Yes																
		RS6c. Modifications or changes that have been made to accommodate changing needs of individuals		File review – list of modifications of changes	See attached list																	

Analysis

The Residential Program successfully achieved all but one of its targets.

Satisfaction – The overall level of satisfaction with residential services by consumers appears to be good. Of the 3 individuals interviewed, 100% indicated that they were happy (67%) or very happy (33%) with the service. Families were also surveyed regarding their level of satisfaction. Of the 13 respondents to the survey, 100% indicated that they were satisfied (23%) or very satisfied (77%) with the service.

Graph 22



Effectiveness – It was determined that *choice* and *personal growth and development* were two of the key outcomes the residential services were attempting to achieve. Therefore, both of these outcomes were measured.

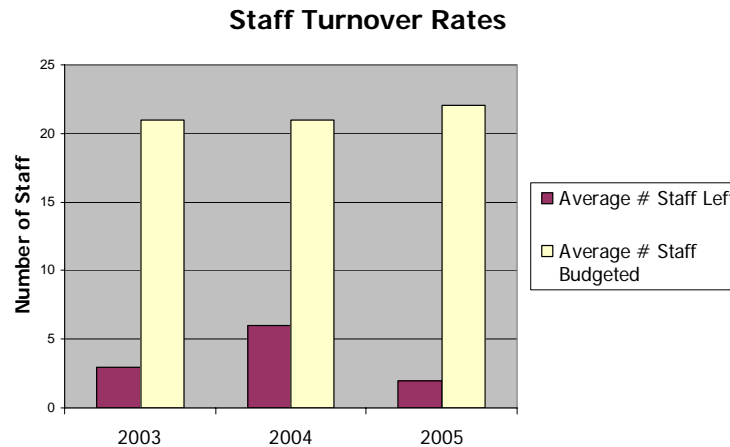
In order to determine if the program participants' choices were honored, families were surveyed, individuals were interviewed and files were reviewed to determine if the goals set with the individual during the personal planning process were honored. The file review indicated that 88.89% of the goals were attempted with the individual. The target for this indicator was 90%. However, upon further investigation, it appears that there were valid reasons why many of the goals had not been attempted. The explanations included health issues, individual choice, etc.

Of the families/caregivers who responded to the survey, 100% indicated that the individual's choices were honored to a great extent (62%) or very great extent (38%). These responses are consistent with the responses provided by the individuals that were interviewed. Of the 3 individuals interviewed, 100% indicated that his/her choices were honored.

In addition to choice, it was determined that personal growth and development was an important outcome for residential services. The ability to develop competence and skills in a home environment is viewed as a priority for residential services. In order to determine if individuals have opportunities for growth and development, families were surveyed and files were reviewed to determine if the goals related to growth and development were set and attempted with each individual. The file review indicated that 100% of the individuals in residential services have goals that are related to growth and development and that they were attempted with each individual. Moreover, of the families/caregivers who responded to the survey, 100% indicated that the individual had to a moderate extent (15%), great extent (23%) or very great extent (62%) opportunities for growth and development in their homes.

Efficiency – Low staff turnover provides a consistent and stable environment for the people being served as well as reduces costs by eliminating expenditures that are related to staff recruitment and orientation. Therefore, the efficiency outcome set for residential service was to achieve a target of 25% staff/caregiver turnover in the residential program. Staff turnover was reviewed for the last three years. The review indicated that the agency did not meet the target (25% staff turnover) for 2004. However, in 2005 the agency was well below the target for 2005 at just 9%. This is a significant improvement over last years result.

Graph 23

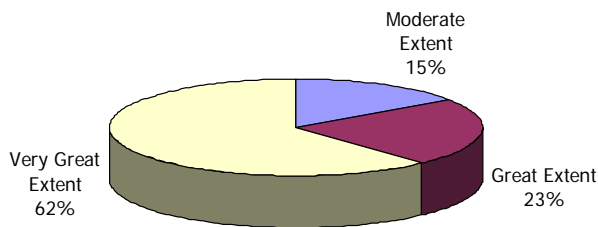


Accessibility - The accessibility outcome reflects the understanding that if residential services are personalized, the program will appeal to and be accessible to a greater number of individuals. In order to determine whether services were personalized, families were surveyed. Of the families who responded to the survey, 100% indicated that the services were personalized to a moderate extent (15%), great extent (23%) or very great extent (69%).

A new indicator was added in 2005 to identify the percent of families that report that services have been modified to respond to the individuals changing needs, e.g. aging, deteriorating health, etc... Of the families surveyed, 100% indicated that services have been modified to meet the growing needs of their family members to a moderate extent (8%), a great extent (23%) or a very great extent (69%).

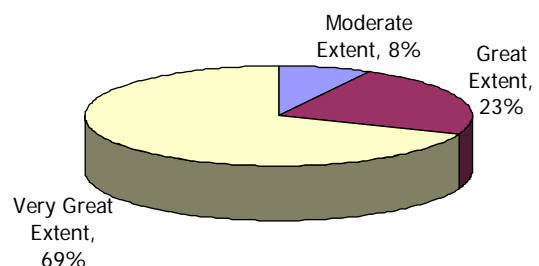
Graph 24

Services are Personalized



Graph 25

Services have been modified to meet needs



In order to meet the changing needs of the individuals being supported, some of the modifications or changes made include:

- Raised garden installed at Muscroft House and 2nd Avenue.

- Laminated floors installed at 5635.
- New protective window screen installed in one bedroom at Muscroft House to address safety needs.
- Extra railing installed at 2nd Avenue.
- New protective window screen installed in one bedroom at 2nd Avenue in order to accommodate needed changes to the bedroom for greater mobility.
- Investigation and quotes obtained for the purchase of a wheelchair accessible van for 2nd Avenue.
- Investigation, quotations and an application for funding completed for the installation of a wheelchair accessible ramp at 2nd Avenue.
- Investigation, quotations and an application for funding completed for the installation of a bath lift at 2nd Avenue. Currently awaiting delivery.

Recommendations:

1. Purchase a wheelchair accessible van for 2nd Avenue.
2. Install a wheelchair accessible ramp at 2nd Avenue.

Program Overview

Qualified and screened caregivers give parents of children and adults with developmental disabilities a break by offering care in their own homes in the community.

Demographics

*Note: diagnosis data may add up to more than the number served as some individuals are recorded as having more than 1 disability.

The Respite Program supports 64 Participants, with the following demographics:

Chart 15

Gender	Age	Ethnicity	Diagnosis
38 Males 26 Females	0-3: 1 4-5: 5 6-19: 42 20-29: 12 30-49: 4	16 Asian 2 Asian/Caucasian 11 Caucasian 9 Indo-Canadian 2 Other 24 not identified	20 autism 3 challenging behaviours 27 Developmental Disability 4 Hearing Impairments 1 Mental Health 8 Mobility Issues/Physical Disability 26 Other

Outcomes Data Results

Total Families surveyed: 10
Total Individuals interviewed: 2

Chart 16

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
Res1a	Families will be satisfied with the respite service	Res1a. percent of families that report satisfaction	80%	Telephone Survey 25% Random	Dissatisfied: 20% Satisfied: 40% Very Satisfied: 40%	Yes
Res2a	Individuals will be satisfied with the respite service	Res2a. percent of adult individuals that report satisfaction	80%	Survey	Very Happy: 100%	Yes
Res3a	Family will choose their own caregivers	Res3a. percent of families who report that they have chosen their caregivers	80%	Survey	No Extent: 10% Moderate Extent: 20% Great Extent: 30% Very Great Extent: 40%	Yes
Res4	Caregivers will be available to families	Res4a. percent of families who report that their caregivers are available when needed	70%	Survey	No Extent: 10% Moderate Extent: 10% Great Extent: 50% Very Great Extent: 30%	Yes
Res5	Newly served families will receive respite in a timely manner	Res5a. time between referral and matched with a caregiver	60 days	File review	43.43 days	Yes
Res6	Families will receive an adequate amount of respite	Res6a. percent of families who report that they have received a satisfactory amount of respite to meet their need	80%	Survey	No Extent: 22% Small Extent: 11% Moderate Extent: 11% Great Extent: 44% Very Great Extent: 11% 1 person did not answer	No

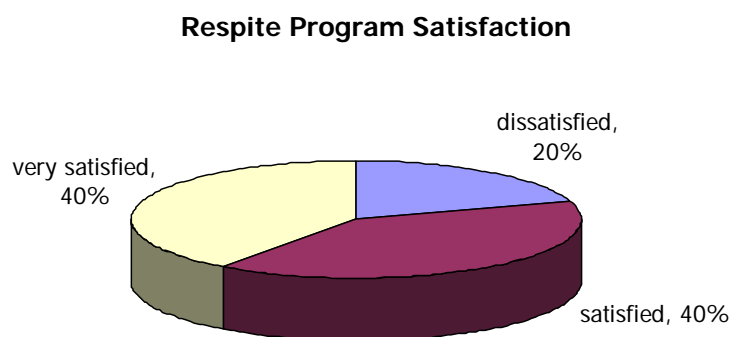
Analysis

The Respite Program successfully achieved all but one of the targets. Although the results for this program are certainly concerning, given the very low response rate, it is hard to make broad recommendations based on unfavorable responses from 1 or 2 families. The response rate was also identified as a problem last year. This year, in an attempt to increase the response rate for this program, a telephone interview was used to solicit input from families receiving Respite services. Although a valiant effort was made to contact people (three telephone calls per respondent), this strategy did not produce an improvement in the response rates.

That said, the response of these families have been taken very seriously. Each family has been contacted directly by the Program Manager or Coordinator in order to address their concerns. In addition, during this year a new Coordinator has been hired for the Respite Program; formerly the Respite Coordinator was also responsible for the Supported Living Program. The expectation is that this Coordinator will have the time to address concerns or issues in a more expeditious manner which will increase consumer satisfaction.

Satisfaction – The overall level of satisfaction with the respite program by adults receiving service appears to be good. Of the 2 individuals interviewed, 100% indicated that they were very happy with the service. Families were interviewed regarding their level of satisfaction. Of the 10 respondents, 80% indicated they were satisfied (40%) or very satisfied (40%) with the service.

Graph 26

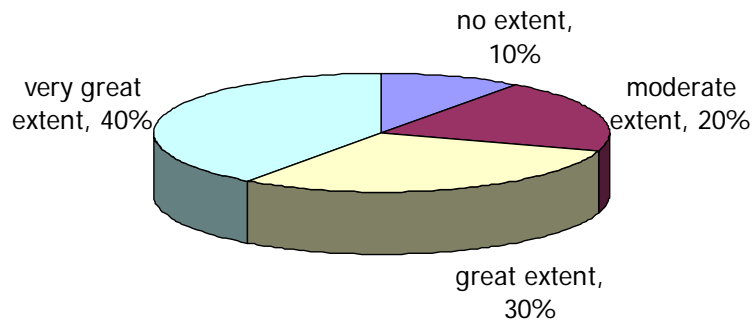


Effectiveness – It was determined that the ability to *choose* a caregiver and the *availability* of the caregiver were two of the key outcomes the respite program was attempting to achieve. Therefore, both of these outcomes were measured.

The main purpose of the respite program is to provide families/parents with a break from caring for their child with a disability. In order for parents to truly be able to take a break from caring for their son/daughter, they must be comfortable and confident with the skills of the caregiver. Therefore, the effectiveness outcome reflects the understanding that families must be included in the selection of a caregiver in order to feel comfortable leaving their child with an alternate caregiver. Families were asked to report if they were able to choose their own caregiver. Of the 10 respondents, 90% indicated that they were able to choose their caregivers to a moderate extent (20%), great extent (30%) or a very great extent (40%).

Graph 27

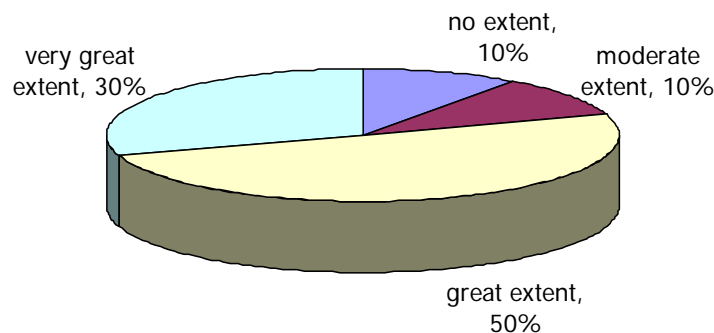
Participated in Choosing Caregiver



In addition, in order to provide families/parents with a break, families must have caregivers available at a time that is appropriate and useful to the family. Families were asked if their caregiver(s) were available when needed and 90% indicated that their caregiver(s) were available when needed to a moderate extent (10%), great extent (50%) or very great extent (30%). 1 individual reported to no extent and that resulted in 10%.

Graph 28

Caregivers Were Available When Needed



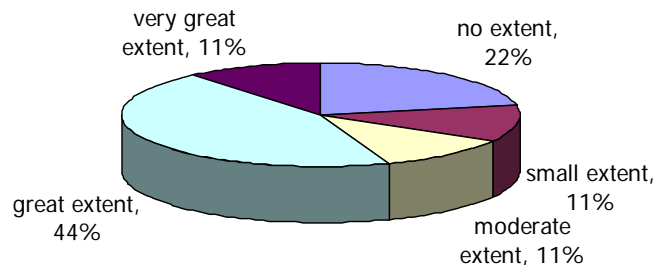
Efficiency – The efficiency outcome reflects the need for families to receive service in a timely manner. Because caregivers are recruited based on the needs of the family, the sooner the agency can recruit an appropriate caregiver after a referral is received, the sooner the family receives the needed service. A file review was conducted to determine the average number of days it took the program to recruit a caregiver for a waiting family. Although the result of 43.43 days met our original target, a recommendation has been included in the report to attempt to shorten the timeline between referral and caregiver selection.

Accessibility – It is widely understood that receiving adequate respite services can often prevent families from accessing more extensive and expensive services for their son or daughter. Developing an understanding of whether families have adequate access to respite services will help the Society and funders to determine whether current service levels need to be altered. Families were therefore asked if they had received an adequate amount of respite to meet their needs. Of the 10 respondents, 2 people indicated to no extent (22%), 1 indicated to a small extent (11%), and 5 indicated to a great extent (44%) or very great extent (11%). 1 person chose not to answer.

Of the 3 respondents that indicated that they did not receive an adequate amount of respite, 2 were still waiting for a caregiver and so could not respond accurately to this question.

Graph 29

Received Satisfactory Amount of Respite



Summary Analysis - Although we were able to meet the target regarding the time involved in finding caregivers, this result is based on an average. Consequently, some families still experience a lengthy delay in finding an appropriate caregiver. Based on some of the comments made by families, the timely recruitment of appropriate caregivers is a critical issue and this issue seems to have impacted the results for the other measurements. For example, if a family has not yet been matched with a caregiver then a caregiver is not "available". And, if a family has not been matched with a caregiver the family would not be "receiving a satisfactory amount of respite". Lastly, if a caregiver has not been recruited for a family they would not have had the opportunity to "choose" a caregiver. Although many other similar programs are also experiencing difficulties recruiting appropriate caregivers in a timely manner, the availability of suitable caregivers is important issue. And, given that this issue was also identified last year, focused attention on recruitment of caregivers is required.

Recommendations:

1. Explore new options for recruiting appropriate caregivers in a timelier manner.
2. Utilize a combination of written survey, telephone interview and online survey to increase the response rate for the Respite Program.



Family Resource Coordinator

Outcomes Data Results

Total Surveys sent out: 17, surveys returned: 6, response rate: 35%

Chart 17

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
FR1	Families will be satisfied with the information and/or support they receive from the family resource coordinator.	FR1a. % of families that report satisfaction	80%	Random Survey	Satisfied: 17% Very Satisfied: 83%	Yes
FR2	Families will receive information resources and/or support as requested.	FR2a. % of 'requests for information/support' that receive follow up.	90%	File Review Random Survey	98.71% Requests followed up Survey: yes: 100%	Yes
FR3	Families will receive information in a variety of ways other than one-to-one support	FR3a. # of families that receive information through the Family Resources Coordinator in ways other than one-to-one support	100 families	File Review	Family News dist. : 600 7 FISG Meetings: 84 attendees 1 workshop: 40 attendees	Yes
FR4	Families will receive support and information during a time and in a setting that meets their needs	FR4a. % of families that indicate that they received support and information during a time and in a setting that met their needs	80%	Random survey	Yes: 100%	Yes

Analysis

The Family Resource Program successfully achieved all of their targets.

Satisfaction- This is the second year that RSCL has produced and measured outcomes for this program. The overall level of satisfaction with the Family Resource Coordination program appears to be very good. Of the 6 respondents to the survey, 100% indicated that they were satisfied (17%) or very satisfied (83%) with the service.

Effectiveness- The primary goal of the Family Resource Coordination Program is to respond to the needs as identified by the family. Consequently, it is imperative that the Family Resource Coordinator responds to the original request made by the family. The results of both the file review (98.71%) and the survey (100%) indicate that the Family Resource Coordinator has been very successful in responding to the original requests made by families.

Efficiency- Given that one-to-one support provided to families by a Family Resource Coordinator can be very costly and not always the most efficient way of providing support and information to all families, RSCL was interested in measuring how many families were provided information through sources other than one-to-one support. The results indicate that the "Family News" newsletter and family focused workshops were able to reach a significant number of families.

Accessibility- Families are not always comfortable receiving support in an office setting or able to receive service during traditional business hours. If services are only available in an office setting and/or during business hours, some families may not be able to or choose not to take advantage of the service provided. Therefore, in order to ensure maximum accessibility to the

service, it is important that the Family Resource Coordinator provide support and information during a time and in a setting that meets the needs of the family. The results indicate that 100% of the respondents indicated that service was provided during a time and in a setting that met their needs.

Recommendations:

No Recommendations



External Stakeholders

Chart 18

External Stakeholders Interviewed: 14

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
ES1a-o	Maximize satisfaction of key external stakeholders	% of key external stakeholders who indicate overall satisfaction with the services and supports provided by RSCL	80%	Telephone Survey 25% Random for IDP	See below	Yes

Chart 19

General RSCL Services	Satisfied	Somewhat	Dissatisfied	N/A
a. Satisfied with: Advocacy for children, youth, individuals and families?	10 = 91%	1 = 9%	0	3
b. Satisfied with: Responsiveness of staff and leadership?	10 = 77%	3 = 23%	0	1
c. Satisfied with: Safety for persons served, our employees and volunteers?	7 = 100%	0	0	7
d. Satisfied with: Accessibility to RSCL services?	7 = 64%	2 = 18%	2 = 18%	3
e. Satisfied with: Communication about events and changes?	8 = 73%	2 = 18%	1 = 9%	3
f. Satisfied with: Respect for the rights of children, individuals and families served?	12 = 100%	0	0	2
g. Satisfied with: Use of resources to meet the mission and mandate of our organization?	6 = 86%	0	1 = 14%	7
If you work directly with the individual and RSCL staff, has the individual or family benefited as a result of the collaboration? Only 5 people responded	3 Yes = 100%	0	0	2
Children Services				
a. Satisfied with: Referral process?	6 = 67%	3 = 33%	0	5
b. Satisfied with: Communication with the RSCL staff supporting the child or youth?	9 = 100%	0	0	5
c. Satisfied with: Professionalism, knowledge and expertise of the staff?	11 = 100%	0	0	3
Adult Services				
a. Satisfied with: Referral process?	1 = 50%	1 = 50%	0	12
b. Satisfied with: Communication with the RSCL staff supporting the adult?	2 = 100%	0	0	12
c. Satisfied with: Professionalism, knowledge and expertise of the staff?	2 = 100%	0	0	12

Analysis

The primary connection with RSCL for the majority of the survey respondents was through making referrals to RSCL programs or services (5 of 14 responses) or through a CLBC staff (3 of 14 responses). 91% of the respondents indicated satisfaction with advocacy. 100% of the respondents were satisfied with respect for rights of people served by RSCL. And, 100% of the respondents were satisfied with the safety of the persons served. Some external stakeholders provided additional comments regarding their satisfaction with the program. The following is a small sample of these comments:

"I have had good experiences with IDP. They are the only IDP program with no waitlist-they are committed to seeing families quickly."

"I have had a positive experience with this program" – Family Resource

"The collaboration is working very smoothly. Excellent!" – Supported Child Development

Although some stakeholders indicated that they were only "somewhat" satisfied or "dissatisfied", the reason for their unfavorable responses were not always related to the same issue. Therefore, on further exploration and review of the comments it appears that their concerns and/or issues relate to four main areas:

1. Respite caregivers need to be recruited in a more timely manner (2 respondents)
2. The intake/referral process for CLBC funded services needs to be consistent for each referral and clearly understood by families (2 respondents)
3. All programs must ensure that Critical Incidents are reported to licensing within 48 hours (1 respondent)
4. Telephone inquiries from CLBC staff need to be returned in a more timely manner (1 respondent)

Recommendations:

1. Ensure that all Critical Incidents are reported to the appropriate authorities within 48 hours
2. Review the RSCL intake process for all CLBC funded service in order to ensure that it is consistent, straightforward and can be easily understood by families inquiring about service.
3. Investigate the typical amount of time RSCL staff take to respond to telephone inquiries from external stakeholders. Discuss and establish appropriate practice standards, if required.

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