



**Richmond Society for Community Living**

**2006 Information Management &  
Performance Improvement  
Outcome Results Report**

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## Executive Summary

RSCL has produced an Outcomes Management Report each year since 2003. This is our 4<sup>th</sup> Report which tracks the results of our programs and services. We use this information to improve our programs and services. The 2006 report shows positive results and high satisfaction with our programs. It also highlights some areas identified for performance improvement.

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

- Infant Development Program for families with babies and toddlers (0-3 years)
- Supported Child Development for families with children and youth using child care (0-19 years)
- Preschool & Daycare (3 - 5 years)
- Day Programs for adults, children and young adults with extra support needs (19 and older)
- Residential Services for adults with developmental disabilities (19 and older)
- Respite for adults with developmental disabilities and children/youth with special needs (all ages)
- Family Resource Coordinator for all families with a family member with a developmental disability (all families)

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

**Service Accessibility** – how easy it is for people to get the services they need

**Satisfaction** – what the people using our programs think about the services they receive and RSCL

We gathered information by sending out surveys, interviewing people and reviewing files. The surveys were translated into three languages - English, Punjabi and Chinese. We also interviewed Self-advocates who were able. These interviews were done by someone who was not part of our agency, but with whom the individuals felt comfortable. We tried something new this year with our surveys; we gave each family the option to fill out their survey online through the RSCL website. Some families chose to do this, but the majority of those who responded still mailed in their surveys. Our response rate was slightly higher from previous years at 35%.

We also asked external stakeholders about their satisfaction with RSCL programs and services. Stakeholders are individuals and organizations we work with – including agencies that provide funding to RSCL and caregivers, service providers, professionals, and organizations that make referrals to our services.

Here are the highlights of our results for 2006:

### [Infant Development Program \(IDP\)](#)

Our IDP consultants supported 349 families during 2006, although the program receives funding to support 125 families at a time. There were 44 more boys than girls, living in families from a wide range of ethnic backgrounds.

96% of the families who responded to the surveys indicated that they were satisfied or very satisfied with the services provided. A highlight from the survey results was that 98% of families reported an increase in knowledge about supporting their child.

### Supported Child Development

Supported Child Development (SCDP) consultants worked with 273 children and youth in 2006. Consistent with last year's figures, 74% were boys. About one-third were from Caucasian families, and about two-thirds from other ethnic backgrounds including Asian, Chinese and Punjabi. 2006 was our first full year providing with SCDP and we saw a tremendous amount of growth.

Of the 42 families who responded, 74% indicated that they were satisfied or very satisfied with the support received in the childcare centre. The childcare providers who responded also indicated that they were satisfied with the support received from the SCD program, to a moderate, great or very great extent. This response from families and childcare providers represents an increase in satisfaction levels, compared to last year.

One childcare provider indicated that they were satisfied to a small extent because they find the number of children for each consultant is too high. Currently, SCDP Consultants support more families, children and childcare providers (caseload) than is recommended in the Provincial Supported Child Development Program Practice Standards. In spite of this, the time between referral and delivery of service has improved, and is within target this year. Highlights from the survey responses were that 92% of families indicated satisfaction with their consultant, and over 500 people attended information and training sessions put on by the program.

### Preschool & Daycare

Treehouse is an integrated childcare centre for children age 3-5 years old. Of the 46 children who attended in 2006, nine children had special needs. 100% of Treehouse families who responded said they were satisfied with their childcare service as well as with the communication from the staff.

The families of children who need extra support to attend Treehouse said their children had opportunities for growing and developing. In 2006, the daycare and preschool maintained a 93% - 98% capacity. A highlight for Treehouse was that 100% of families reported satisfaction with communication.

### Day Programs

Youth Connections, Avenues, Community Options, 2<sup>nd</sup> Avenue and Transitions are the RSCL Day Programs. In total, there were 96 participants in 2006.

We reviewed the files of the participants and are pleased to report that over 93% of goals identified in the participants' plans were achieved/attempted with the individual. Satisfaction with our Day Programs is high, with 95% of both participants and families or caregivers who responded indicating that they were satisfied or very satisfied. Also, in 2006, participants responded much more favorably when asked if their choices were honored. This was an area we had identified to work on from last year's survey. A highlight this year is that our Day Programs provided over 800 hours of additional hours of support during the year.

### Residential Services

RSCL supports 35 people (14 men and 21 women) in a variety of living arrangements. 93% of the individuals and families who responded said they were satisfied or very satisfied. 86% of goals identified in the residents' plans were achieved or attempted with the individual.

In addition, with residents aging, 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 purchased an accessible van and a bathtub lift, and installed a wheelchair ramp outside one of the residential homes. A highlight for Residential Services in 2006 was that 92% of families reported that individuals receive personalized supports.

### **Respite**

Respite caregivers provide families of children and adults with disabilities a break by caring for the child or adult in their home and in the community. There were 60 participants who received respite in 2006, 15 adults and 45 children/youth. 37 were males and 24 were females. 87% of families surveyed indicated that they were satisfied or very satisfied with the services.

In 2006, 83% of families felt their respite needs were met. However, a few people indicated their respite needs were not met. It appears that these concerns relate to the ability to recruit appropriate caregivers in a timely manner. The difficulty in recruiting appropriate caregivers is a problem that RSCL is experiencing throughout the organization. A severe shortage of qualified caregivers is a wide spread problem throughout the community living and other service sectors in the province. This was worsened by the lower than average rate of compensation paid to respite providers. We keep track of the time it takes to match each family with a caregiver. Last year, on average it took 69 days, which is slightly longer than in 2005. A highlight for the Respite Program in 2006 was that 100% of the families indicated they choose their own caregiver.

### **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 very satisfied with the support they received. In 2006, our Coordinator sent out 600 'Family News' newsletters and 560 people came to family-focused workshops or meetings, including the Family Focus Conference that RSCL co-hosted. The Family Focus Conference was a huge success and families felt that it was a great opportunity for learning. A highlight for this program was that over 500 people attended information and workshop sessions.

### **External Stakeholders**

We sent out 26 surveys to external stakeholders and 16 completed surveys were returned. External stakeholder respondents continue to be highly satisfied with our safety practices for persons served, staff, and volunteers; our accessibility efforts; our communication about events and changes; our respect for the rights of people served; and our use of resources to meet our mission and mandate. Satisfaction with our advocacy efforts and responsiveness of our staff and leadership was also very high – reflecting an improvement over the previous year.

### **What We Have Learned Over The Past Four Years**

RSCL began formally collecting program outcome information four years ago, in preparation for the first accreditation survey. Since that time, we have refined our surveys, and other ways that we collect information and feedback about our programs and services. We have learned how to improve our communication with families, individuals, and external stakeholders. We have also

learned how to enhance our services by asking people what works and what doesn't. Over the past five years, we have developed a better understanding of the demographics of the people who access our services. This has helped us reach out to different ethnic and cultural groups.

As a result of the information gathered and analyzed, we have made program decisions such as new directions for day support services, advocating for the expansion of early intervention supports for families, and changes to how we provide family support and resources.

### What We Are Working on This Year

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 2006 Outcomes Management Report, we are working on the following improvements this year:

1. Follow up with each family who indicated they did not receive service in the language of their choice, to investigate whether options exist to respond to their request.
2. Explore the impact of higher consultant/family ratio than provincial practice guidelines in Supported Child Development.
3. Explore options to increase consultant hours in order to address the growth in the Supported Child Development Program.
4. Develop a new outcome/indicator to measure the actual family/consultant ratio vs. provincial practice standards in Supported Child Development.
5. Follow up with each family who indicated they were not satisfied with their childcare setting to investigate options to increase their level of satisfaction.
6. Explore different ways to increase the number of families responding to our surveys, including children that leave the program mid-year and at annual survey time.
7. Continue to develop the HandyCrew Cooperative to provide opportunities for individuals to participate in paid work.
8. Explore other opportunities to support individuals to find paid work.
9. Increase use of space outside of business hours. Explore rentals, program expansion, and group sessions.
10. Follow up with the individual and family who indicated an overall dissatisfaction with the service, to ensure that changes made to residential situation have led to an improvement in their level of satisfaction.
11. Enhance data collection methods to include documenting extenuating circumstances.
12. Explore new options for recruiting appropriate caregivers in a timelier manner.
13. Advocate with CLBC for increased respite funding for some families.
14. Develop an outcome/indicator to measure the level of satisfaction with workshops provided to families.
15. Explore different methods to increase input regarding adult and children's services.
16. Tailor the external stakeholder satisfaction survey questions to the specific stakeholder group.
17. Inform external stakeholders about continued efforts with advocacy, RSCL staff responsiveness, accessibility, and communication.
18. Ask external stakeholders for suggestions about improving efficiency and effectiveness of RSCL services in the future.

## 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 fourth 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),
- Family Resource Coordination, and
- 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:

- Risk Management Report
- Compliance Report
- Staff Reports
  - Human Resources
  - Service Delivery including, critical incidents and formal complaints
  - Health & Safety
  - Training
- 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.

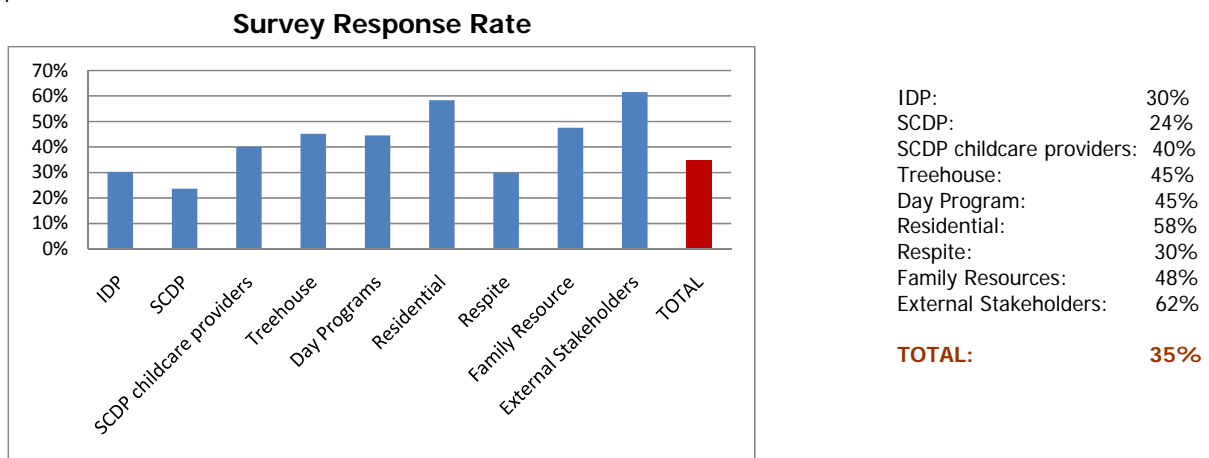
The Richmond Society for Community Living sent out a total of 654 surveys - 228 completed surveys were returned (response rate of 35%). This return rate was higher than last year's response. RSCL mailed 137 additional surveys this year and the total number of returned surveys increased by 70. Last year the percentage of return was 31% (2005) compared to a 38% in 2004 and 43% in 2003. In an attempt to increase the response rate, RSCL developed the surveys online through the [www.rscl.org](http://www.rscl.org) website. This change gave families the option to complete the survey online or to mail in their responses. 68 people chose to answer their survey online, with the majority coming from the Supported Child Development Program as they had a broad email mailing list of their families. RSCL continues to try to increase its survey response rate, however the low rates that RSCL receives, they are 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.<sup>1</sup>*

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



## Interviews

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.

<sup>1</sup> 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*

## 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 estimated population February 2006 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.

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 Philipino 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.

Over the last four years increasingly the participants in RSCL programs have begun to more accurately reflect the ethnic breakdown of the community.

Each year RSCL's Accessibility Plan has addressed the need to reach out to the different ethnic groups in our community. In order to achieve this goal RSCL has:

- translated brochures and other orientation materials into Chinese and Punjabi,
- included translated material on the RSCL website,
- conducted focus groups and interviews with people from the Chinese community,
- Hired staff that belong to different ethnic communities,
- Created awareness and information posters translated into English, Chinese and Punjabi.

Based on the changes observed over the last four years, continued effort to reach out to different ethnic communities should be a priority for RSCL.

Chart 1

# Hot Facts Languages

## Languages in Richmond

Mother Tongue	1996	2001	% Change
English	75,385	72,510	-3.81%
<i>Cantonese</i>		25,925	
<i>Chinese, n.o.s.**</i>		21,710	
<i>Mandarin</i>		9,450	
<b>Chinese Total</b>	<b>43,355</b>	<b>57,250</b>	<b>32.05%</b>
Tagalog (Pilipino)	3,045	4,530	48.77%
Punjabi	4,890	4,510	-7.77%
German	2,555	2,015	-21.14%
Japanese	1,855	1,890	1.89%
Spanish	975	1,660	70.26%
Russian	670	1,375	105.22%
Hindi	940	1,195	27.13%
Other languages	14,455	16,600	14.84%
<b>Total</b>	<b>148,125</b>	<b>163,370</b>	<b>10.29%</b>



# Infant Development Program

## Program Overview

Infant Development (ages birth to three years) provides 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

The Infant Development Program supported 349 families in 2006. The program is contracted for 125 families. In December 2006 the program served a total of 273 families.

Chart 2

Gender	Ethnicity	Diagnosis
194 Male	97 Caucasian	103 Prematurity
155 Female	79 Chinese	25 Global Delay
	45 Indo-canadian	61 NAS/FAS
	30 Bi-Racial	28 Speech Delay
	61 aboriginals	1 Cerebral Palsy
	10 Philipino	19 Motor Delay
	27 Other	17 Autistic
		6 Down Syndrome
		89 Other

Number of intakes in 2006 calendar year: 193    Number of discharges from IDP: 132  
 Number on waitlist as at Dec 31, 2006: 3    Number of discharges to other RSCL programs: 16  
 (discharged to SCDP)

## Outcomes Data Results

Chart 3

Total surveys sent out: 165    Surveys returned: 50, response rate: 30%

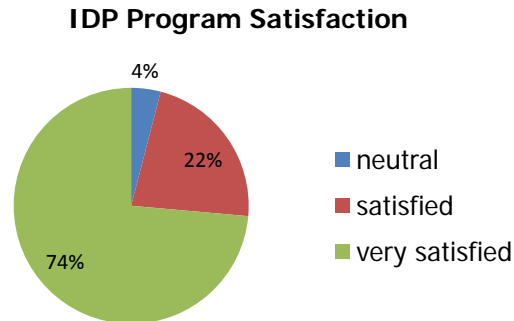
#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
IDP1	Families will be satisfied with the service	IDP1a. percent of families that report satisfaction	80%	Survey	Neutral: 4% Satisfied: 22% Very Satisfied: 74%	Yes
IDP2	Families will have increased knowledge of how to support their child	IDP2a. percent of families who report increased knowledge of their child's disability	80%	Survey	Neutral: 2% Agree: 51% Strongly Agree: 47%	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	Neutral: 11% Agree: 31% Strongly Agree: 58%	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: 8% Agree: 31% Strongly Agree: 61%	Yes
IDP4	Infant Development Program will achieve full capacity	IDP4a. Numbers served in the reporting period	Contract requirement	File review	349 families served in 2006. Contracted for 120 families. 273 families served in month of December 2006.	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: 12% Yes: 88%	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 50 respondents to the survey, 96% indicated that they were satisfied or very satisfied with the service. The 4% who responded neutral, represent 2 people who did not give any indication as to why they responded neutral.

Graph 2



Several families provided additional comments regarding their satisfaction with the program:

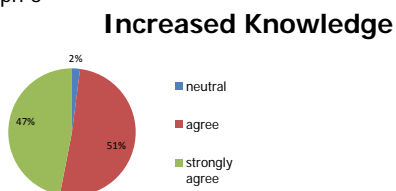
*“The help and support from our IDP consultant took our concern and worries away every time. [Our consultant] simply supported us mentally with all her wise suggestions.”*

*“With having 2 pre-mature babies, IDP has had a positive affect on our family. The IDP program is a resource in our community that is absolutely valuable.”*

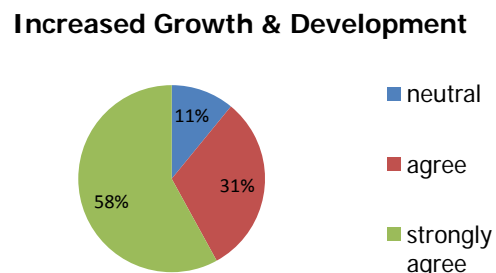
**Effectiveness** – Two outcomes were identified to address the effectiveness of the Infant Development Program. Families were asked if they believed that their knowledge of how to support their child had increased. Of the 50 respondents, 98% indicated that their knowledge had increased. Two indicators were identified to measure whether families believed that their child had been provided with opportunities for growth and development. Of the 50 respondents, 89% indicated that their child had experienced growth and development and 92% agreed 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.

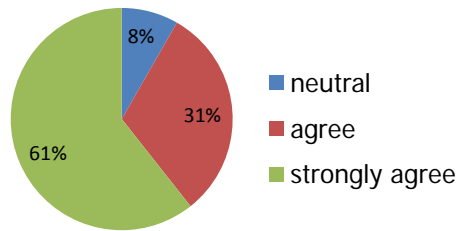
Graph 3



Graph 4



## 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. Although RSCL did receive a contract increase in the reporting year which 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).

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 50 respondents, 88% indicated that they had received service in the language of choice. A total of 12%, representing 5 families indicated that they did not receive service in the language of their choice. This is a higher than normal response and therefore requires further investigation.

Currently the IDP staff team is able to provide service in the following languages:

- English
- Cantonese
- Mandarin
- Punjabi
- German

### Recommendations:

1. Follow up with each family that indicated they did not receive service in the language of their choice to investigate whether options exist to respond to their request.
2. Explore the impact of higher Consultant/Family ratio than provincial practice guidelines.



# 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 of their choice. The SCD program is based on the philosophy of inclusion. The program supports approximately 273 children annually and approximately 61 childcare centres in Richmond.

## Demographics

The Supported Child Development Program supported 273 children ages birth - 19 in 2006 with the following demographic information:

Chart 4

Gender	Age	Ethnicity	Diagnosis
72 Girls 201 Boys	39 0-3 122 4-5 112 6-19	89 Caucasian 70 Asian 25 South Asian 2 Black 12 First Nations 13 Philipino 5 Latin 30 Bi-racial 27 Other	78 Autism 29 Develop Delay 20 Down Syndrome 15 ADHD 17 Global Delay 6 NAS/FAS 58 Speech and language 10 Cerebral Palsy 2 Spina Bifida 39 Other

Total referrals in 2006: 123  
Number of discharges: 35  
Received from IDP: 16

Observation only: 6  
Discharged to another RSCL program: 3  
Number on waitlist for SCDP: 20

## Outcomes Data Results

Chart 5

Total surveys sent out to families: 178 surveys returned: 42, response rate: 24%  
Total surveys sent out to child care centres: 60; surveys returned: 24; response rate: 40%

#	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	Neutral: 8% Satisfied: 33% Very satisfied: 59%	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	Dissatisfied: 10% Neutral: 16% Satisfied: 47% Very Satisfied: 27%	Yes
SPD3	Childcare providers will be satisfied with consultant support	SPD3a. percent of childcare providers that report satisfaction with consultant support	80%	Survey	Small Extent: 4% Moderate Extent: 4% Great Extent: 58% Very Great Extent: 34%	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: 3% Small Extent: 3% Moderate Extent: 22% Great Extent: 40% Very Great Extent: 32%	Yes
		SPD4b. percentage of children that are registered or actively involved in a childcare program	90%	File Review	230 children in childcare = 84%	No

#	Outcome	Indicators	Target	Data Source	Results	Target Achieved
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: 9% Agree: 35% Strongly Agree: 56%	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	Number of workshops: 42 Number of attendees: 584	Yes
		SDP6b. # of children that are registered or actively involved in a childcare program without additional staff support	25 Children	File Review	79 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	16 business days	Yes
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	No extent: 3% Moderate Extent: 5% Great Extent: 36% Very Great Extent: 56%	Yes

## Analysis

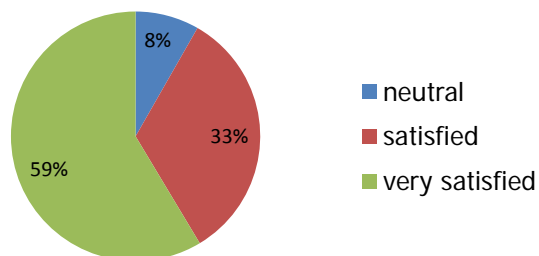
The actual number of surveys returned and the overall response rate by families and childcare providers increased (families 16% in 2005 vs. 24% in 2006) in 2006. It appears that the option to complete the survey online helped to facilitate this improvement. In addition, the overall satisfaction of families and childcare providers also increased in 2006 compared to 2005.

The Supported Child Development Program (SCDP) successfully achieved all but one of the targets originally set for the outcomes.

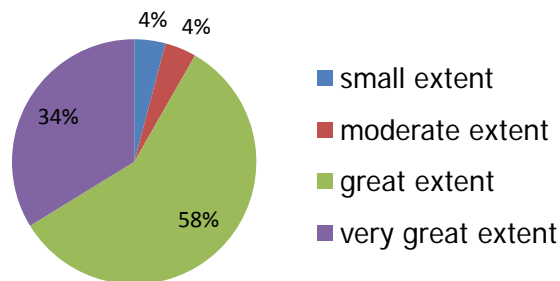
**Satisfaction** – The SCDP provides consultation and support to two stakeholders; families and childcare providers. Both stakeholders were asked about their level of satisfaction regarding the service and support from the program. Given that many children also receive extra staff support in the childcare 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 SCDP by stakeholders (families and childcare providers) appears to be good. Of the 42 families that responded to the survey, 92% indicated that they were satisfied with the service. Of the 24 childcare providers that responded, 96% indicated that they were satisfied with the SCDP Consultants support.

Graph 6  
**SCDP Family Satisfaction with Consultants**



Graph 7  
**Child Care Providers Satisfied with Consultant Support**



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

*"[Our consultant] does an excellent job responding very efficiently"*

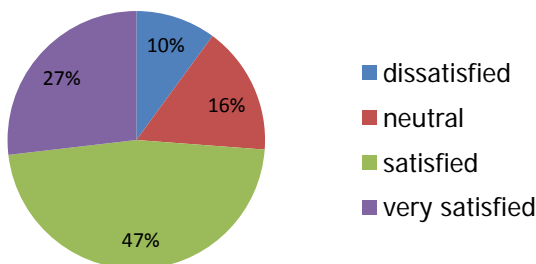
*"Great support and response from our consultant. Always keeping us informed and helping our child get the support she is entitled to. She has been a great guide on an unknown path for us as parents of a child with ASD. Invaluable."*

*"[Our consultant] has been such an asset to our family to guide us through the overwhelming and complicated transitions from childcare to school and after school care."*

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 42 respondents, 74% of the families indicated they were satisfied. The 10% who responded that they were dissatisfied represent 3 people. SCDP is responsible for ensuring that the terms of the contract with the childcare centre are met. Further investigation is required to determine what actions could be taken to improve the level of satisfaction for these three families.

Graph 8

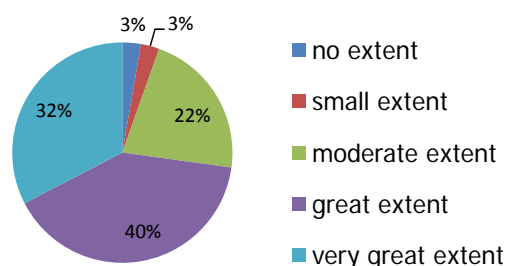
**SCDP Family Satisfaction with Additional Support From Child Care Centres**



**Effectiveness** – Two outcomes were identified that measure the effectiveness of the SCDP. The first outcome addresses one of the main purposes and functions of the program, that children will be included in a community childcare program. Two indicators were used to measure this outcome. 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 42 respondents, 94% of the families indicated that their child was included in the child care program.

Graph 9

### Degree to which child is included in child care program

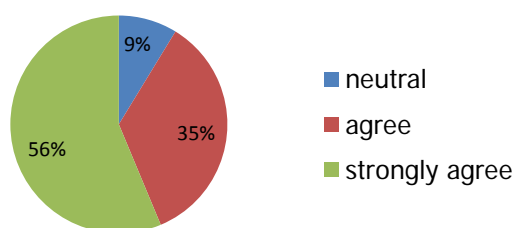


A file review was conducted to compare the number of children enrolled in a community childcare program vs. the number of children referred to the program. The file review indicated that 84% of the children that had been referred to the SCDP were actively enrolled in a childcare program. The original target for this measurement was 90%. The reason for this result is due to the increase in referrals to the program, the demand for Supported Development Program is greater than the resources available. Consequently, the current family/consultant ratio for the Supported Child Development Program far exceeds the recommended provincial practice standards. Also a family may have met with a consultant regarding their need for childcare, for various reasons, the exploration of available or appropriate childcare settings is put on hold. This decision is entirely dependant on the needs and choice of the family receiving the service. 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 SCDP 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 24 respondents, 91% agreed that their knowledge had increased. This is an increase compared to last year's results (2005 – of the 6 respondents, 88% indicated that their knowledge had increased). This year's result clearly indicates that many childcare providers value the support, assistance and guidance provided by the SCDP consultants.

Graph 10

### Child care providers with increased knowledge



**Efficiency** – One-to-one support can be an expensive and intensive model of service. In order to ensure the best use of available resources, it is important that the SCDP employ methods

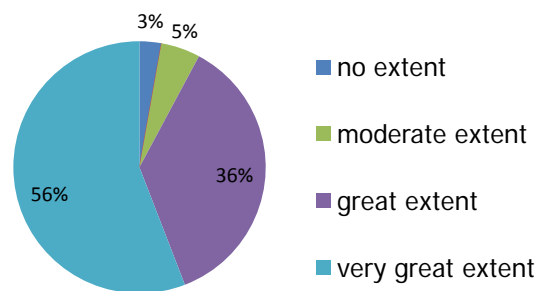
and models of providing support and information that are cost efficient. Two indicators were developed to measure if some children were able to be included in childcare settings without the need for extra staff support for the child and/or by using methods to support the childcare provider other than one-to-one training. A file review was conducted to determine how many childcare providers had received information or training other than one-to-one consultant support. During the year 2006, the SCDP offered 42 workshops of which 584 people attended. 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, 79 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 families are required to wait to receive service from a consultant. The time between the initial referral and an actual meeting with a consultant was measured. The initial target was 21 days. Of the 123 new referrals in 2006, the average number of days between first referral and date of service delivery was 16 days. This is a significant improvement compared to last year (2005 – 39.5 days). Moreover, given the increased demand for this program and the number of Consultants available to complete the work, this is a very positive result.

**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 SCDP's accessibility, families were asked whether their child had been registered in a program of their choice. Of the 42 families that responded, 97% indicated that their child was registered in a program of their choice.

Graph 11

**Participated in Choosing Child Care Program**



**Recommendations:**

1. Explore different options to increase Consultant hours in order to address the program growth.
2. Develop a new outcome/indicator to measure the current family/consultant ratio vs. provincial practice standards.
3. Follow up with each family that indicated they were not satisfied with their childcare setting to investigate what options exist to address their level of satisfaction.



## 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. 46 children were served at Treehouse during 2006 (9 with special needs). 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. As at December 31, 2006, Treehouse served 29 children. The following chart outlines the demographics for the Treehouse program for the 46 children served in 2006:

Chart 6

Gender	Ethnicity	Diagnosis
18 Males	10 Asian	1 Autism
28 Females	25 Caucasian	1 Cerebral Palsy
	2 Aboriginal	4 Developmental Delay
	4 Asian/Caucasian	2 Mobility Issues/Physical Disability
	2 Indo-Canadian	1 Visual Impairments
	1 German	2 Other
	2 Other	

Number of intakes in 2006: 17

Number transferred to other RSCL program: 4

Number of discharged (children with special needs): 16

Number on waitlist as at December 31, 2006: 46

## Outcomes Data Results

Chart 7

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

#	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	Satisfied: 9% Very satisfied: 91%	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: 9% Great Extent: 36% Very Great Extent: 55%	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	Satisfied: 18% Very satisfied: 82%	Yes
TH3	Treehouse will maintain full capacity	TH3a. percent of enrollment for the year (Jan - Dec)	95%	File review	Preschool: 93.27% Daycare: 98.98%	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

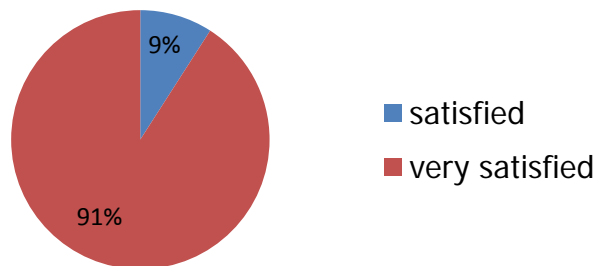
## Analysis

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 families is very good. Of the 14 respondents to the survey, 100% indicated that they were satisfied with the service.

Graph 12

**Treehouse Program Family Satisfaction**



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

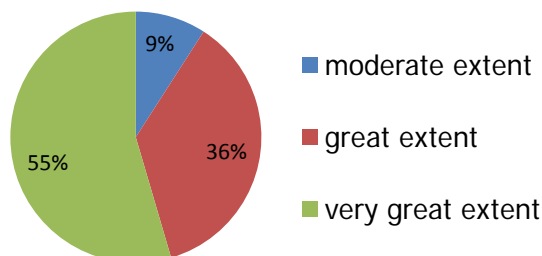
*"The staff love what they do which reflects in the care that is provided. Thank you for making [our child] laugh, sing, learn, share and grow for the past year and a half."*

*"Excellent program. Good structure, very organized"*

**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 been provided with opportunities for growth and development.

Graph 13

**Child is Provided Opportunities for Growth & Development**



With respect to the outcomes utilized, it appears that Treehouse early Learning Centre continues to be viewed by families as highly effective. One of the comments provided by a family was: *"My child has had excellent learning opportunities."*

**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 (93% preschool, 99% daycare).

**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. Explore different ways to increase the number of families responding to the survey, including when a child leaves the program as well as annual survey time.



# 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 (RCO)**– 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.

**2<sup>nd</sup> 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 29 participants with the following demographics:

Chart 8

Gender	Age	Ethnicity	Diagnosis
11 Males 18 Females	20-29: 6 30-49: 18 50-64: 5	2 Aboriginal 5 Asian 1 Asian/Caucasian 21 Caucasian	2 Autism 13 Developmental Disability 4 Mental Health 2 Mobility Issues/Physical Disability 24 Other

Discharged from RSCL: 1

RCO supports 14 participants with the following demographics:

Chart 9

Gender	Age	Ethnicity	Diagnosis
9 Male 5 female	20-29: 1 30-49: 4 50-64: 9	1 Asian 13 Caucasian	2 Autism 9 Developmental Disability 1 Mental Health 1 Mobility Issues/Physical Disability 6 Other

Discharged from RSCL: 1

Transitions supports 16 participants with the following demographics:

Chart 10

Gender	Age	Ethnicity	Diagnosis
9 Male 7 Female		7 Asian 1 Asian/Caucasian 5 Caucasian 2 Indo-Canadian 1 not identified	1 Autism 6 Developmental Disability 1 Mental Health 1 Mobility Issues/Physical Disability 12 Other

Number of intakes in 2006: 3    Number discharged from RSCL: 2

Youth Connections supports 37 participants with the following demographics:

Chart 11

Gender	Age	Ethnicity	Diagnosis
26 Males 11 Females	6-19: 37	1 Aboriginal 11 Asian 3 Asian/Caucasian 13 Caucasian 5 Indo-Canadian 4 not identified	11 Autism 5 Developmental Disability 1 Down Syndrome 1 Mental Health 23 Other

Number of intakes in 2006: 4  
Discharged from RSCL: 2

Number transferred to other RSCL programs: 2  
Number on waitlist as at Dec 31, 2006: 29

## Outcomes Data Results

Chart 11

total surveys sent out: 92 surveys returned: 41, response rate: 45%  
individuals interviewed: 20

#	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	Neutral: 5% Satisfied: 30% Very Satisfied: 65%	Yes
DS2	Individuals will be satisfied with the service	DS2a. percent of individuals that report satisfaction	80%	Survey	Unhappy: 5% Happy: 75% Very Happy: 20%	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	YC = 96% Transitions = 95% RCO = 93% Avenues = 98%	Yes
		DS3b. percent of individuals that report that their choices are honored	90%	Survey	No: 6% Yes: 94%	yes
		DS3c. percent of families that report that their family members' choices are honored	90%	Survey	Small Extent: 5% Moderate Extent: 7% Great Extent: 38% Very Great Extent: 50%	Yes
DS4	Individuals will access and be involved in the community	DS4a. percent of individuals that report that they access their community	80%	Survey	Never: 5% Sometimes: 45% Often: 15% Very Often: 25% 2 people did not answer	Yes
		DS4b. percent of families that indicate that the program participant accesses their community	80%	Survey	Small Extent: 2% Moderate Extent: 5% Great Extent: 43% Very Great Extent: 50%	Yes
		DS4c. % of days the participants are accessing the community in a given month.	80%	File review	YC: 95% Transitions: 97% RCO = 100% Avenues: 85.4%	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 = periodic use throughout the year. Avenues = 37.5 hours RCO = 47 hours	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: pro-d days: 228.25 hrs Fri nights: 130 hrs Transitions: 0 RCO: 0 Avenues: 450 hrs TOTAL: 808.25 hrs	Yes

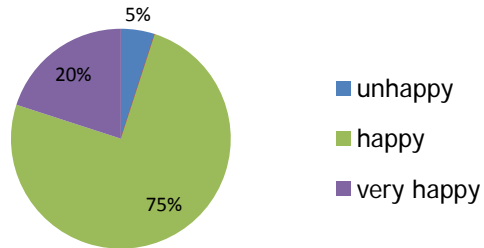
## Analysis

The four Day Programs achieved all targets originally set for the outcomes results.

**Satisfaction** – The overall level of satisfaction with the Day Programs by individuals is very good. Of the 20 participants to the interview, 95% indicated that they were happy with the service. In addition, of the 41 families/caregivers that responded to the survey, 95% of people indicated that they were satisfied with the service.

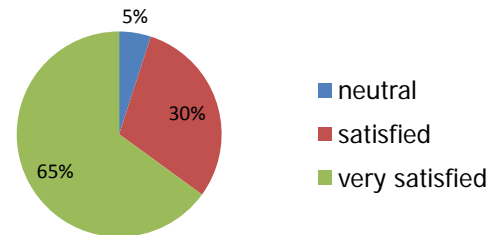
Graph 14

**Program Satisfaction (individuals)**



Graph 15

**Program Satisfaction (families/caregivers)**



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

*"Big support to my family. Staff are so kind, passionate, and love my child"*  
Youth Connections parent

*"Excellent Program. Avenues is very community based"*  
Avenues parent

*"[Our daughter] loves the program. She couldn't be happier. Great staff. All of [her] wishes are granted."*  
Transitions parent

*"They are second to none"*  
RCO parent

Although consistent themes regarding improvements did not emerge from the survey results, we believe, based on anecdotal evidence, that participants and families have appreciated two significant changes during the last four years. Some of our day programs have developed a greater focus on work opportunities (volunteer and/or paid). Specifically, RSCL has pursued the following initiatives:

- HandyCrew Cooperative – During the last three years participants have been involved in learning maintenance and minor construction skills during. To help individuals use their newly acquired skills and be compensated for their work, RSCL has formed a Cooperative that will employ people with disabilities to complete maintenance and repair jobs in the community.
- New Volunteers Opportunities – RCO and Transitions have been exploring new and different volunteer opportunities for participants attending these programs.

During the last four years, RSCL has revised its annual personal planning processes and, provided extensive training for staff on developing person-centered goals with individuals. This

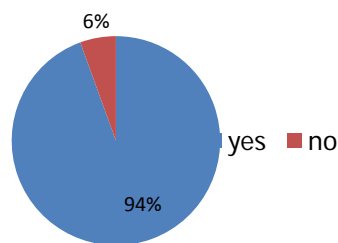
planning with individuals and their families and, the increased follow through on identified goals, has contributed to the improved satisfaction with day service over the last four years.

**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 in all 4 programs, more than 90% of the goals were attempted with the individual. This is consistent with last year's results.

Of the 41 families/caregivers who responded to the survey, 95% indicated that the individual's choices were honored. Of the 20 participants interviewed, 6% indicated that their choices were not honored and 94% indicated that their choices were honored. This is a significant improvement compared to 2005. In 2005, 71% of individuals interviewed indicated that their choices were honored.

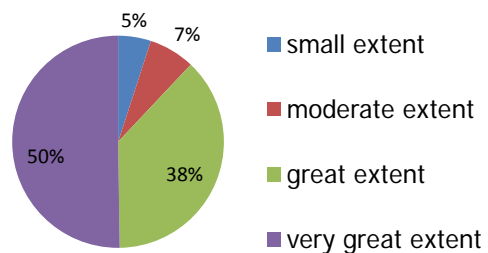
Graph 16

**Choices are Honored (individuals)**



Graph 17

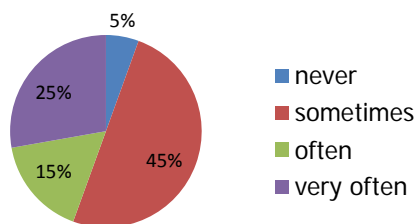
**Choices are Honored (families/caregivers)**



Access to the community was also measured by surveying families/caregivers and interviewing program participants. Of the 20 participants that were interviewed, 45% indicated that they had access to the community sometimes, 15% often and 25% very often. Of the 41 families/caregivers who responded to the survey, 98% indicated that individuals had access to the community. These positive results are higher than last year. However, as was the case with last year's results, the response by individuals does 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 2006, an average of 94% of the participants attending the day programs accessed the community each day.

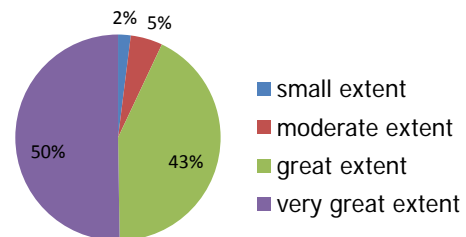
Graph 18

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

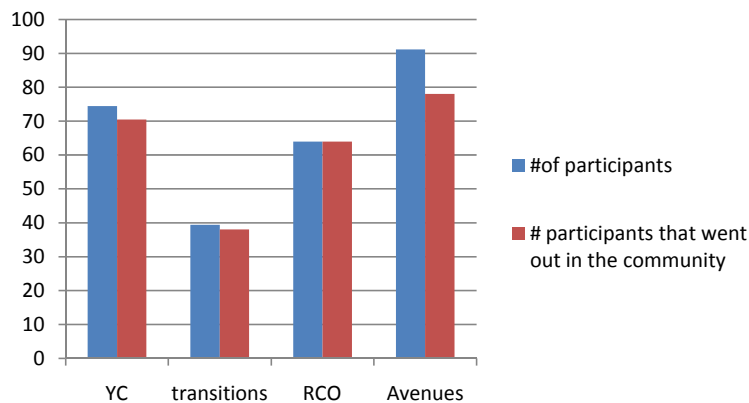


Graph 19

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



**File Review Data Results (accessing the community):**  
 average # participants attending program per week  
 VS  
 average # of participants going out on outings per week



**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, all four programs are being utilized outside regular business hours, greater utilization could be considered.

**Accessibility** - To determine if the agency was as efficient as possible 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. RSCL provided a total of 808.25 hours of additional support to individuals attending day programs that did not have funding.

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.

### Recommendations:

1. Continue to develop the HandyCrew Cooperative to provide opportunities for individuals to participate in paid work.
2. Explore other opportunities to support individuals to find paid work.
3. Increase use of space outside of business hours. Explore rentals, program expansion, and group sessions.



# 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 25 Participants with the following demographics:

Chart 13

Gender	Ethnicity	Diagnosis
10 Males 15 Females	1 Asian 4 Asian/Caucasian 19 Caucasian 1 Indo-Canadian	1 Autism 9 Developmental Disability 1 Hearing Impairments 5 Mental Health 1 Mobility Issues/Physical Disability 13 Other

The 3 Residential Homes support 10 Participants with the following demographics:

Chart 14

Gender	Ethnicity	Diagnosis
4 Males 6 Females	9 Caucasian 1 Aboriginal	3 Autism 3 Down Syndrome 4 Developmental Disability 1 Fragile X Syndrome

## Outcomes Data Results

Chart 15

Total surveys sent out: 25 surveys returned: 14, response rate: 56%  
individuals interviewed: 13

#	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	Dissatisfied: 7% (1 person) Satisfied: 21% Very Satisfied: 72%	Yes																
RS2	Individuals will be satisfied with the residential service	RS2a. percent of individuals that report satisfaction	80%	Survey	Unhappy: 8% Happy: 54% Very Happy: 38%	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	Residential Homes: 83% Supported Living: 89%	No																
		b. percent of individuals that report that their choices are honored	90%	Survey	Yes: 82% No: 18%	Yes																
		c. percent of families that report that the choices of their family members are honored	90%	Survey	Small Extent: 7% (1 person) Great Extent: 43% Very Great Extent: 50%	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: 21.5% Great Extent: 21.5% Very Great Extent: 57%	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>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> <tr> <td>2006</td> <td>3</td> <td>21</td> <td>14%</td> </tr> </tbody> </table>	Year	Avg # Staff Left	Avg # Staff Budgeted	%	2004	6	21	29%	2005	2	22	9%	2006	3	21	14%	Yes
Year	Avg # Staff Left	Avg # Staff Budgeted	%																			
2004	6	21	29%																			
2005	2	22	9%																			
2006	3	21	14%																			
RS6	Individuals will receive personalized supports	RS6a. percent of families that report that the service the individual receives is personalized	90%	Survey	Small Extent: 7% (1 person) Great Extent: 21% Very Great Extent: 72%	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	No Extent: 8% (1 person) 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	Residential Homes: Ramp installed at 2 <sup>nd</sup> ave. bath lift purchased, wheelchair van purchased, staffing changes to accommodate holidays and vacations.																	

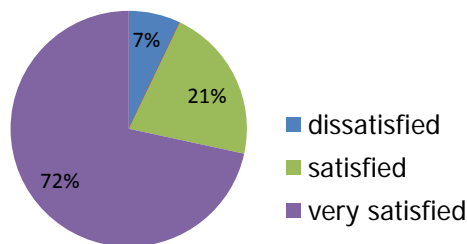
## Analysis

The Residential Program successfully achieved all but one of its targets. Although the overall response regarding residential services was positive, one family and individual did consistently report dissatisfaction with the residential program. During the time period between the completion of the survey and the writing of the report, the person's residential situation has changed. Given the small sample of respondents for residential services, one response can significantly impact the results of the survey. Therefore, although each response receives the utmost consideration, every response may not require broad recommendations to the program.

**Satisfaction** – The overall level of satisfaction with residential services by consumers is very good. Of the 13 individuals interviewed, 92% indicated that they were happy with the service. The 8% unhappy represents one individual. Families were also surveyed regarding their level of satisfaction. Of the 14 respondents to the survey, 93% indicated that they were satisfied with the service. The 7% represents one person.

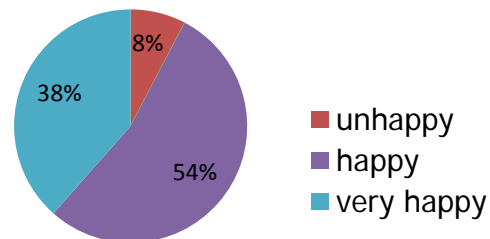
Graph 21

**Satisfaction (families/caregivers)**



Graph 22

**Satisfaction (individuals)**



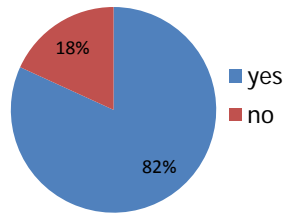
**Effectiveness** – It was determined that *choice* and *personal growth and development* were two of the key outcomes the residential services were attempting to achieve. Therefore, both of these outcomes were measured.

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 86% (83% for residential homes, and 89% for supported living homes) of the goals were attempted with the individual. The target for this indicator was 90%. Upon further investigation, it seems that there were extenuating circumstances with 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, 93% indicated that the individual's choices were honored. The 7% who indicated choices were honored to a small extent represents 1 person and relates to the situation described above. Of the 13 individuals interviewed, 82% indicated that his/her choices were honored. The 18% represents 2 individuals.

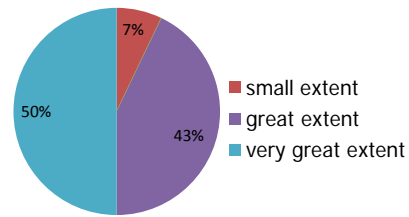
Graph 23

**Choices are Honored (Individuals)**



Graph 24

**Choices are Honored (Families/Caregivers)**



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. To determine if individuals have opportunities for growth and development, families were surveyed and files were reviewed to see 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 opportunities for growth and development in their homes.

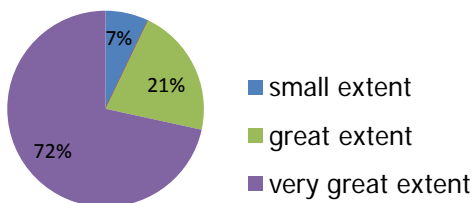
**Efficiency** – Low staff turnover provides a consistent and stable environment for the people being served as well as reduces costs by reducing expenditures that are related to staff recruitment and orientation. Therefore, the efficiency outcome set for residential service was to achieve a target of 25% staff/caregiver turnover in the residential program. Staff turnover was reviewed for the last three years. In 2006, the turnover rate was 14%, in 2005 it was 9% and in 2004 it was 29%.

**Accessibility** - The accessibility outcome reflects the belief 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, 93% indicated that the services were personalized. The 7% represents 1 respondent.

Families were also asked to identify to what extent services have been modified to respond to the individuals changing needs, e.g. aging, deteriorating health, etc... Of the families surveyed, 92% indicated that services have been modified to meet the growing needs of their family members to a great extent (23%) or a very great extent (69%). The 8% represents 1 respondent.

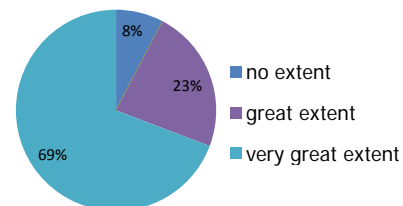
Graph 25

**Services are Personalized**



Graph 26

**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:

- Ramp installed at 2<sup>nd</sup> Ave.
- Bath lift purchased
- Wheelchair van purchased
- Staffing changes to accommodate holidays and vacations.

### **Recommendations:**

1. Follow up with the individual and family that indicated an overall dissatisfaction with the service, to ensure that changes made to residential situation have lead to an improvement in the level of satisfaction.

## 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 61 Participants, with the following demographics:

Chart 16

Gender	Age	Ethnicity	Diagnosis
37 Males 24 Females	0-3: 1 4-5: 4 6-19: 41 20-29: 12 30-49: 3	19 Asian 2 Asian/Caucasian 16 Caucasian 7 Indo-Canadian 2 Other 15 not identified	24 autism 3 challenging behaviours 23 Developmental Disability 4 Hearing Impairments 1 Mental Health 7 Mobility Issues/Physical Disability 27 Other

Number of intakes in 2006: 6 (4 children, 2 adults) (one being a return client, one never received services as he switched to Individualized Funding)

Number of discharged from RSCL: 9 (3 adults, 6 children)

Waitlists are held by CLBC.

## Outcomes Data Results

Chart 17

Total surveys sent: 57 total surveys returned: 17 Response rate: 30%  
Total Individuals interviewed: 2

#	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%	Survey	Very Dissatisfied: 6% (1 person) Neutral: 7% Satisfied: 47% Very Satisfied: 40%	Yes
Res2a	Individuals will be satisfied with the respite service	Res2a. percent of adult individuals that report satisfaction	80%	Survey	Happy: 50% Very Happy: 50%	Yes
Res3a	Family will choose their own caregivers	Res3a. percent of families who report that they have chosen their caregivers	80%	Survey	Moderate Extent: 19% Great Extent: 25% Very Great Extent: 56%	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: 6% (1 person) Small Extent: 6% Moderate Extent: 17% Great Extent: 53% Very Great Extent: 18%	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	69 business days	No
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: 5% (1 person) Small Extent: 12% (2 people) Moderate Extent: 18% Great Extent: 41% Very Great Extent: 24%	Yes

## Analysis

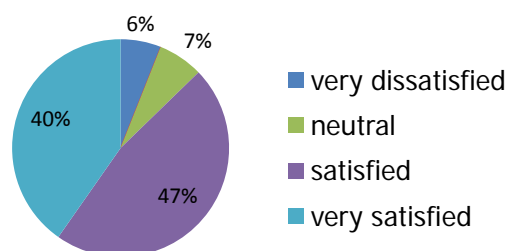
The Respite Program achieved all but one of the targets. The response rate has improved in comparison to last year (2005 – 10 respondents) and continued efforts to improve the rate of response for this program are still required. This year, in an attempt to increase the response rate for this program, an option to complete the survey online was offered.

The overall level of satisfaction with the program has also increased in comparison to last year. This increased level of satisfaction may in part be due to the fact that, during the last year a new Coordinator has been hired for the Respite Program; formerly the Respite Coordinator was also responsible for the Supported Living Program. Given that the program now has a Coordinator who is dedicated to a single program, she is more able to address program needs in a prompt manner. This year two respondents expressed some dissatisfaction with recruiting appropriate caregivers in a timely manner. The difficulty in recruiting appropriate caregivers is a problem that RSCL is experiencing throughout the organization. Moreover, a severe shortage of qualified caregivers is a wide spread problem throughout the Community Living and other service sectors in the Province. This difficulty in recruiting qualified caregivers was worsened by the lower than average rate of compensation paid to respite providers. During the last year, RSCL has worked with CLBC to address this compensation imbalance. We hope that these efforts will help to address some of the recruitment difficulties. That said, continued effort to develop creative strategies to recruit caregivers is a priority for the agency.

**Satisfaction** – The overall level of satisfaction with the respite program by adults receiving service is good. Of the 2 individuals interviewed, 100% indicated that they were very happy with the service. Families were surveyed regarding their level of satisfaction. Of the 17 respondents, 87% indicated they were satisfied with the service. The 6% very dissatisfied represents 1 individual.

Graph 27

**Respite Program Satisfaction**

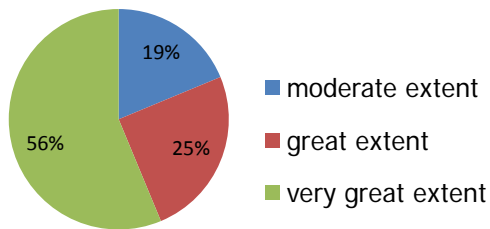


**Effectiveness** – It was determined that the ability to *choose* a caregiver and the *availability* of the caregiver were two of the key outcomes the respite program was attempting to achieve. Therefore, both of these outcomes were measured.

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 17 respondents, 100% indicated that they were able to choose their own caregivers.

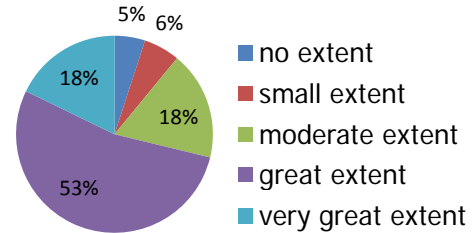
Graph 28

**Participated in Choosing Caregiver**



Graph 29

**Caregivers Were Available When Needed**



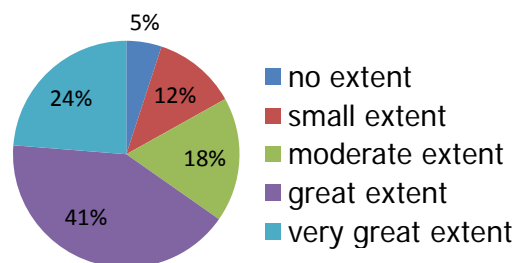
In addition, in order to provide families/parents with a break, families must have caregivers available at a time that is appropriate and useful to the family. Families were asked if their caregiver(s) were available when needed; 89% indicated that their caregiver(s) were available when needed. 1 individual reported to no extent.

**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. Of the 6 intakes into the respite program in 2006, it took an average of 69 days for service to be delivered. This was an average of the number of days it took for 4 individuals to receive services. One of the 6 new intakes was a returning client, the other changed to Individualized Funding.

**Accessibility** – It is accepted 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 RSCL and funders to determine whether current service levels need to be altered. Families were asked if they had received an adequate amount of respite to meet their needs. Of the 17 respondents, 1 person indicated to no extent (5%), 2 indicated to a small extent (12%), 3 indicated to a moderate extent (18%) and 11 indicated to a great extent (41%) or very great extent (24%). The unfavorable responses to this question relate to two issues. Firstly, as mentioned above, the Respite Program is experiencing difficulties in recruiting new caregivers. Secondly, some families' commented that the actual amount of respite that they received fund for was inadequate.

Graph 30

**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 still a critical issue and this issue seems to have impacted the results of many of the 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. Advocate with CLBC for increased respite funding for some families.



# Family Resource Coordinator

## Outcomes Data Results

Chart 18

Total Surveys sent out: 21, surveys returned: 10, response rate: 48%

#	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	Very Satisfied: 100%	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	Requests followed up 100% 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 2 FISG Meetings 40 attendees 32 workshops 560 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 achieved all of their targets.

**Satisfaction-** This is the second year that RSCL has 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 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. RSCL co-hosted the Family Focus Conference in 2006 which was a valuable asset to families who attended.

**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:**

1. Develop an outcome and indicator to measure the level of satisfaction with workshops provided to families.



# External Stakeholders

Chart 19

Total Surveys Sent: 26 Surveys Returned: 16 Response Rate: 62%

#	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%	Survey 25% Random for IDP	See below	Yes

Chart 20

General RSCL Services	Satisfied	Somewhat	Dissatisfied	N/A
a. Satisfied with: Advocacy for children, youth, individuals and families?	14 = 100%			2
b. Satisfied with: Responsiveness of staff and leadership?	16 = 100%			
c. Satisfied with: Safety for persons served, our employees and volunteers?	11 = 100%			5
d. Satisfied with: Accessibility to RSCL services?	13 = 100%			3
e. Satisfied with: Communication about events and changes?	14 = 93%	1 = 7%		1
f. Satisfied with: Respect for the rights of children, individuals and families served?	14 = 100%			2
g. Satisfied with: Use of resources to meet the mission and mandate of our organization?	12 = 100%			4
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	Yes: 9 = 100% No = 0			7
<b>Children's Services</b>				
a. Satisfied with: Referral process?	12 = 100%			4
b. Satisfied with: Communication with the RSCL staff supporting the child or youth?	13 = 100%			3
c. Satisfied with: Professionalism, knowledge and expertise of the staff?	13 = 100%			3
<b>Adult Services</b>				
a. Satisfied with: Referral process?		1 = 100%		15
b. Satisfied with: Communication with the RSCL staff supporting the adult?	3 = 75%	1 = 25%		9
c. Satisfied with: Professionalism, knowledge and expertise of the staff?	4 = 100%			12

## Analysis

There were 16 respondents to the External Stakeholder Survey, which represents a 62% response rate. Of the 16, 6 make referrals to RSCL, 4 indicated "Other", 3 indicated Professional Support, and 3 were CLBC/MCFD representatives. No surveys were returned from Service Providers/Caregivers, or other funding sources.

100% of those who responded to the question indicated satisfaction with RSCL advocacy efforts, and 100% indicated satisfaction with RSCL staff responsiveness. These results are higher than last year's, which were 91% and 77% respectively.

External stakeholder respondents continue to be highly satisfied with our safety practices for persons served, staff, and volunteers; our accessibility efforts; our communication about events and changes; our respect for the rights of people served; and our use of resources to meet our mission and mandate.

Survey responses regarding Children's Services were all positive, with 100% of the respondents indicating satisfaction with referrals, communication and staff professionalism. Survey responses regarding Adult Services mainly indicated not applicable. Of the responses, 100% were satisfied with staff professionalism, and 75% were satisfied with communication.

Some external stakeholder comments were:

*"Very impressed that the organization is pro-active i.e. Medical Issues Committee."*

*"My experience of the RSCL SCDP is extremely positive. Staff are skilled, professional and clearly enjoy their work."*

*"The present process has decreased waiting times and made the screening process much more efficient and relevant. Very good service ... couldn't function without that team."*

### **Follow Up on 2005 Recommendations:**

1. Ensure that all Critical Incidents are reported to the appropriate authorities within 48 hours.

***Status: We are filing all critical incident reports on time.***

2. Review the RSCL intake process for all CLBC funded services in order to ensure that it is consistent, straightforward and can be easily understood by families inquiring about service.

***Status: Done.***

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.

***Status: We have reviewed and discussed response time with managers. Program growth and increasing work volumes make it difficult to reduce response time. We are continuing to review the structure to find ways to make improvements. (This was not noted as an issue by external stakeholders this year)***

### **2006 Recommendations:**

1. Explore different methods to increase input regarding adult and children's services.
2. Develop satisfaction survey questions to match external stakeholder expectations.
3. Inform external stakeholders about continued efforts with advocacy, RSCL staff responsiveness, accessibility, and communication.
4. Ask external stakeholders for suggestions about improving efficiency and effectiveness of RSCL services in the future.

## Outcome Management System Recommendations

The following recommendations are modifications to the outcome system that would assist the agency to gather more appropriate and useful information for future reports.

1. Inform families that receive more than one service from RSCL that they will receive a survey for each program and, that it is important that they complete each survey.
2. Consider emailing the survey to those families that would prefer to complete their survey online.

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