



# SUPPORTED CHILD DEVELOPMENT

## OUTCOMES MANAGEMENT REPORT 2023-2024

The Supported Child Development Program receives funding from the BC Ministry of Children and Family Development. The Supported Child Development Program acknowledges the City of Burnaby for its support.

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## Program Goals:

1. To assist families of children with extra support needs to access inclusive childcare that meets the families' needs.
2. To support childcare, preschool and out-of-school care programs to implement and develop inclusive principles and practices to enhance all children's experiences.

## Target Population:

1. Children and youth who require additional support to attend childcare or preschool.
2. Licensed/registered or license-not-required childcare program or preschool located in Burnaby or Vancouver.

## Eligibility Criteria:

1. Children and youth from birth to 19 years
2. Residents of British Columbia
3. Children who live in and/or attend a childcare program in Vancouver or Burnaby.
4. Children with a developmental delay or disability in physical, cognitive, communicative or social/emotional areas, who may need extra support services to be included in a childcare program.

Key Services offered by Supported Child Development (SCD) Program
<ul style="list-style-type: none"><li>• Assist families to find options for childcare and resources in the community</li><li>• Develop individual goal plan to meet the child's needs</li><li>• Consultation on implementation of inclusive principles and practices for childcare programs</li><li>• Training and workshops related to inclusion for childcare staff</li><li>• Toys and materials for families and childcare programs from the SCD Lending Library</li><li>• Funding disbursement for additional staffing support</li></ul>

# PRESENTING NEEDS AND PRIMARY LANGUAGE

## Vancouver: (n=1141)

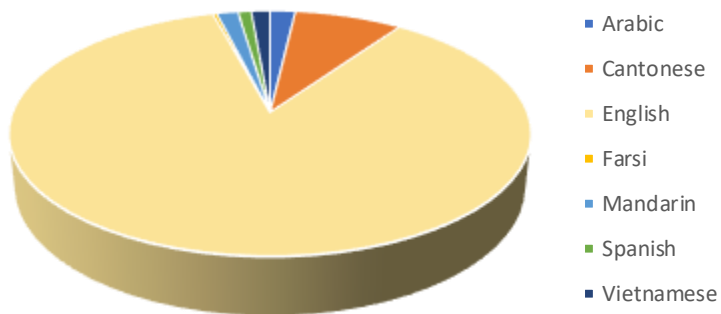
Presenting Need	# of clients	
Behaviour	399	35%
Communication	696	61%
Participation	512	45%
Social Emotional	645	57%

## Burnaby: (n=517)

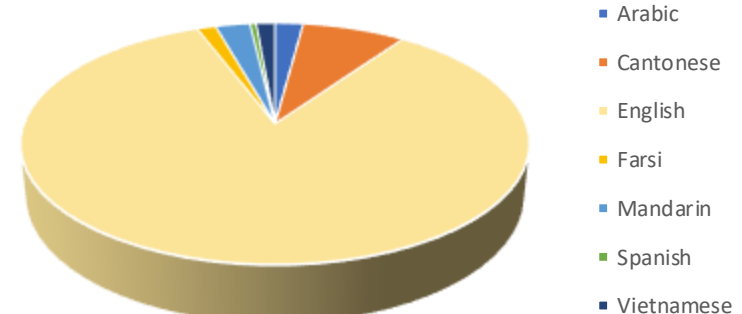
Presenting Need	# of clients	
Behaviour	163	32%
Communication	336	65%
Participation	261	50%
Social Emotional	311	60%

**Summary Analysis:** The number of clients served has increased in both programs; Vancouver continues to have a steady increase, but Burnaby increased dramatically, and we served an additional 70 clients over the past year. In our client records management system (CRM), Salesforce, consultants choose as many presenting needs as is applicable to each client. Although we are looking at each presenting need uniquely, it's important to note that each child could have multiple presenting needs identified. 34% of our clients have Behaviour as a presenting need. Supporting childcare providers with behaviours exhibited by children and youth have been identified as a training support need across the Province of BC and our program worked with CanAssist to develop and launch resources in this area. Communication continues to be the most frequent presenting need in both communities, with 62% of our clients identifying this area of need at time of referral. Clients who have challenges and/or limitations with their communication often show us this through their behaviour.

Primary Language Spoken by Families  
(Vancouver) n=1144

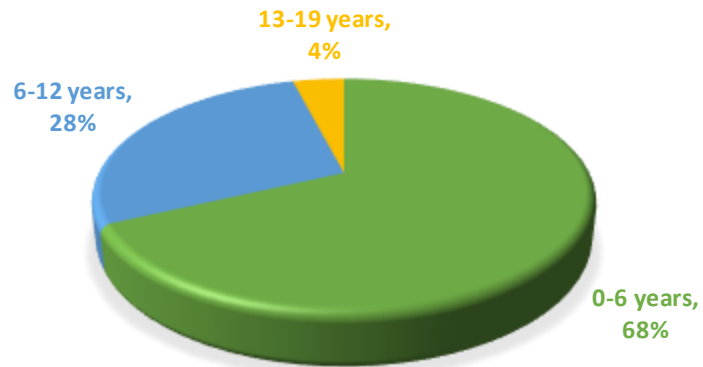


Primary Language Spoken by Families  
(Burnaby) n=517

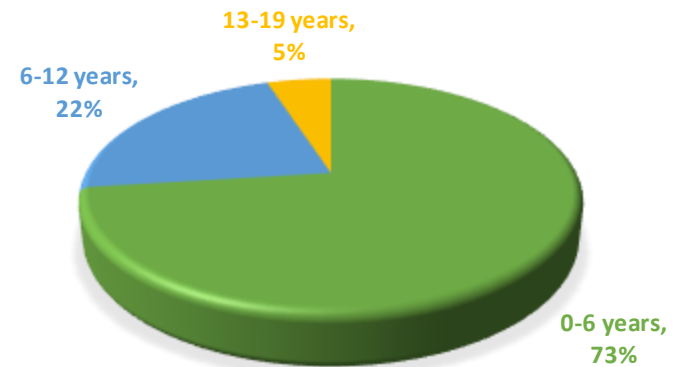


# DEMOGRAPHICS

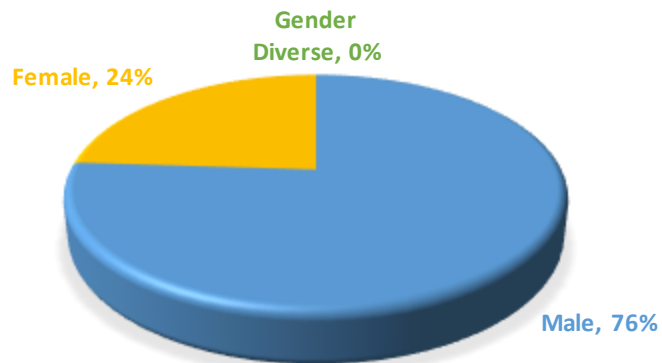
Age Distribution of Children Served  
(Vancouver) n=1144



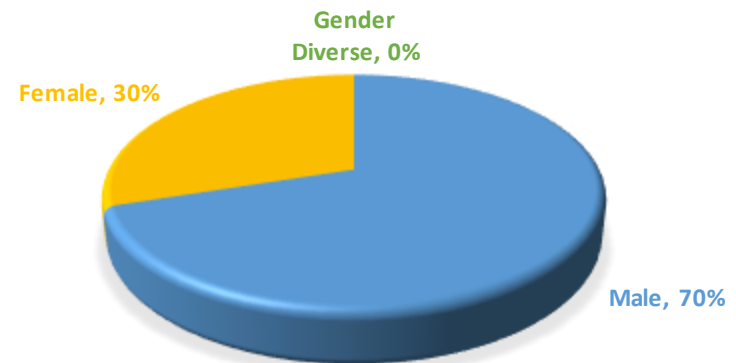
Age Distribution of Children Served  
(Burnaby) n=517



Gender Distribution of Children Served  
(Vancouver) n=1144

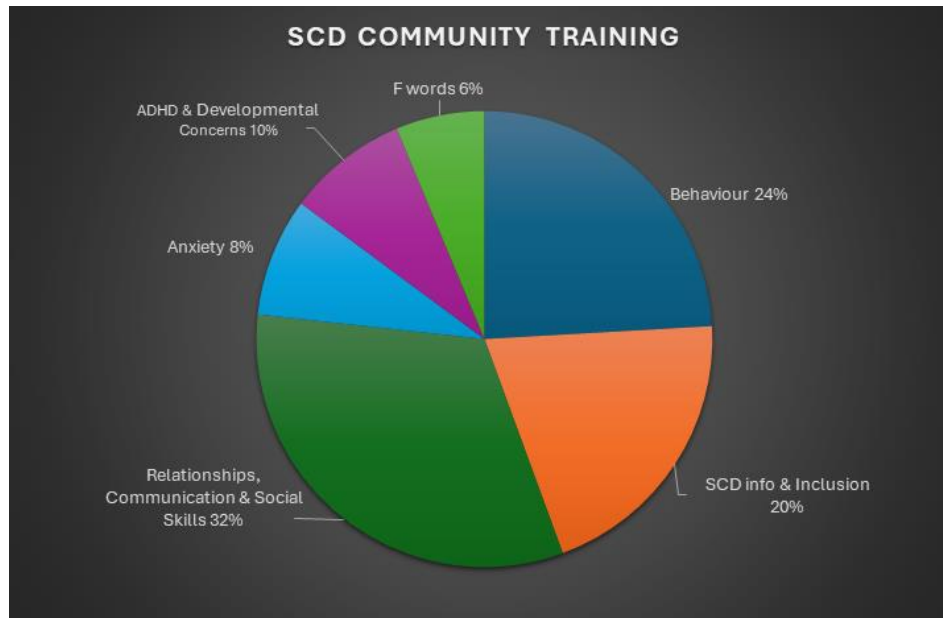


Gender Distribution of Children Served  
(Burnaby) n=517



Area for Improvement	Action Plan	Results
<p>Client: Make it quick and easy for us to access services</p> <p>Service Access – Families:</p> <p>Families continue to sign one consent to obtain and release form when they start with any program at the Centre and renew it annually with one program. Programs will continue to work together to ensure families are able to do this in an efficient and streamlined way.</p>	<p>We continue to work as an agency to streamline and collaborate on processes and documents for onboarding. We will continue to evaluate Centre-wide consents for another year and look for ways to improve the efficiency of the initial signing and renewal of obtain and release consents for all programs. The target remains at a 90% satisfaction response rate.</p>	<p>Complete – We have worked with EIP to streamline our onboarding and intake processes. Families only sign one consent for obtain and release when they start, and annually to renew, with either program. Programs work together to ensure families are not burdened with excess paperwork. On our annual client survey, families responded with an 88% satisfaction rate for making it quick and easy for them to access services. We will continue to work to improve satisfaction in this area for families. See 2024-2025 Performance Improvement Plan</p>
<p>Client: Centre services on our needs and preferences</p> <p>Experience of Services- Families:</p> <p>We will ensure that Parents/Guardians are always involved in developing their child/youth's rehabilitation goals, strategies, an/or service plan.</p> <p>By participating in the SCD program, families will feel they have made progress towards their goals.</p>	<p>As we continue to roll out our agency wide implementation plan of CanChild’s F-words for Child Development we will continue to engage families. Our updated goal plan template will be launched to families and childcare programs starting in May 2023. We will provide support and education in setting effective goals and providing meaningful strategies and resources to make progress towards these goals. Our targets for parent satisfaction rates remain at 100% for being involved in goal setting and 90% for making progress towards achieving goals.</p>	<p>Complete- We did a soft launch of our new Centre wide F-words goal plan in May 2023, with it fully launched in October 2023. Parents responded with a 99% satisfaction rate for being involved in goal setting and a 93% satisfaction rate for making progress towards achieving their goals.</p>

Area for Improvement	Action Plan	Results
<p>Innovate: Continuous improvement of current systems</p> <p>Continue to expand and improve virtual SCD childcare and community training. Encourage and motivate childcare staff to take training focused on inclusion.</p>	<p>Consultants will continue to create and host virtual training for childcare staff to increase their knowledge and confidence to include all children. We will have a training website built which will improve access to participate in these training sessions.</p> <p>We will work with the Provincial government to promote and provide education to contribute to the goal of accessible and inclusive childcare in BC. We will promote the BC Government’s inclusive childcare training by highlighting it on our Padlet. We will provide training and resources on the new goal plan with a focus on being inclusive and family centred.</p>	<p>Complete: We exceeded our targets in the provision of workshops and training for childcare staff. We provided 2,220 participants with education in a variety of topics including areas related to anxiety, behaviour and social emotional development. We created training on the F-words for child development, specifically focused on goal plans. Our training website is complete with 770 participants registered and active. We promoted the BC Government’s inclusive childcare training as well as supported in the development and promotion of their new training ‘Behaviour in the Early Years’</p>



## 2023-2024 PROGRAM OUTCOMES

### Service Access

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
All clients received service within 3 months of their referral date	Percent of children referred to SCD who have the initial intake process, including a support guide, completed within three months of the referral date.	100% (from MCFD contract)	All new intakes	BSCD 89% 203/228 VSCD 92% 443/480	BSCD 98% 157/161 VSCD 95% 339/358	BSCD 100% 155/155 VSCD 100% 359/359
BCCFA strives to provided services in our clients preferred language	% of respondents that answer "agree" or "strongly agree" to: We were able to receive services in our preferred language	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 95% 154/162	SCD 97% 221/229	SCD 88% 240/273
	% of respondents that answer "agree" or "strongly agree" to: It was quick and easy for us to access services	90%		SCD 88% 143/163	SCD 80% 183/229	SCD 74% 202/274

### **Summary Analysis**

Both communities saw an increase in their intakes, which directly relates to Burnaby’s significant increase in clients served. It is the second year we did not meet our target for completing a referral in three months, the timelines met for these clients ranged from 93 to 712 days. 44% of these intakes didn’t meet our eligibility requirements initially and we opened files for these children and their families up to one year after they initially called. We also had some families who moved from other cities where they had been waiting for 6-8 months with no service, in these cases we honoured the date of referral from that city. 50% of these intakes were a combination of the family being out of the country or being hard to contact and internal staffing accommodations which impacted program operations. Family satisfaction remained high at 95% when receiving services in their preferred language. Family satisfaction regarding the speed and ease of accessing services increased to 88%. We will continue to work with families to understand how to improve service access. **See 2024-2025 Performance Improvement**



## 2023-2024 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Consultants spend at least 50% of their time on direct client-related intervention	Consultant's time spent in direct client-related intervention as defined by MCFD - Direct service hours	50%	All SCD consultants	BSCD 65% VSCD 55%	BSCD 53% VSCD 53%	BSCD 55% VSCD 48%
Consultants train at least 1200 participants each year in Vancouver	Number of participants provided training and education by Consultant's as defined by MCFD - training and education	VSCD: 1200 participants	All SCD consultants	VSCD 1401 participants	VSCD 1,215 participants	VSCD 1,341 participants
Consultants train at least 400 participants each year in Burnaby	Number of participants provided training and education by Consultant's as defined by MCFD - training and education	BSCD: 400 participants	All SCD consultants	BSCD 819 participants	BSCD 450 participants	BSCD 468 participants

### **Summary Analysis**

Both Vancouver and Burnaby were able to meet their targets of direct client-related intervention at 55% and 65% respectively. Our SCD consultants continued their amazing work with virtual workshops and training for the childcare community. We significantly exceeded our training targets this past year and have received excellent feedback from childcare staff *'I'm very grateful for this workshop. I feel invigorated and refreshed. I remember why I got into the field in the first place!'* We were able to engage expert presenters from a variety of fields and regions covering topics of need and interest for our childcare communities. The ease of registration with our new website and maintaining virtual workshops were key factors in these exceeding these targets.

# 2023-2024 PROGRAM OUTCOMES

## Results achieved for the person served (effectiveness)

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
SCD consultants provide knowledge to increase their capacity around inclusion	Percentage of respondents that indicate "agree" or "strongly agree" to: a. I have gained knowledge from the strategies and suggestions provided by our SCD Consultant	90%	All childcare staff participating in the Community Partner Survey	SCD 93% 80/86	SCD 94% 58/62	SCD 94% 77/82
By participating in the SCD program, children meet or exceed their individual goals	% of respondents that indicated "agree" or strongly agree" to: we have made progress toward our goals	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 93% 150/162	SCD 92% 208/225	SCD 81% 220/273
By participating in the SCD program, children meet or exceed their individual goals	% of children and youth who meet and exceed their individual goals (MCFD contract target)	75%	All clients who have had service for at least 6 months in the 2023-2024 FY	SCD 94% 565/600	SCD 89% 532/597	SCD 78% 205/263

### **Summary Analysis**

The SCD consultants continue to support the confidence and skills of childcare staff in inclusion. We received feedback from multiple childcare providers that they want more consistency between consultants and visit notes written in a more consistent and meaningful way. We asked parents and guardians if they felt progress was made towards their child’s goals and we had a positive response rate of 93%. We will monitor parent satisfaction in this area as we continue our implementation of CanChild’s F-words for Child Development with our updated goal plan into the childcare community. The aim is parents will continue to feel engaged with their child’s goals with this family centred, strength-based plan. The shift in how we do goal setting with families has increased the effectiveness of children achieving their goals; we had an increase to a 94% success rate this past year. This increase is directly related to shifting to a more family led goal plan where parents identify goals for their child and work with the team to achieve objectives on the way to the overall goal achievement. **See 2024-2025 Performance Improvement Plan**

## 2023-2024 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
The SCD program provides clear and understandable information to all parents/guardians	% of respondents that answer "agree" and "strongly agree" to: We have a clear understanding of the supports and services available from the BCCFA	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 91% 148/163	SCD 87% 198/227	SCD 79% 216/274
Parents/Guardians are always involved in determining their child's goals and strategies	% of respondents that answer "agree" and "strongly agree" to: We were involved in developing our goals, strategies and/or service plan	100%	Parents/ Guardians of all active clients who respond to agency survey	SCD 99% 161/162	SCD 97% 218/224	SCD 89% 244/274
Each BCCFA program provides exceptional quality of service	% of respondents that answered "agree" and "strongly agree" to: we were satisfied with the quality of services we've received from the BCCFA	90%	Parents/ Guardians of all active clients who respond to agency survey	SCD 92% 149/162	SCD 92% 207/225	SCD 90% 245/272

### **Summary Analysis**

The parent/guardian satisfaction survey results showed an increase again this year in satisfaction for the SCD program providing clear and understandable information for all parents and guardians, which totals a 12% increase in the past two years. The survey results also show an increase in satisfaction in parents/guardians always being involved in determining their child's goals and strategies, which totals a 10% increase over the past two years. This continued increase in parent/guardian satisfaction is a direct result of our Centre-wide intake process and the implementation of CanChild's F-words for Child Development into goal plans and other documentation. One parent reported *'We have felt very supported and validated by our consultant's work with us. 'We have felt empowered to get more involved and deliberate/thoughtful in our child's development, in particular in addressing daycare concerns and behaviours.'* We are committed to maintaining client and family satisfaction with the support and services they receive. **See 2024-2025 Performance Improvement Plan**

## 2023-2024 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Childcare facilities receive resources to meet their needs	% of respondents that indicated "agree" or strongly agree" to: The program consultant met my preferred way to be provided resources and consultation	90%	All childcare staff participating in the Community Partner Survey	SCD 94% 81/86	SCD 95% 59/62	SCD 94% 78/83
SCD consultants and childcare facilities work collaboratively to determine goals and support strategies	% of respondents who indicate 'agree or 'strongly agree' for: The program worked collaboratively with me to determine goals and support strategies	90%	All childcare staff participating in the Community Partner Survey	SCD 97% 83/86	SCD 92% 57/62	SCD 96% 80/83
SCD consultants provide a variety of practical adaptations, strategies and activities to childcare facilities	% of respondents who indicate 'agree or 'strongly agree' for: The program provided a variety of practical adaptations, strategies and activities to help meet each child's goals and objectives	90%	All childcare staff participating in the Community Partner Survey	SCD 90% 77/86	SCD 89% 55/62	SCD 96% 79/82

### **Summary Analysis**

Childcare staff continue to report a high rate of satisfaction with being provided consultation and resources in their preferred way, we have exceeded this target for a third year. The SCD program saw a satisfaction response of 97% for working with childcare staff to collaboratively determine goals and support strategies, this is a 5% increase from the previous year. A childcare staff shared *"Your consultants are amazing and great to work with. They are always very supportive with the children, their parents, towards our program and staff. BCCFA always offers workshops for staff; they have even come into the centre to do training with our staff to help us and the children and families we serve better"*

BCCFA Strategic Priorities	Objective	Key Activities/Targets
<p>Client: Make it quick and easy for us to access services</p>	<p>Service Access – Families:</p> <p>Provide families of children in their last year before kindergarten (2020 DOB) information on kindergarten transition even when files are not being opened.</p> <p>Provide all families options and information about other services and possible next steps when it is determined that a file will not be opened.</p> <p>Increase collaboration and efficiency amongst programs and reduce barriers for families by having one referral form for all children and youth programs for families to complete on our new BCCFA website.</p>	<p>At initial intake when a file is not opened, resources and other options will be provided to families, including all appropriate padlets.</p> <p>The School Age Resource Padlet will be updated annually by the initial intake consultants.</p> <p>A kindergarten transition padlet will be created, including kindergarten forms, links to kindergarten registration and tips for getting a child registered for school for both Vancouver and Burnaby communities.</p> <p>Work with EIP and Tina/Willow to develop the new website and provide input into one referral form.</p>

BCCFA Strategic Priorities	Objective	Key Activities/Targets
<p>Client: Provide trauma informed services that are centered on clients' needs and preferences</p>	<p><b>Experience of Services- Families:</b></p> <p>We will ensure that Parents/Guardians are always involved in developing their child/youth's rehabilitation goals, strategies, an/or service plan.</p> <p>By participating in the SCD program, families will feel they have made progress towards their goals.</p> <p>Provide one workshop geared towards families during the next year.</p> <p><b>Experience of Services Received- Stakeholders (Childcare Programs/Providers):</b></p> <p>SCD consultants and childcare facilities work collaboratively to determine goals and support strategies</p> <p>Our targets for parent satisfaction rates remain at 100% for being involved in goal setting and 90% for making progress towards achieving goals. Our target for childcare satisfaction for working collaboratively to create goal plans remains at 90%</p>	<p>Goal Plan training in the virtual format will be completed and launched to the childcare community. In-person training will still be available as needed.</p> <p>Provide education and resources for consultants on visit notes to improve consistency and effectiveness. Add description of visit notes and their purpose in the parent handbook.</p> <p>We will provide one workshop in the next year for families.</p> <p>We will continue to provide support and education to childcare providers in setting effective goals, providing meaningful strategies and resources and running effective meetings to support families in setting meaningful goals.</p>

BCCFA Strategic Priorities	Objective	Key Activities/Targets
<p>Internal Processes: Excel: Deliver high-quality evidence-based services</p>	<p>Results achieved for the persons served (Effectiveness)</p> <p>Childcare staff report that they have gained knowledge from the strategies and suggestions provided by our SCD Consultant</p> <p>Childcare staff report that they have gained knowledge and put it into practice after attending an SCD hosted workshop</p> <p>Create Inclusion Policy training to support childcare staff to:</p> <ul style="list-style-type: none"> <li>• Understanding how to implement their current inclusion policy</li> <li>• OR create and inclusion policy</li> <li>• Increase awareness and understanding about inclusion</li> <li>• Be held accountable for implementing inclusion policies</li> </ul>	<p>Create opportunities for consultants to gain knowledge about all training provided by SCD. Consultants who attend training share a summary with the team at department meetings.</p> <p>Consultants reflect and reinforce strategies from training/workshops on visit notes and goal plans.</p> <p>Create Inclusion Policy training and provide to childcare community.</p>