

SUPPORTED CHILD DEVELOPMENT

OUTCOMES MANAGEMENT REPORT 2024-2025

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, or may need extra support services to be included in a childcare program.

Key Services offered by Supported Child Development (SCD) Program
• Assist families to find options for childcare and resources in the community • Develop individual goal plan to meet the child's needs • Consultation on implementation of inclusive principles and practices for childcare programs • Training and workshops related to inclusion for childcare staff • Toys and materials for families and childcare programs from the SCD Lending Library • Funding disbursement for enhanced staffing support

Vancouver: (n=1118)

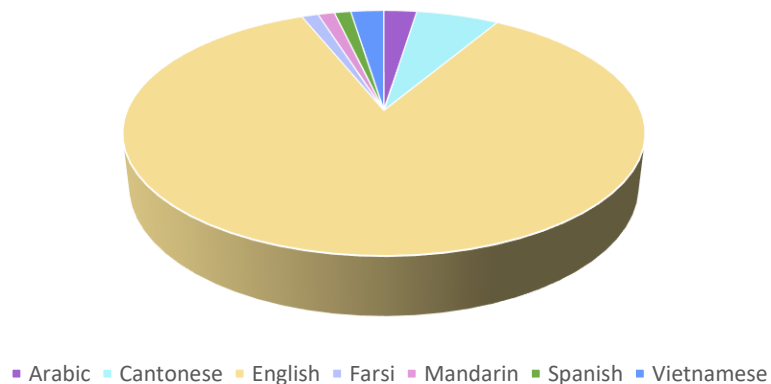
Presenting Need	# of clients	
Behaviour	410	37%
Communication	665	59%
Participation	493	44%
Social Emotional	641	57%

Burnaby: (n=520)

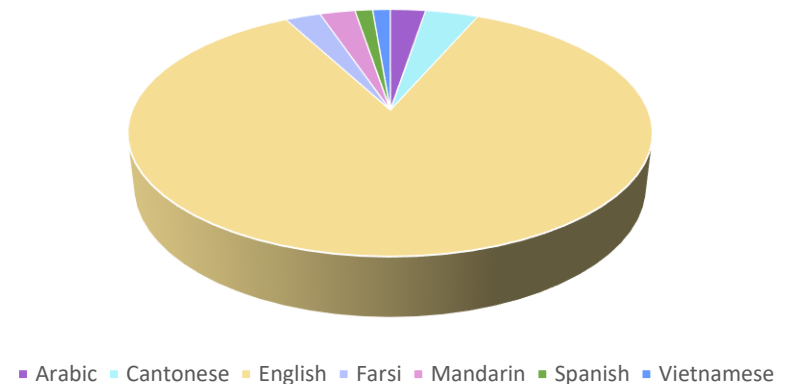
Presenting Need	# of clients	
Behaviour	163	32%
Communication	332	65%
Participation	257	49%
Social Emotional	288	55%

Summary Analysis: The number of clients remains steady across both Burnaby and Vancouver from the previous year; Burnaby saw a significant increase in clients served last year that was maintained. 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. Presenting needs analysis remains consistent across previous years. 35% of our clients have Behaviour as a presenting need. Communication continues to be the most frequent presenting need in both communities, with 61% of our clients identifying this area of need at the 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=1118

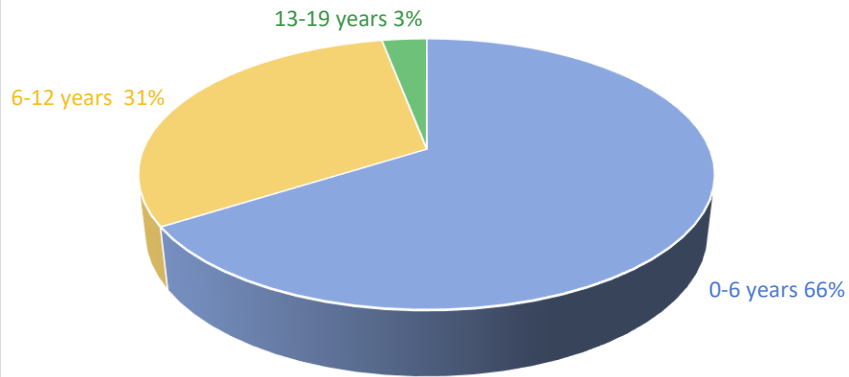


Primary Language Spoken by Families
(Burnaby) n=520

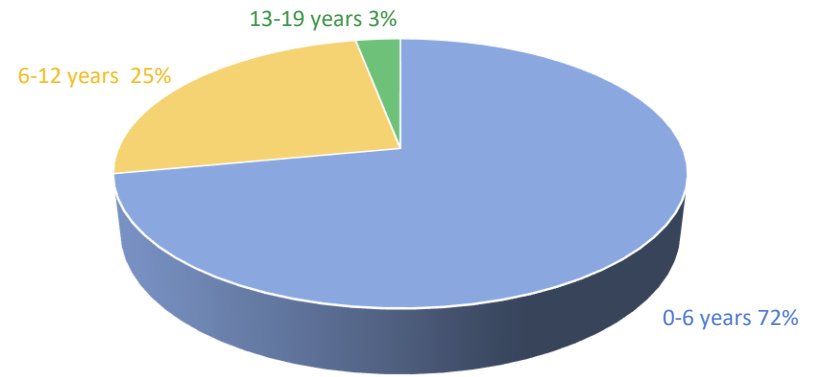


DEMOGRAPHICS

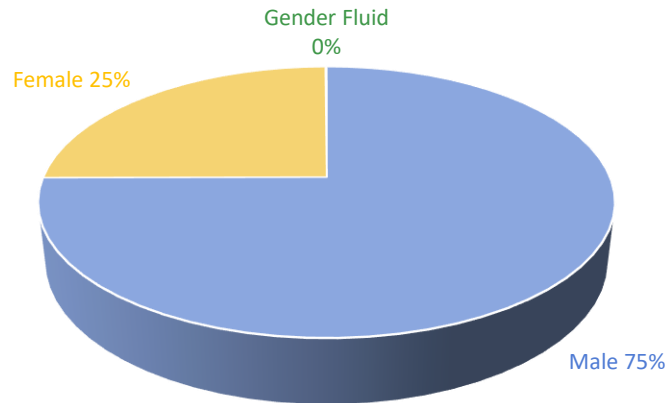
Age Distribution of Children Served
(Vancouver) n=1118



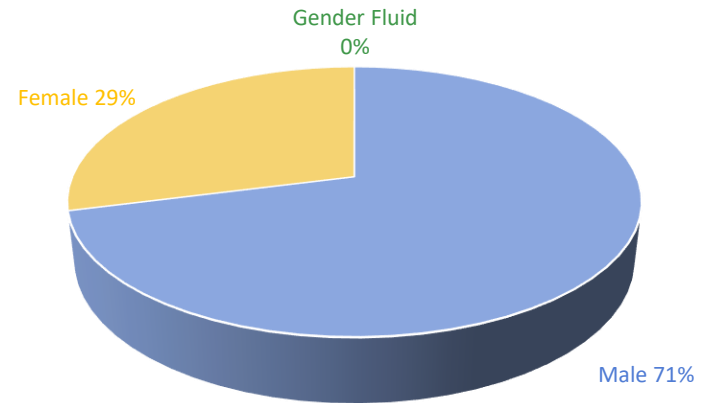
Age Distribution of Children Served
(Burnaby) n=520



Gender Distribution of Children Served
(Vancouver) n=1118



Gender Distribution of Children Served
(Burnaby) n=520



Area for Improvement	Action Plan	Results
Client: Make it quick and easy for us to access services	Service Access – Families: Provide families of children in their last year before kindergarten (2020 DOB) information on kindergarten transition even when files are not being opened. Provide all families options and information about other services and possible next steps when it is determined that a file will not be opened. 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. At initial intake when a file is not opened, resources and other options will be provided to families, including all appropriate padlets.	We did complete most of our goals within the Action Plan identified. We have created, updated, and continue to share the School-Age Padlet that offers resources and services to families when they do not meet eligibility criteria; the Kindergarten Transition Padlet is under development to be launched in fall 2025. Parents value our participation and service navigation support in the kindergarten transition process. BCCFA launched a refreshed website this year where we made some adjustments to accessing information and referral forms on our landing page; we are exploring the development of a singular referral form with this new platform. We did observe a slight decrease (3%) in satisfaction with ease and access of services so we will continue to work on this goal in the upcoming year.
Client: Provide trauma informed services that are centered on clients' needs and preferences	Experience of Services- Families: We will ensure that Parents/Guardians are always involved in developing their child/youth's rehabilitation goals, strategies, and/or service plan. By participating in the SCD program, families will feel they have made progress towards their goals. Provide one workshop geared towards families during the next year. Experience of Services - Stakeholders (Childcare Programs/Providers): SCD consultants and childcare facilities work collaboratively to determine goals and support strategies	We observed a slight decrease (4%) in parent and guardian satisfaction with their involvement in collaborative goal-setting and service planning. We set a high target of 100% as family-centered care is a core value of our agency and is rooted in evidenced-based best practices. Families shared positively that they continue to receive services and supports in their preferred language. Both childcare and parent overall satisfaction with our services increased or remained the same. We will continue to explore opportunities to provide a workshop for families in the future.

	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%	
Internal Processes: Excel: Deliver high-quality evidence-based services	Results achieved for the persons served (Effectiveness): Childcare staff report that they have gained knowledge from the strategies and suggestions provided by our SCD Consultant Childcare staff report that they have gained knowledge and put it into practice after attending an SCD hosted workshop Create Inclusion Policy training to support childcare staff to: • Understanding how to implement their current inclusion policy • OR create and inclusion policy • Increase awareness and understanding about inclusion • Be held accountable for implementing inclusion policies	We launched The Inclusive Childcare Toolkit workshop series for childcare organizations where we served 57 staff to create, innovate, and/or implement their Inclusion Policies. We facilitated these workshops collaboratively in small groups directly with agencies to create meaningful, rich, and engaging dialogue. Consultants actively participate in workshops alongside childcare staff to implement inclusive practice enhancements.

2024-2025 PROGRAM OUTCOMES

Service Access

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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% 106/119 VSCD 91% 225/247	BSCD 89% 203/228 VSCD 92% 443/480	BSCD 98% 157/161 VSCD 95% 339/358
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 96% 120/125	SCD 95% 154/162	SCD 97% 221/229
	% of respondents that answer "agree" or "strongly agree" to: It was quick and easy for us to access services	90%		SCD 85% 107/125	SCD 88% 143/163	SCD 80% 183/229

Summary Analysis

Both communities saw a decrease in their intakes this year, likely due to the significant increase in referrals from the previous year in both communities. We did not meet our target for completing referrals within three months. The timelines met for these clients ranged from 91 to 602 days. Of the 35 intakes, 48% were files that did not open upon their initial contact due to eligibility criteria or other circumstances, but when revisited we honoured the original date of referral. 15% accounted for families who moved from other cities while awaiting services where we honoured their original date of referral. 23% account for delays related to family circumstances and internal staffing schedules. Family satisfaction remained high at 96% when receiving services in their preferred language. Family satisfaction regarding the speed and ease of accessing services decreased to 85%. We will continue to work with families to understand how to improve service access.

See 2025-2026 Performance Improvement

2024-2025 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		
				2024-2025	2023-2024	2022-2023
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 57% VSCD 61%	BSCD 65% VSCD 55%	BSCD 53% VSCD 53%
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 1411 participants	VSCD 1401 participants	VSCD 1,215 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 711 participants	BSCD 819 participants	BSCD 450 participants

Summary Analysis

Both Vancouver and Burnaby were able to meet their targets for direct client-related intervention at 61% and 57% respectively. We continued our work delivering a variety of virtual and in-person workshops for the childcare community, significantly exceeding our training targets for the year. We launched The Inclusive Childcare Toolkit workshop series supporting childcare organizations to collaborate on the development and implementation of inclusion policies. Additionally, three members of our Burnaby Supported Child Development Team presented at the Squamish Early Years Conference in February 2025. We continue to engage expert presenters, offer new creative learning opportunities, and training through virtual platforms which allows us to extend our reach, exceeding our yearly targets.

Results achieved for the person served (effectiveness)

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023

2024-2025 PROGRAM OUTCOMES

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% 76/82	SCD 93% 80/86	SCD 94% 58/62
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 94% 117/124	SCD 93% 150/162	SCD 92% 208/225
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 2024-2025 FY	SCD 95% 507/533	SCD 94% 565/600	SCD 89% 532/597

Summary Analysis

Several comments indicated positive feedback about the support they receive from SCD and the Program Consultants they collaborate with. One response for what we are doing well said, *"Supporting relationships and keeping avenues of communication with families open, providing care-giving strategies specific to each child, [and] offering workshops and training."* Overwhelmingly, childcare partners wished that the program had access to more funding dollars for enhanced staffing supports.

With another year utilizing CanChild's F-Words for Child Development framework for our goal plans, we are observing positive response rates for identification, development, and progress towards their goals. One comment said, *"All the communication, guidance, and help I received from all the services and how as a team we work on my son's goal plan connecting all the teams together."* We believe that this framework where goal setting with families continues to increase the effectiveness of children achieving their goals, evidenced by another successful year at 95%.

See 2025-2026 Performance Improvement Plan

2024-2025 PROGRAM OUTCOMES

Experiences of services received and other feedback – persons served

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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 94% 117/125	SCD 91% 148/163	SCD 87% 198/227
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 95% 118/125	SCD 99% 161/162	SCD 97% 218/224
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 94% 116/124	SCD 92% 149/162	SCD 92% 207/225

Summary Analysis

The parent/guardian satisfaction survey showed another increase this year in providing clear understanding of services and support; it has increased by 7% in two years which can be attributed to improving the centralized intake processes. We saw a decrease (4%) in the parent/guardian satisfaction of their involvement in goal-planning which is below our target of 100%. We will continue to assess the use and implementation of the F-Words Framework which has shown positive increases in satisfaction in this area. Overall satisfaction with the quality of services increased to 94% after remaining steady at 92% for the two years previous.

See 2025-2026 Performance Improvement Plan

2024-2025 PROGRAM OUTCOMES

Experience of services received and other feedback - stakeholders

Objective/Outcome	Performance Indicator 2024-2025	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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% 76/81	SCD 94% 81/86	SCD 95% 59/62
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 93% 75/81	SCD 97% 83/86	SCD 92% 57/62
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% 72/80	SCD 90% 77/86	SCD 89% 55/62

Summary Analysis

We continue to meet or exceed our targets for childcare staff's feedback about our services. The program observed a slight decrease from 97% to 93% satisfaction in collaborative goal setting and identification of support strategies, while, resource and consultation preferences, and inclusion interventions remained steady at 94% and 90% respectively. One respondent said, *"We appreciate the visits, observation notes, and collaborating with the Consultant on ways to make our space more inclusive and enjoyable environment for all."*

BCCFA Strategic Priorities	Objective	Key Activities/Targets
Delivering Exceptional and High-Quality Services: Optimize services for improved accessibility and effectiveness Delivering Exceptional and High-Quality Services: Create a responsive service model through evidence and engagement	Service Access (Families): Continue evaluation, data collection, and collaboration efforts internally and externally to support families experience with accessing services at BCCFA.	• Introduce at least one point-of-service survey to collect data on intake services. • Increase collaboration and efficiency within agency intake services to explore a centralized referral form for services to reduce redundancy and paperwork for families. • Enhance community partnerships with external committees and agencies to support families accessing inclusive childcare options before and during initiating services with SCD.

	Experience of Services Received (Persons Served): Ensure our collateral, documentation, and systems reflect family voices and opportunities for increase client input.	• Review visit note structure to ensure that client goals/objectives are reflected clearly. • Refresh client survey, access points, and communication strategies to increase response rates by 5%. • Explore how to measure and analyze average length of waiting time for clients eligible for enhanced staffing supports. • Expand parent participation in our Local Advisory Committee by 1-2 participants.
	Experience of Services Received (Stakeholders): Provide collaborative consultative services and training that meet or exceed childcare organizations needs.	• Continue offering of Inclusive Childcare Toolkit workshop series to support childcare organizations to develop and implement an Inclusion Policy reaching 75 people. • Explore how to measure and analyze average length of waiting time for clients eligible for enhanced staffing supports.
Growing our Impact and Influence: Deepen and expand services to address unmet needs	Plan Resources to Achieve Results (Efficiency): Identify opportunities for innovative service delivery to meet the training needs of childcare staff.	• Explore funding opportunities and resources to offer webinars on our training website.
	Results Achieved (Effectiveness): Childcare staff report collaboration across service plans, strategies, and increased confidence in their skills implementing inclusive practice.	• Collaborate with CanAssist to promote inclusion tools and workshops offered by MECC including the launch of Inclusive Leaders in Childcare series. • In collaboration with partners, offer 2-3 school-age specific training opportunities

		to address unique needs of this age group and staff knowledge.
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