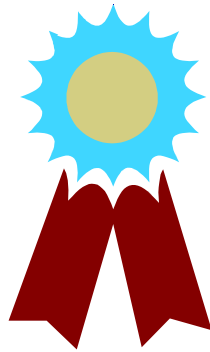




Child Development Centre

How Well Did We Do in 2008?



Quality Service Delivery of Early Childhood Development Programs

INTRODUCTION

The following report provides information on the outputs and outcomes of program delivery at the OSNS Child Development Centre for the 2008 year.

The Okanagan Similkameen Neurological Society (OSNS) is a registered not-for-profit organization established in 1978 so that children in the South Okanagan and Similkameen could access services in their communities. The Society is funded from many sources including substantial support from the community through fundraising activities. This community support forms a crucial partnership that enables the Child Development Centre (CDC) to make a difference in the lives of children and their families. Our mission is to promote the physical, psychological and emotional well-being of children in the South Okanagan and Similkameen regions by providing:

- Assessment
- Education
- Rehabilitation
- Prevention
- Early Intervention
- Program Consultation

Services are child-oriented, family-focused and community-based.

Legend:

Highlighted in **RED** = did not meet target

Highlighted in **GREEN** = met or exceeded target

Our Clients and Our Programs

Services and programs offered at the Centre are primarily designed for children birth to school age who have special needs, however, a few children over the age of six receive autism services. The preschool is an integrated program providing service to both typical children and children who have special needs.

All programs remain at full capacity with waitlists identifying a need for more contract support.

The Centre encourages a sharing of information on family culture and ethnicity through its intake process. However, as an agency that supports family centered practices staff respect a family's decision to withhold this information.

	Strategies/Activities/Tasks
1	Continue to seek out sources of new or additional funding to expand services
2	Continue to review/examine caseloads to ensure that services are appropriate and that new referrals are being accepted where possible
3	Continue to encourage families to communicate openly with regards to cultural backgrounds and family preferences so that Centre staff can provide best family centered services.

Survey Feedback/Satisfaction Results & Action Plan (Agency as a Whole)

Categories of Measures	Indicator	Applied To (Target Group)	Time of Measure (Design)	Data Source (Tool or Instrument)	Obtained By (Design)	Goal (Target or Benchmark)	Actual Results
Client/Stakeholder Feedback: Families are satisfied with the services they receive from the Child Development Centre	% of families who indicate feeling satisfied with services received	Sample of Families (minimum 30)	Annually	Program Quality Assurance Survey	Administration	80%	85.75% (Sample = 17 of 40)
Stakeholder Feedback: Stakeholders are satisfied with the Centre as a whole, the services and community partnerships.	% of stakeholders who indicate feeling satisfied with services and community partnerships	Sample of stakeholders (minimum 10)	Annually	Stakeholder Survey	Administration	80%	92.70% (Sample = 8 of 21)
Accessibility: Workers will be available and accessible to clients	Number of days clients wait for services	OT/PT, SLP Psycho-Social Department caseload	Annually	HOMES Wait List Information	Administration	120 days	134 days
The intake process will be completed within two weeks.	Number of days to complete the intake process	Intake & Case Management	Annually	HOMES Data (Closed Files)	Administration	14 days	29 days

Discussion & Action Plan for Feedback/Satisfaction (including Extenuating/Influencing Factors)

- The surveys sent out and/or hand delivered to a random selection of families and stakeholders indicated a continuum of service satisfaction. Comments included: gratitude for the program services provided, definite improvement in clients' specific needs, welcoming and warm staff, informative sessions and Centre/staff are very helpful.
- The waitlist for services continues to be a concern for the Centre as well as families and is the most identified accessibility issue. Factors influencing this are a need for more financial support coupled with staff shortages.
- The intake process continues to appear to take longer than the target time of 14 days. This could be due to the method of gathering information. Perhaps a better representation of this data would be to focus on the time it takes to initiate the intake process rather than the time to complete since parent/guardian contact with the intended employee may take a while to establish.
- There were no formal complaints presented to Administration during this reporting year.

	Strategies/Activities/Tasks
1	Continue to build on community partnerships to enhance program services and delivery
2	Continue to monitor the waitlist; lobby for more funding and strive to maintain and/or increase staff availability
3	Continue to offer group therapy sessions to provide interim support during wait time for services
4	Adjust the accessibility measurement for the intake process to identify the initial start up of a file rather than the completion.

EFFECTIVENESS RESULTS

The OSNS Child Development Centre utilizes a client information system that provides integrated outcomes measurement for all programs in the agency. The system, called HOMES, is capable of tracking individual and program level progress towards goal achievement, providing for pre, interim, post-test, and follow-up measurement of client and program level outcomes, and providing aggregated reports for use in our review services.

When reviewing reports the following was used as a guideline: the higher the effectiveness, the greater the achievements in service delivery for the client.

Progress reports reviewed included Autism Treatment Services, Kinderplace Preschool, Occupational and Physiotherapy, Speech Language Therapy, Child Psychology and Family Services. High to very high levels of effectiveness were identified in all areas.

Discussion & Action Plan for Effectiveness Outcomes within Programs (including Extenuating/Influencing Factors)

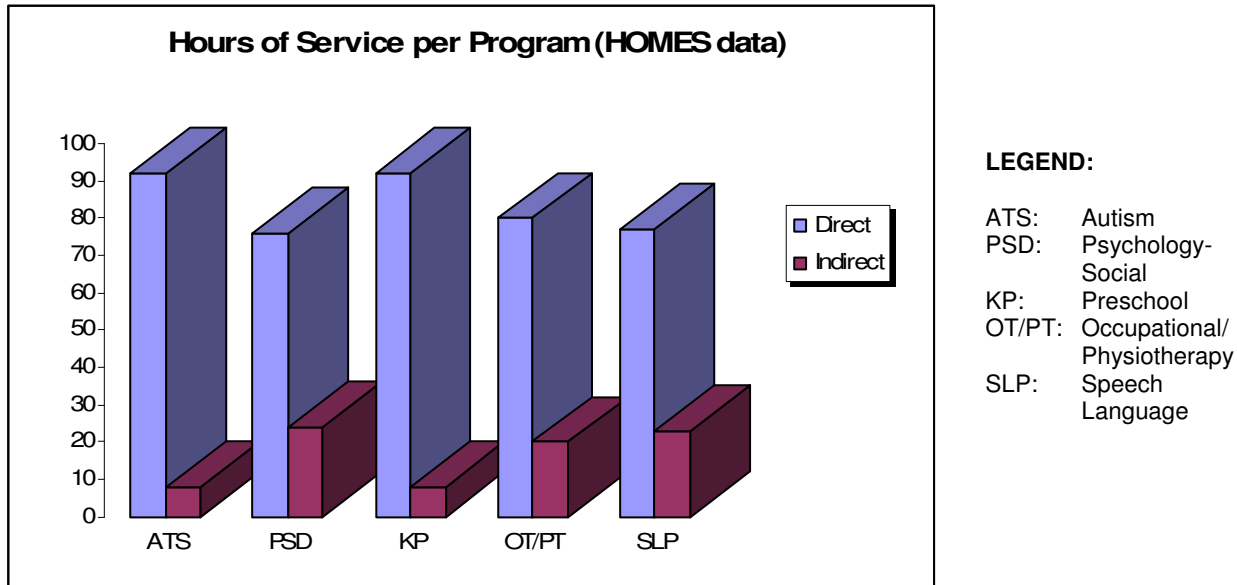
- The method used for gathering data on program effectiveness is based on specific client needs and program goals. Best goal representation of this information is through a progress reporting system that can not fairly and accurately be measured in percentile ratios but rather through a statement of expectation lending itself to a measurement of percentage to define the success rate.
- All programs have met and/or exceeded their goals with positive results ranging from 38% to 100%. The majority of identified objectives in programs showed greater than 50% goal achievement.
- The Autism program has had a continuum of same client service which does not allow for post data collection. However, an interim report identified the service delivery has been very successful.

Strategies/Activities/Tasks	
1	Continue to provide and, where possible, improve on effective service delivery to clients and their families

Efficiency Results

Objectives	Indicator	Applied To (Target Group)	Time of Measure (Design)	Data Source (Tool or Instrument)	Obtained By (Design)	Goal (Target or Benchmark)	Actual Results
Efficiency: Direct service personnel will be able to use their time to efficiently serve Child Development Centre clients	% of staff time providing direct service (overall average – all departments)	All programs	Monthly – aggregated annually	HOMES Time tracking reports	Managers	80%	81.26%

Individual Program Time Tracking Results



Discussion & Action Plan for Efficiency Outcomes within Programs (including Extenuating/Influencing Factors)

- Samples of Indirect service include but are not limited to meetings, office time, education and administrative duties.
- The report excludes vacation time, sick time, and other forms of leave or work absences.
- The OT/PT and SLP department experienced a staff shortage which impacted the direct service time.
- Program development and staff training/mentoring in the newly restructured Psycho-Social department required more administrative or indirect service time.

Strategies/Activities/Tasks	
1	Continue to review use of time within each department and, where possible, increase the direct service time within programs.

Conclusion

The data gathered throughout the year for this report indicates client, family and stakeholder satisfaction with Centre programs and service.

The strategies and tasks identified in the above report will be reviewed for action and/or implementation by the appropriate Agency committees, Executive Director and OSNS Board of Directors.