



CAMPBELL RIVER AND DISTRICT
ASSOCIATION FOR COMMUNITY LIVING

“HELPING PEOPLE HELP THEMSELVES”

Performance Outcomes and Improvement Plan

April 2021 – March 2022

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1. Overview

The Campbell River and District Association for Community Living has a multitude of programs that are offered in both Adult Services and Children Services. This Performance Outcomes and Improvement Plan focuses on Community Access Services, Fetal Alcohol Spectrum Disorder Keyworker Program, Infant Development Program, and Supported Child Development Program, which all operate under Dogwood Place: Child and Youth Development Centre, a branch of the Association for Community Living.

Annually, a Performance Measurement and Management Plan is established to create meaningful objectives and goals in the domains of effectiveness, efficiency, service access, and experience of services. These objectives guide and aid the programs in obtaining outcomes to better improve continuous service delivery for the persons served. The data and outcomes are then analyzed for the year and reported in this Performance Outcomes and Improvement Plan.

Copies of this report will be distributed to staff, clients, and the Association's Board of Directors.

Community Access Services

This program provides community based recreational and social activities, as well as offers assistance and facilitates peer socialization and interaction for after school, for three hours per week. This program is offered to individuals from 12-18 years of age.

Fetal Alcohol Spectrum Disorder Keyworker Program

The Fetal Alcohol Spectrum Disorder (FASD) Keyworker services are available to families with children between the ages of zero and nineteen who are suspected of having FASD or have a formal diagnosis of FASD. The role of the Keyworker is to act as a guide to the family, helping to coordinate services across systems and to provide support and information tailored to the family's individual needs.

Infant Development Program

The Infant Development Program serves any child from birth to three years of age who are at risk for, or already have a delay in development.

These services include: home visits to encourage progress, development of new activities, support to parents, developmental assessments, playgroups, infant massage, and therapy consultation and service coordination.

Supported Child Development Program

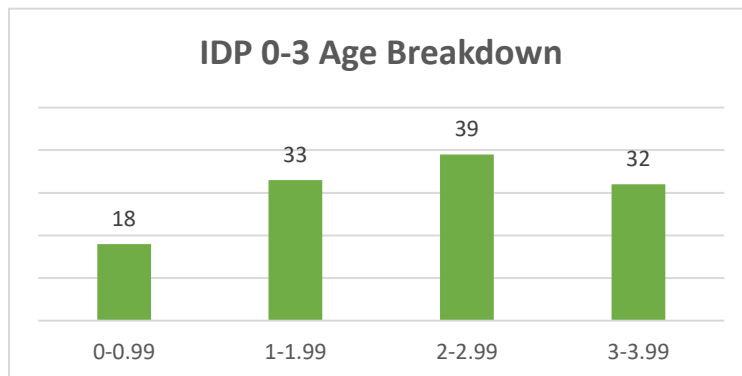
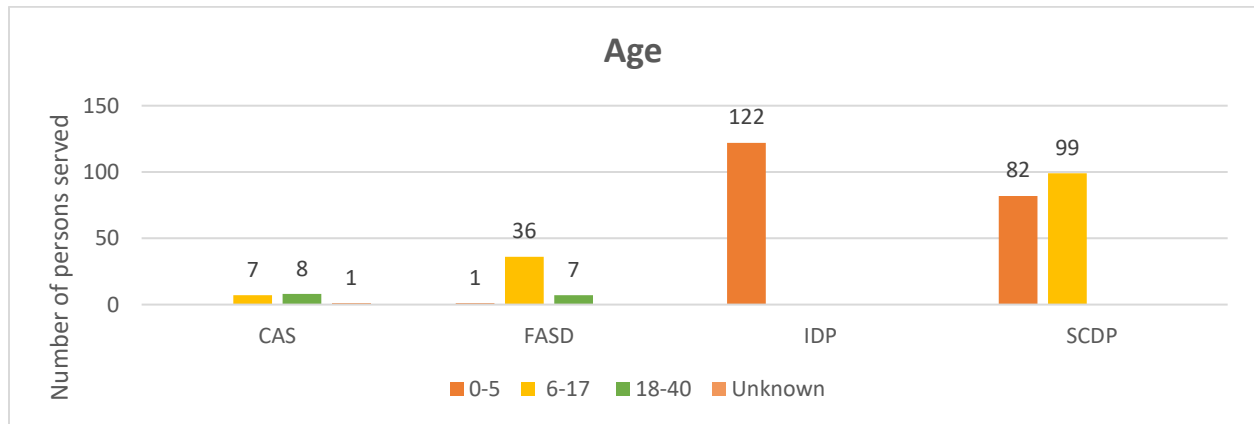
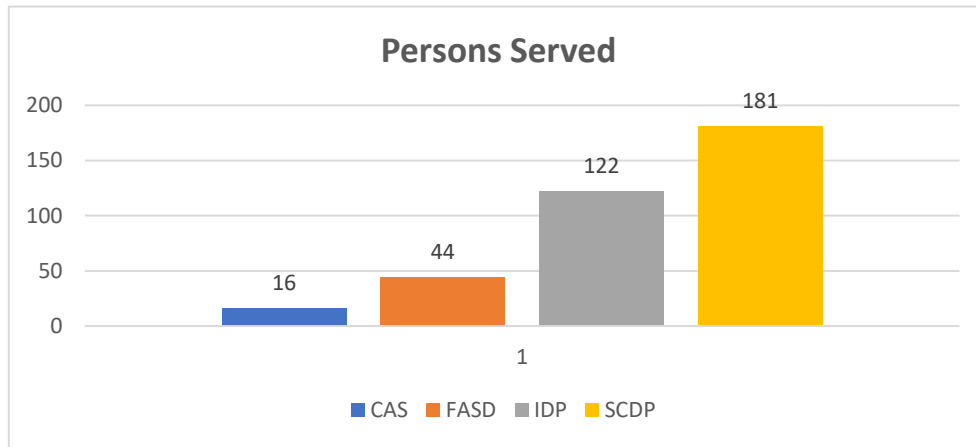
This program supports children birth to nineteen years of age, who are experiencing a delay in one or more areas of their development, to access and fully participate in a community preschool or daycare program.

2. Characteristics of Persons Served

Specific characteristics of the individuals served in the programs are below:

Total Persons Served in Community Access Services, FASD, Infant Development Program, Supported Child Development Program: **363**

It's important to note that clients in some of these programs may not only attend just one of the programs, but possibly several of them. This is reflected in the "Persons Served Chart" below, which could indicate one individual in multiple programs, therefore being counted multiple times.



The Infant Development Program serves children from birth to 3 years of age. A breakdown of those ages is seen here in the chart on the left.

3. Effectiveness

Community Access Services:

Objective: Participate in one community improvement activity during 2021-2022.

Goal: Complete one community improvement activity.

Outcome: Goal met

In December 2021, the program made Care Kits. They were donated to MOUHSS (pronounced "Moose") which stands for Mobile Outreach Unit for Health and Support Services.

Fetal Alcohol Spectrum Disorder Keyworker Program:

Objective #1: Participants of FASD Keyworker trainings learn something new about FASD.

Goal: 3.5 average rating

Outcome: 5.0 average rating.

This goal was met. The average score given by participants who attended a training workshop was 5, on a scale of 1-5 (1 being the lowest, 5 being the highest).

Objective #2: Participants of the program feel supported by the Keyworker.

Goal: 3.5 average rating

Outcome: 5.0 average rating.

This goal was met. The average score given by parents on the Experience of Services Survey on a scale of 1-5 (1 being the lowest, 5 being the highest).

Objective #3: Caregivers feel reduced levels of stress after sessions with the Keyworker.

Goal: 3.5 average rating

Outcome: 4.6 average rating.

This goal was met. The average score given by parents on the Experience of Services Survey on a scale of 1-5 (1 being the lowest, 5 being the highest).

Objective #4: Participants of the program have increased knowledge about the nature of FASD.

Goal: 3.5 average rating

Outcome: 4.6 average rating.

This goal was met. The average score given by parents on the Experience of Services Survey on a scale of 1-5 (1 being the lowest, 5 being the highest).

Infant Development Program:

Objective #1: To promote maximum development through evidenced based interventions, consultations, and education.

Indicator #1: Staff have provided me with new skills and/or knowledge about my child's development.

Goal: 4.0 or higher

Outcome: 4.55

Indicator #2: The program has been effective for my child.

Goal: 4.0 or higher

Outcome: 4.43

This goal was met, with two indicators of how to measure accordingly.

Objective #2: To run an Infant Development group twice a week to meet the needs of families accessing services.

Goal: 3 to 5 children per group

Outcome: Partially met this goal.

There were no groups for most of the year due to COVID-19 restrictions and space limitations. The program was able to run an Infant Massage Group and a Circle of Security Group at the end of the year. The Infant Massage class was in person and the Circle of Security Group was via Zoom. This is an on-going goal in hopes of securing a space to provide in-person groups.

Supported Child Development Program:

Objective: Children and/or families and caregivers will gain skills, identified in their child's Individual Family Service Plan, that will result in the child becoming more independent within their respective child-care setting.

Goal: 90%

Outcome: 83%

Goal not met. 83% of children became more independent in their child-care settings. The program will continue with this goal of 90% on next year's Performance Measurement and Management Plan. It is realized that this can vary year to year based on individual children.

4. Efficiency

Community Access Services:

Objective: Maintain occupancy in program on Tuesday, Wednesday and Friday groups.

Goal: 90% occupancy

Outcome: Not completed.

There were too many factors that varied for this goal, which resulted in the number of participants attending the program on program days. This goal will be changed on next Performance Measurement and Management Plan, due to occupancy factors vary too much to achieve a realistic objective.

Fetal Alcohol Spectrum Disorder Keyworker Program:

Objective: Intake process document for Dogwood Administration support created and in use.

Goal: Document created and provided to Admin staff.

Outcome: In March 2022, the document was created and provided to the Admin staff, which is currently being used.

The goal was met.

Infant Development Program:

Objective: The program will continue to utilize the waitlist and caseload management procedures.

Goal: Waitlist and caseload management procedures applied, and documents updated ongoing.

Outcome: Waitlist and caseload management discussed monthly at IDP meetings and documents updated monthly.

This goal was met and will continue to be ongoing.

Supported Child Development Program:

Objective: Intake percentage of group intervention situations will be maintained.

Goal: 60%

Outcome: 43%

Goal not met. Group intervention has made it possible to address the needs of children waiting for service, enhance funding to groups of children and makes SCDP efficient financially. This year only 45% of our caseload shared interventions, but it was higher than last year at 40%. This year referrals continued and more situations that required 1:1 supported existed. The additional money that we received for support hours from MCFD, also provided the opportunity to provide more 1:1 support when necessary. With limited funding and continued need for service, we will continue to strive for 60% of group intervention situations for 2022-2023.

5. Service Access

Community Access Services:

Objective: Update all client/family forms to be fillable and include an electronic signature line.

Goal: 100%

Outcome: This goal was not completed.

Due to lack of software on the CAS computer and updating policy on electronic signatures, this goal was unable to be completed on this year's plan.

Fetal Alcohol Spectrum Disorder Keyworker Program:

Objective: Caregivers feel that they have access to the FASD Keyworker.

Goal: 3.5

Outcome: 5.0

This goal was met! The average score given by parents on the Experience of Services Survey on a scale of 1-5 (1 being the lowest, 5 being the highest).

Infant Development Program:

Objective: Children who are referred to the program are seen within 3 months of referral.

Goal: 100%

Outcome: 100%

This goal was met! The wait time for 2021 averaged at 5 weeks and 1 day. Clients seen after 3 months were exceptional circumstances that did not reflect the program's attempt to contact the family.

Supported Child Development Program:

Objective #1: Intake to the program will be completed within 1 month of receiving the referral.

Goal: 70%

Outcome: 97%

This goal was met!

Objective #2: Child care providers will have access to training and resources in promoting social/emotional skills for the children they work with.

Goal: 3 centers

Outcome: 3 centers

This goal was met!

6. Experience of Services

Community Access Services:

Objective: Increase family satisfaction survey returns.

Goal: 60%

Outcome: 21%

This goal was not met. Will return to sending paper surveys back home with clients, rather than electronically.

Fetal Alcohol Spectrum Disorder Keyworker Program:

Objective: Caregivers will be satisfied with services provided.

Goal: 4.0

Outcome: 5.0

This goal was met! The average score given by parents on the Experience of Services Survey on a scale of 1-5 (1 being the lowest, 5 being the highest).

Infant Development Program:

Objective #1: IDP consultants will continue to collaborate with community stakeholders.

Goal: 6 to 7 community stakeholders

Outcome: 14 community stakeholders

This goal was met! The stakeholders are ICDABC; Early Years; Early Years Council; Laichwiltach; Cari's Young Parents Program; Early Literacy; Gold River Hub; Sayward Hub; Sayward Steering Committee; Bear Essentials-Cheryl Jordan; Jordan's Principle; Campbell River Health Fair; Funding Allocation Committee-SCDP; Campbell River National Child Day

Objective #2: Explore possible funding sources to employ a group facilitator to run a play group at Dogwood Place.

Goal: Proposal completed

Outcome: Goal not met.

Will plan to continue advocating for this position and funding.

Supported Child Development Program:

Objective #1: Families will indicate satisfaction with SCDP services.

Goal: 100%

Outcome: 90%

This goal was not met. A survey was conducted using Survey Monkey with active SCDP families in March 2022, in which 26 out of 110 responded. The overall percentages from all the survey questions are as follows: 90% of families were satisfied, 6% neutral, and 4% dissatisfied. We always aim for 100% satisfaction but realize that such factors as lack of support dollars, or child-care spaces affect overall satisfaction.

Objective #2: Stakeholders will indicate satisfaction with SCDP services.

Goal: 100%

Outcome: 80%

This goal was not met. We surveyed the centers that currently have children supported within their center. Of the 13 centers, five responded. 80% of centers were satisfied with resources, training opportunities and consultation services, and 20% felt neutral about the program's services.

7. Improvement Plan

There were 9 objectives with goals set out in the Performance Measurement and Management Plan that were not met for the period April 2021 – March 2022. An action plan to remedy these goals for the following year are as follows:

Objective Domain	Program	Objective	Action Plan
Effectiveness	Infant Development Program	To run groups twice a week.	This goal was partially met, due to COVID-19. This is an on-going goal and hopefully we can secure a space to provide in-person groups.
	Supported Child Development Program	Children and/or families and caregivers will gain skills, identified in their child's Individual Family Service Plan, that will result in the child becoming more independent within their child care setting.	This will be an on-going goal in the new year. This varies year to year based on child's needs and development. Consultants will continue to provide support to aim for more independence.
Efficiency	Community Access Services	Maintain occupancy in program on Tuesday, Wednesday and Friday groups.	Will not continue with this goal on next plan. Occupancy has too many variables to achieve this goal.
	Supported Child Development Program	Intake percentage of group intervention situations will be maintained.	On-going goal. Will continue to examine current shared groups bi-annually. Will look at possible shared groupings as new funding is allocated.
Service Access	Community Access Services	Update all client/family forms to be fillable documents and include an electronic signature line.	Continue for 2022-2023. Will send documents to Admin to be updated.
Experience of Services	Community Access Services	Increase Experience of Services Survey returns.	Using Survey Monkey was not effective for our program. Will return to using paper surveys to send home with the clients.
	Infant Development Program	Explore possible funding sources to employ a group facilitator to run a play group at Dogwood Place.	Plan to continue advocating for this position and funding opportunities.
	Supported Child Development Program	Families will indicate satisfaction with SCDP services.	This is an on-going goal. Will continue to provide supportive services and will communicate with families that aims at higher satisfaction.
	Supported Child Development Program	Stakeholders will indicate satisfaction with SCDP services.	This is an on-going goal. Will continue to be supportive and develop relationships with centers that aims at higher satisfaction