



Infant Development Program Outcome Measurements, 2019

Survey participation is encouraged but optional. Families leaving services before the year end were provided a paper copy of the survey which was then placed in a sealed envelope and handed to their consultant to be returned to the main office. Families remaining on case load were presented with the option of a paper or electronic survey. The survey was anonymous, quick and gave families an opportunity to comment on their experiences.

To be considered successful, outcomes must show 80% plus as very satisfied/satisfied or agree.

2019 survey results

families on caseload	29		
# of survey's distributed	21	72%	(21 Clearwater and 8 Lillooet)
surveys answered	13	45%	
survey not completed	0	0%	
people unreachable	4	14%	
families on case load in 2019	15	52%	(8 Clearwater and 7 Lillooet)
# surveys used in calculations	13		

	very satisfied	satisfied	neutral	dis-satisfied	very dis-satisfied	TARGET
satisfaction						
1. quality of services provided by IDP consultant	13	0	0	0	0	
	100%	0%	0%	0%	0%	
2. support helped develop and maintain positive relationship with child	13	0	0		0	
	100%	0%	0%	0%	0%	

	yes	somewhat	no	not sure
accessibility				
3. parents aware of other services available to their child (community, agency, provincial)	13	0	0	0
	100%	8%	0%	0%
Achievement				
4. parents feel child made progress towards developmental goals	13	0	0	0
	100%	0%	0%	0%
5. parents feel they understand their child's development	13	0	0	0
	100%	0%	0%	0%
6. parents feel they can meet their child's needs	12	0	0	0
	92%	0%	0%	0%
efficiency				
# days between receiving the referral and making contact with the family	15	0		
	100%	0%		

Summary of debrief and action plan discussed with staff:

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This year services were provided to families in the Lillooet area for the first time and continued in The North Thompson Valley. The identical survey was used in both locations and results have been combined to reflect YCS IDP services as a whole.

Two changes in our survey this year were

1. Surveys were provided electronically, a method that was well received and will be employed in future years, or in our established paper version. No phone calls were made.
2. All families who accessed services, regardless of the length of their participation, were able to complete a survey if they chose

A continuing goal is to achieve a higher participation rate in survey completion.

Survey outcomes were 100% successful in every area.

Some comments made by families were;

“Terra was always professional with her meetings , interactions & services”

“always arrives on time and ready very informative”

“Tara was very thorough without being an alarmist”

“Very informative, if not sure does research and sends the info by mail or we discuss it in our visits”

“Terra is amazingly wonderful, I can't believe the difference we see in [REDACTED]. He has come so far, and we are thrilled.”

“Terra was able to provide exceptional support between myself, my child”

“Terra has helped me with lots of refreshing information as I haven't had a little one in some time”

“Ana does a fantastic job supporting my child, she always makes sure my child is comfortable with her presence, the activities, and knows what will happen next. She is proactive in finding materials that may be useful to my child and I as well”

“Amazing relationship with both my children. My 3 year old hit a potty milestone recently & she asked me to text Tara to tell her:)”

“We have had so much success and support, our (myself & my husbands) relationship with our son has greatly improved”

“Terra was able to make referrals for what my child needed”

“Thank you Terra! :)”

“I love all the suggestions and has been a great refresher”

“Thank you guys so much for all that you do!”

Susanne Butcher

Manager – Early Childhood Services