






Annual Summary Report – Infant Development Program

December 2023

As part of the Yellowhead Community Services performance measurement plan surveys were offered to families accessing the Infant Development Program during the year. Survey participation is encouraged; but is optional. The survey was electronic. Surveys were sent to families in November and December. The survey was anonymous, quick and gave families an opportunity to comment on their experiences. Going forward, a survey link will be sent out to families in June as well as November to increase response rate of return. To be considered successful, outcomes must show 80% positive; strongly agree or agree.

How We Did:

Objective	Indicator	Applied To (Target Group)	Time of Measure (Design)	Data Source (Tool or Instrument)	Obtained By (Design)	Goal	2023 Results
Satisfaction: Parents felt their consultant was friendly and approachable and that they worked together for the child.	Families strongly agree or agree with this statement	All clients in program	Annually	Family surveys	Program Manager	80%	 100%
Satisfaction: 2. Parents felt that their consultant helped them maintain a positive relationship with their child.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family surveys	Program Manager	80%	 100%
Accessibility: 3. Parents received information about other services they could access.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family surveys	Program Manager	80%	 100%
Effectiveness: 4. Parents felt their child made progress towards their goals.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family surveys	Program Manager	80%	 100%
Effectiveness: 6. Parents felt supported in the positive choices they made for their child.	Families strongly agree or agree with this statement	All clients in program.	Annually	Family surveys	Program Manager	80%	 100%

This year, the IDP Program met its target performance goals in all areas. with the exception of;

Some of the comments received from parents/caregivers were:

- [Staff Name] has been amazing, extremely helpful and knowledgeable on my concerns about baby
- Very knowledgeable
- Great tips on how to support [child]
- Has been explained so I can understand progress
- [Staff Name] has made me feel supported in my decision to raise my great grandson

Early Childhood Development Program Manager