








Annual Summary Report – Supported Child Development Program

December 2023

As part of the Yellowhead Community Services performance measurement plan, surveys were offered to families and child care programs accessing the Supported Child Development Program during the year. Families leaving services before the year end were provided with a link to the survey as part of their transition/exit from services process. All other families and child care providers received the electronic survey link later in the year. The survey was anonymous, quick and gave families and Program Managers an opportunity to comment on their experiences. A five-point scale (strongly agree to strongly disagree) was used to assess satisfaction regarding the service provided. Participation in the survey was voluntary and individuals had the option of remaining anonymous. 4 Parents/caregivers chose to complete surveys, all 5 child care programs provided responses.

How We Did:

Children and Family Survey:

Outcome area	TARGET
Satisfaction; 1. Parents felt involved in planning their child's goal	 100% families
Satisfaction; 2. Parents felt their child's experience in the program was better because of supports provided by the SCDP	 100% families
Accessibility; 3. Parents felt the consultant provided information and resources that were easy to understand	 75% families
Accessibility; 4. Parents felt their child received supports soon after they made a request for services.	 100% families
Effectiveness; 5. Parents felt their child was welcomed and included in their program	 75% families
Effectiveness; 6. Parents felt their child made progress towards their goals	 100% families
Efficiency: Number of days until contact was made with family after receiving the referral	 100% families

Childcare Provider Survey:

<u>Outcome area</u>	<u>TARGET</u>
Satisfaction; 1. Staff felt involved in planning the child's goal	 100% programs
Satisfaction; 2. The child's experience in the program was better because of supports provided by the SCDP	 100% programs
Accessibility; 3. Staff felt the consultant provided information and resources that were easy to understand	 100% programs
Accessibility; 4. Staff felt the child received supports soon after they made a request for services.	 100% programs
Effectiveness; 5. Staff felt the child was welcomed and included in the program	 100% programs
Effectiveness; 6. Staff felt the child made progress towards their goals	 100% programs
Efficiency: Number of days until contact was made with family after receiving the referral	 100% programs

This year, the SCD Program met its target performance goals with the exception of;

- a. Parents felt the consultant provided information and resources that were easy to understand,
- b. Parents felt their child was welcomed and included in their program.

Some of the comments received from parents/caregivers and childcare staff were:

- "I believe all of the targeted goals that were set for my child have been met, to the point where he needs little assistance and /or support. His progress has shown with everyone working together and making consistent with him! Thank you."
- "[Staff Name] is extremely collaborative when supporting children, families and staff"

Early Childhood Development Program Manager