

## Supports & Networking for Adoption and Permanency Planning Performance Measurement Framework

As of March 31<sup>st</sup> 2021

Objective	Indicator	Who Applied to	Time of Measure	Data Source	Obtained By	Performance Goal
<b>Client Impact Measures (Effectiveness)</b>						
<b>Supported through transitions</b>	% of children that indicate that they felt supported through the adoption process (answered yes) at exit... Or, Children who indicate they feel supported and helped by their SNAPP worker as they work together (answered yes) on the satisfaction survey	All children exiting service Or children receiving services for 6 or more months	At exit for "Exit Survey" or Annually for "Satisfaction Survey"	Exit Survey (question #1) Or Satisfaction Survey (question #6)	Staff	95% <b>100%</b> (31 children)
<b>Know more about my family, why I'm in care and what adoption is</b>	% of children that indicate that they know more about their family	All children exiting service Or children receiving services for 6 or more months	At exit for "Exit Survey" or Annually for "Satisfaction Survey"	Exit Survey & Satisfaction Survey (question #2)	Staff	95% <b>98%</b> (31 children)
	% of children that indicate that they know why they are in care	All children exiting service Or children receiving services for 6 or more months	At exit for "Exit Survey" or Annually for "Satisfaction Survey"	Exit Survey & Satisfaction Survey (question #3)	Staff	95% <b>99%</b> (31 children)
	% of children that indicate that they know what adoption is.	All children exiting service	At exit from service	Exit Survey (question #4)	Staff	95% <b>99%</b> (4 children)

Date Implemented:	Date Revised:	Policy Approved By:
November 2012	May 2020	E. Boelcke

<b>Management Measures - Efficiency</b>						
<b>Maximize direct service hours</b>	% of all hours that are direct client service	All service hours	Monthly	Program tracking data	Program staff	70% <b>73%</b> <i>(both regions combined)</i>
<b>Management Measures – Service Access</b>						
<b>Minimize time from referral to first contact</b>	Average number of days from referral to first contact	All new referrals	At time of first contact	Program tracking data	Program Staff	Less than 1 month 90% <b>94%</b> <i>(49 new cases)</i>
<b>Service Quality Measures (Feedback/Satisfaction)</b>						
<b>Children will report being treated with respect and consideration</b>	% of children reporting being treated with respect and consideration	All children exiting service Or children receiving services for 6 or more months	At exit for “Exit Survey” or Annually for “Satisfaction Survey”	Exit Survey, Question & Satisfaction Survey (question #5)	Program Staff	95% <b>100%</b> <i>(31 children)</i>

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<b><i>MCFD Staff will report being satisfied with the responsiveness of program staff</i></b>	% of MCFD staff reporting being satisfied with the responsiveness of program staff	All MCFD staff responding to the annual stakeholder survey	Annually	Stakeholder Survey, Questions	Program Staff	95% <b>100%</b> (22 surveys)
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**ACTUAL Dates:**

From: April 1<sup>st</sup>, 2020 to: March 31<sup>st</sup>, 2021

**Discussion & Action Plan (including Extenuating/Influencing Factors)**

**Effectiveness** – Working with children during a very unstable transitioning time it is essential that staff is viewed as supportive. Further, children need to be given a voice and given information about their family and about the adoption process. – All of our survey numbers met our targets this year, indicating that the children and youth we served felt that a high degree of support was provided. We were also able to utilize a high number of our ‘Child Satisfaction Surveys’ this year. There were fewer exit surveys as there were not as many children exiting service by the end of the fiscal this year. Many who had been placed were still receiving post-placement services. There were also several children who had ben transitioned but who were too young to be surveyed.

**Efficiency** - Service hours/units are continuing to slightly exceed our goal for this 12-month reporting period at **73%**.

**Service Access** – Providing responsive and timely service is essential to serving our participants well. – In this past fiscal we have done our best to see that all new participants have first contact within 30 days of the first permanency planning meeting, despite challenges around COVID restrictions. During this reporting period we had 49 new referrals of children altogether in the two regions. Our target was more than met at **94% out of 90%** of our new referrals being seen within one month from our first permanency planning meeting. The reasons for any delays were: COVID related technology issues or COVID related issues around access to meeting children.

**Service Quality Measure** – It is a key focus to be respectful, considerate and responsive to all our participants and stakeholders. This measure shows us whether our participants and stakeholders perceive us as so. This fiscal we did not quite meet our target goal of **95% and instead came in at 93% on the combined scores** from our stakeholders. It is encouraging to note that survey results from our MCFD Stakeholders were once again overall positive, with all indicating that they would recommend this service. However, in order to fully meet our target next year, there were a couple observations of themes that came through the surveys. One area to note was that over half of those surveyed answered agree vs strongly agree when asked whether our eligibility criteria is easily accessible. This may be partly due to lack of in -person access to staff because of working from home but may indicate that we need to look at how we provide information around eligibility criteria, i.e. providing more on-line information. Another finding that generated a few more agrees vs strongly agrees and a handful of undecideds was, ” SNAPP provides services that are culturally sensitive.” There has been a higher degree of motivation from MCFD this year to ask

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SNAPP to provide cultural information for children who are non-indigenous for their Lifebooks. While this has been a value of SNAPP's, this may indicate that there is more awareness in general around cultural significance and that the bar is being raised in MCFD. This is something that SNAPP welcomes and we welcome the opportunity work to meet the bar. We will also continue to work with Circle 5, which is the indigenous office in the South Fraser and with indigenous workers in the Okanagan to make sure we are continuing to do our work in a culturally sensitive and knowledgeable way.

**Some positive survey comments around what was most helpful:** SNAPP workers provide an amazing service that is culturally sensitive, work well as team members and accessible for feedback or suggestions. The SNAPP program enhanced my work as a clinician; appreciation for hands on in getting a transition plan together; excellent support in challenging transition, super flexible in accommodating all parties; working collaboratively; accessible as workers are on site; always willing to be creative to find ways to provide the best service for the children they serve; willingness to go “over and above” in offering help; consistency in seeing children; Lifebook work; the open communication and knowledge base; frequent updates allow workers to case manage the file and planning– Some themes were repeated

**What could we have done differently?** Some teams are requesting more training for their staff from SNAPP, particularly for resource social workers and family service teams. SNAPP is also being invited to increase our work with indigenous family members and connection with elders that support MCFD teams, particularly in the South Fraser.

	Strategies/Activities/Tasks	Responsibility		Timeline
1	Seek opportunities to do training around the work of SNAPP with MCFD resources teams and family service teams.	Nancy Kilbrei		Ongoing through fiscal – target 2 trainings by end of fiscal <b>Not Accomplished due to COVID restrictions but dialogue started in early new fiscal</b>
2	Begin more systematic reporting to guardianship workers	Nancy Kilbrei and SNAPP Staff		By October 2020 - <b>Accomplished - launched Sept 2020– monthly reports with</b>

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				contact logs to GSW's
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	Strategies/Activities/Tasks	Responsibility	Timeline
3.	Enhanced involvement with indigenous families and elders in South Fraser	Nancy Kilbrei	Ongoing and in partnership with Circle 5 MCFD teams. Progress reported in next fiscal – Little progress due to pandemic restrictions but ideas generated around including elders' teachings in SNAPP meetings in new fiscal

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