

**Annual Outcomes Management Report**  
**April 1, 2008 – March 31, 2009**  
**Behavioural Support Services – Lower Mainland**  
*An Aggregate Report Summarizing Four Areas Served:*  
*Simon Fraser, Vancouver Coastal, Upper Fraser and Surrey Delta Richmond*

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**A. Program Description**

Gateway Society, Behavioural Support Services Lower Mainland offers positive, proactive, behavioural support programs to families whose children and adolescents have a diagnosis with an Autism Spectrum Disorder (ASD) and/or the following associated disorders:

- Autism
- Developmental Disability with Autistic characteristics and/or Behavioural challenges
- Asperger's Syndrome
- Pervasive Developmental Disorder – Not Otherwise Specified
- Fragile X Syndrome
- Rett Syndrome
- Mucopolysaccharidoses
- Tuberous Sclerosis
- Phenylketonuria
- Congenital Rubella Syndrome
- Cornelia de Lange Syndrome
- Lesch-Nyhan Syndrome
- Childhood Disintegrative Disorder

and who are between the ages of 6 and 19. Gateway Society's BSS program provides services to families at no cost to the family. The Gateway Society BSS program is primarily funded by Community Living British Columbia (CLBC).

Based upon best practices and a person-centered planning process, the BSS program is a family centered service mandated to assist in enhancing the lives of the child/ren and their family. The BSS consultants design, monitor and evaluate individualized proactive strategies working collaboratively with all team members. The primary objective of the BSS program is to enhance the individual's quality of life through communication training, sensory integration, skill training, community inclusion, and the systematic use of positive behavioural intervention. Based on parent's goals, the Behaviour Consultants design, monitor and evaluate individualized program plans that are specific to each child and their needs.

Outcomes involve the behavioural consultants working as part of a multidisciplinary team, utilizing best practices and their best efforts to achieve the following desired outcomes:

- The child/youth will live in his/her own home community.
- Medical and sensory needs will be identified and addressed.
- The family and child/youth's support team will understand and use behavioural strategies consistently as identified within the individual's action plan.

- The child/youth will increase adaptive behaviours and decrease maladaptive behaviours as identified within the action plan.
- The child/youth will increase skills of independence i.e. communication, self help skills, as identified in the action plan.
- The child/youth's and family's confidence in their ability to respond successfully to future challenges will increase.

The BSS Program in the Lower Mainland operates out of Ladner, B.C. and serves children and families in the South Fraser region (Surrey/Delta/Richmond); Vancouver Coastal; Simon Fraser (Coquitlam, Port Coquitlam, Port Moody, Maple Ridge, Burnaby, New Westminster); and Upper Fraser Region (Langley, Aldergrove, Abbotsford).

## **B. Discussion of Outcome Indicators**

See Attached Table.

Gateway Society measures the outcomes of its service delivery through the outcome indicators of effectiveness, efficiency, service access and satisfaction. Through the review of these outcome indicators, Gateway Society is able to identify areas of success as well as areas needing improvement, and take action to improve the services delivered.

The BSS Lower Mainland team measures service effectiveness through the direct intervention data taken by parents, caregivers and the consultants. This data includes, for example, pre and post skills tests, behavior frequency data, and intervention plan implementation data. Effectiveness indicators have shown that 86% of the clients served have improved in their adaptive skills; 88% have improved or maintained their behavioural goals; 87% have maintained or improved their communication skills; and 85% have maintained or improved their social skills. There are many factors that can affect a child's improvement, including their family structure, environmental conditions, and the resources available to the family. The consultants work with the family to not only teach skills, but also to improve environmental conditions, and the resources available to the family. This information, new skills and supports aid in decreasing the stress and workload for the family and allow them to work more effectively with their child.

The BSS Lower Mainland team measures program efficiency by comparing the services delivered to the resources required to deliver that service. The goal for program efficiency is to provide better service with the same or less resources. The program efficiency measures have shown that the BSS Lower Mainland program has served more than the allocated number of hours during the 2008/2009 fiscal year in all regions. As of March 31, 2009, the total year to date expenses of the BSS Lower Mainland program was at a \$38,274 surplus.

- In the **Surrey, Delta and Richmond Region** BSS Lower Mainland was allocated 1234.56 hours and served 1444 hours. The total contract value was \$76,469 with a surplus of \$6889.72.
- In the **Simon Fraser Region** BSS Lower Mainland was allocated 2598 hours and served 2890.5 hours. The total contract value was \$160,999.92 with a surplus of \$14,926.
- In the **Upper Fraser Region** BSS Lower Mainland was allocated 1183.20 hours and served 1387 hours. The total contract value was \$73,200 with a surplus of \$6889.32.
- In the **Vancouver Coastal Region** BSS Lower Mainland was allocated 1646.64 hours and served 1656.25 hours. The total contract value was \$101,958.84 with a surplus of \$9568.50.

These surpluses can be accounted for by the efficiencies of the BSS Lower Mainland staff ensuring that increased travel costs, due to increase costs of fuel, did not impact the budget, while meeting service deliverables and providing a high quality of service to the families. Consultants increased the efficiencies of their service so as to not require extra travel or excessive overtime hours. As this was the first year for separating out the contracts between regions and we needed the year to run through the

budget, the agency supported BSS Lower Mainland by underwriting market value rent, utilities and other facility costs. Additionally, stationery, telephone, library and materials costs were also subsidized.

The BSS Lower Mainland team measures service access by comparing the number of referrals, the number of families exiting service and the length of time families wait on the waitlist. The goal for service access is to increase the number of families served and decrease the length of time the families are on the waitlist. The BSS program started with 50 families in April 2008. Throughout the course of the fiscal year the program discharged 35 clients/families and added 39 clients/families to the service. In addition, any barriers to service are identified and strategies implemented to reduce service barriers.

Service access indicators have shown that over this reporting period, 66% of the clients accessing service had a diagnosis within the PDD category and a total of 59% of the clients had another diagnosis with or without a diagnosis of PDD. Additional diagnoses included Seizure Disorder, Developmental Delay, Expressive/Receptive Language Disorder, FAS, Severe Language Disorder, Developmental Coordination Disorder, Dyspraxia, Anxiety Disorder, Epilepsy, Attention Deficit Hyperactivity Disorder, DeGeorge Syndrome, Fragile X Syndrome, Tuberous Sclerosis, Rheumatoid Arthritis, Post Traumatic Stress Disorder, Oppositional Defiant Disorder, Down Syndrome, Schizophrenia, Psychosis, ODHU Syndrome, Angelman Syndrome, Neurofibromatosis, Traumatic Brain Injury, Stroke, Obsessive Compulsive Disorder, Klienfelter's Syndrome and CHARGE Syndrome.

The BSS Lower Mainland team measure service satisfaction through the use of satisfaction surveys. Satisfaction surveys are sent out, twice yearly, to families receiving BSS In Home Consultation. These surveys help to identify the areas that the families feel service is being successful as well as identify areas that may need improvement. Satisfaction indicators have shown that all of the families (100%) receiving behavioural support in the regions served, who responded to the survey, feel that the service is meeting their needs and 50% of those families indicated that the service was surpassing their expectations. Additionally, 100% of the families surveyed indicated that their family received information about best practices and that their consultant was following best practices. 100% indicate the reports accurately describe the goals for their son/daughter in a clear and accurate manner; 100% are satisfied that the strategies, training and demonstrations provided by the consultant satisfy their needs; and 100% felt that their child was benefitting from the program and were also satisfied with the level of communication with the Behaviour Consultant. As there was no average wait time for families who responded to this item on the survey – waitlists ranged from “minimal to 2 years”. 100% said they would recommend BSS to others.

### **C. Successes Over the Last Fiscal Year**

Gateway Society strongly believes that in order to fully enhance the life of a person with Autism, that person must be integrated into their community. Person centered planning and early behavioural interventions can successfully remove barriers to inclusion. These efforts to remove barriers to inclusion as well as successes in community integration are illustrated through the examples below:

- With the help of their Behavioural Consultant a family received a grant totaling approximately \$19,000.00 through Giving in Action to make renovations in the home to facilitate toilet training, independence bathing and showering, limit access to the kitchen, food and kitchen tools that might cause injury and additional door/gates in the home to limit access to areas that possessed a degree of danger if left unsupervised.
- A little girl who was only attending school last year for 2 hour blocks per day has successfully integrated into her grade 3 classroom, with the support of a full time aide. As well, the PECS program was introduced last year and she quickly acquired phase 3 and her verbal speech is also emerging. Through the use of visual supports she is increasing her level of independence

during life skills task such as getting dressed and toileting. The family has been instrumental in following through with all the recommendations made by the consultant and they have expressed that their confidence and knowledge in understanding positive behaviour strategies has provided their daughter the opportunity to achieve significant growth in her communication skills, life skills and social skills. There has also been a significant noticeable decrease in her maladaptive behaviour. All of her successes have made a positive impact on the overall family dynamics.

- One family's son had recently transferred to middle school. He was quiet and for the most part, tended to keep to himself. After putting together a program, their son learned to use visual supports to help with hygiene skills. Their son also reported that school was going well and he was able to initiate conversations with his peers and make new friends.
- When services began with a family, their son was exhibiting extreme aggressive behaviours in the home. After many months of trying to pin-point the triggers of his aggression the Behaviour Consultant suggested that the family review his medication with his doctor. Based on recent review, his medication was changed and his aggressive behaviours in the home have significantly decreased. During a recent visit, the young man was smiling. A visual schedule was also created for the young man to follow every week. This has helped to decrease his anxiety about what is happening during the week and helps to organize his day. The young man asks his mom to do his schedule with him; the visual schedule has been a huge success within the home.
- A family whose son had no social network and was frequently anxious in social settings, joined and continued with a youth leadership program funded through the YMCA. He has since developed numerous friendships and matured significantly in his social skills and, in particular, improved how he interacts and relates with his parents.
- When the consultant first started working with the family, their son had been attending classes' part time. His anxieties were so severe that he eventually stopped going to school for several months. A program was implemented to help establish daily routines and used plenty of visual supports. The young man eventually transferred to a private school after 4 months of not attending classes. The first week of school was a success. He told his mother that he finally felt like the other kids and he no longer felt that he was different. He now regularly attends classes' part time and he takes an active role in deciding what programs and strategies would work best for him.
- A low tech communication system was implemented for a family whose non-verbal teenage daughter had never received a formal system for communicating in the family home.
- A young man was having frequent outbursts which would escalate as he had no way to calm down. A visual Calm Down Procedure (CDP) was implemented and practiced with the young man. The CDP has helped to reduce major outbursts by giving the young man a way to regulate his anxiety before it escalates out of control. The entire family, including his younger sister, has adopted this method to help this young man. As an example of how well this works for the young man and his family occurred just weeks ago. The young man was walking home from school when he started to have anxiety about something that had occurred at school earlier that day. He called his mom in tears and she told him to sit down on the grass and she started to verbally prompt him to do the CDP; however his cell phone died. The mother panicked and phoned his sister, who ran to where her brother was. Luckily she had memorized the CDP (this was a major surprise to her mom) and she was able to calm her brother down and they walked

home together. The entire family has taken an active role in helping this family member, who has had major improvements so far this service year.

#### **D. Extenuating/Influencing Factors**

There were no negative extenuating factors for this year. The breaking out of the contract into separate areas resulted in a more personalized communication with the individual regions.

#### **E. Update and Goals for this Fiscal Year 2009/2010**

The separation of the BSS contracts at the beginning of the last fiscal year has been a positive change allowing for more efficient service to each region. This year BSS Lower Mainland will continue to work with CLBC to develop more efficient methods of delivering service to more families especially those on waitlists.

The BSS Lower Mainland team has developed a family training curriculum and put in place an effective training team to present the curriculum throughout the lower mainland. Based on feedback provided by families and other workshop attendees courses have been streamlined and divided into modules to allow participants to better process the information. Two modules have been completed and other modules are in development. The courses are now offered in the evenings and on weekends to accommodate the schedules of families. BSS Lower Mainland will also be working with CLBC and agencies from other regions to provide training locally for busy families and caregivers.

Overall, the BSS Lower Mainland team, as with all Gateway Society programs, will continue to refine and improve practices in accordance with the principles of continuous quality improvement and person centered planning. This improvement includes looking at aligning practice and procedures with the new CARF standards and the new children's autism standards. The team will also be looking at the development of plain language and other instructive materials for families which will better assist families to understand the assessments and reports families receive.

#### **F. Conclusion**

The BSS Lower Mainland program continues to report positive client and program effectiveness, efficiency, service access and satisfaction results. Each year, the society attempts to negotiate with funders for increased funding of this program so that more eligible clients can obtain service, as well as to increase service effectiveness and efficiency. Gateway Society will continue to work with CLBC and other service providers in the region, in order to provide the best possible service to families. Gateway Society will also continue to explore, with CLBC, new and creative ways to better serve the families currently receiving the service and to find ways to support the families who are awaiting service.

## Outcome Indicators for Behavioural Support Services – Lower Mainland

**Goal #1: EFFECTIVENESS – BSS-Lower Mainland will demonstrate effectiveness in programs and services for the period.**

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Maximize percentage clients retaining and improving adaptive skills	Percentage of clients who achieved this objective.	All clients working on this skill in program	Semiannually and reported annually	Initial report, Progress notes, quarterly reports	Coordinator	75%	86%	+11%
Maximize percentage of clients meeting target behaviour goals.	Percentage of clients who achieved this objective.	All clients working on this skill in program	Semiannually and reported annually	Initial report, Progress notes, quarterly reports	Coordinator	75%	88%	+13%
Maximize percentage clients retaining and improving communication skills	Percentage of clients who achieved this objective.	All clients working on this skill in program	Semiannually and reported annually	Progress notes, quarterly reports	Coordinator	75%	87%	+12%
Maximize percentage clients retaining and improving social skills	Percentage of clients who achieved this objective.	All clients working on this skill in program	Semiannually and reported annually	Progress notes, quarterly reports	Coordinator	75%	84%	+9%

**Goal #1: Comments/Extenuating/Influencing Circumstances:**

During the service year many factors can influence a child's success in achieving the service goals. Each family completes a Family Needs Analysis to prioritize goals and objectives for the service period. Some families may not choose to work on all of the above objectives during a service period.

**Goal #2: EFFICIENCIES – The BSS-Lower Mainland program will run efficiently in all areas related to the new financial regional contracts and the service delivery hours respectively.**

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Service(s) delivered within total budget.	Annual Budget	BSS Program only	Semiannually and reported annually	Annual budget, monthly updates	Coordinator	\$412,856	\$374,581	\$38,274 surplus
Utilization of total funded service hours within program	# of funded families, and # of families served	BSS Program only	Semiannually and reported annually	Current participant list, client files, monthly reports, reports to funder	Coordinator	6662.40 hours	7377.75 hours	+715.35

Goal #2: Comments/Extenuating/Influencing Circumstances:

Successes in meeting efficiency goals can be attributed to the BSS Lower Mainland staff's positive attitude toward providing the highest quality service in the most efficient manner possible. The BSS Lower Mainland consultants and administration staff are all very positive and professional. They respect the current financial trends that Gateway has to work within and work hard to ensure the programs are run efficiently.

<b>Goal #3: SERVICE ACCESS – To maximize use of behaviour support training and services by families accessing Behaviour Support Services</b>								
<b>Objective</b>	<b>Measures</b>	<b>Applied To</b>	<b>Time of Measure</b>	<b>Data Source</b>	<b>Obtained By</b>	<b>Goal</b>	<b>Outcome</b>	<b>Variance</b>
% of clients in program with a diagnosis within Pervasive Developmental Disorders (PDD) diagnostic classification	Diagnosis	All clients in the program	Semiannually and reported annually	Intake information, assessments, demographic sheets.	Coordinator	n/a	66%	n/a
% of clients in program with Diagnosis other than PDD.	Diagnosis	All clients in the program	Semiannually and reported annually	Intake information, assessments, demographic sheet.	Coordinator	n/a	24%	n/a
# of clients in program with PDD and additional diagnosis	Diagnosis	All clients in the program	Semiannually and reported annually	Intake information, assessments, demographic sheet.	Coordinator	n/a	34%	n/a
# of individuals entering service	Total number of clients who were included in this service during report period.	BSS Program only	Semiannually and reported annually	Files, demographics, correspondence	Coordinator	n/a	36	n/a
# of discharges	Total number of clients who left this service during report period.	BSS Program only	Semiannually and reported annually	Discharge plan, correspondence, file notes.	Coordinator	n/a	38	n/a

<p>A) Provide an opportunity for adults with autism, their families, persons on the waitlist, and stakeholders to find out about autism, advocacy, and safe management of challenging behaviours associated with autism.</p>	<p>Number of families, stakeholders and funders who utilized the training opportunities presented by the Society during the reporting period.</p>	<p>Society</p>	<p>Semiannually and reported on annually.</p>	<p>Training or Session registration forms.</p>	<p>Trainer / Session Organizer.</p>	<p>3 sessions</p>	<p>13 sessions</p>	<p>+334%</p>
<p>B) On October 9, 2008 Gateway Society presented the Crisis Prevention Institute’s premier of AUTISM MATTERS. A 4 hour seminar is valuable to anyone who may have occasional encounters with individuals with autism spectrum. The seminar offers strategies and practical information that can be put to use immediately. Wide public advertising occurred</p>	<p>Provide at least one training/advocacy session per year to parents of person served and of those waitlisted for service.</p>	<p>Society</p>	<p>Semiannually and reported on annually.</p>	<p>Training or Session registration forms.</p>	<p>Trainer / Session Organizer</p>	<p>12 participants</p>	<p>20 participants</p>	<p>+60%</p>

<p>for the event. It was not charge and fully financed by Gateway Society so a financial barrier was removed. The invitation was extended to anyone who may have contact with individuals with autism including: educators, public service employees, professionals, community members, current and potential employers that offer opportunities for people with autism. Participants will learn practical information to aid in recognition, communication and response strategies. This program is being premiered only at 6 International sites in 2008. The seminar ran from 4 – 8 pm on October 9, 2008 in Gateway's Training Room.</p>								
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Goal #3: Comments/Extenuating/Influencing Circumstances: Behaviour Support Services provides all of its training courses at the main office in Delta, BC. Many families are unable to travel to Delta to complete these courses. Currently, Behaviour Support Services is in discussions with other regions to find venues to provide training to those who have difficulty travelling or accessing child care.

**Goal #4: SATISFACTION – Persons served, funders and other stakeholders show high satisfaction with the level of service of the Behaviour Support Services – Lower Mainland program**

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Maximize % of families indicating the service is meeting/exceeding their expectations	Percentage of answers indicated on Satisfaction Surveys.	All families of clients receiving this type of service.	Semiannually and reported annually	Satisfaction Survey Summaries	Coordinator	85%	100%	+15%
Maximize % of families who are satisfied with the strategies they are receiving	Percentage of answers indicated on Client Satisfaction Surveys.	All families receiving this type of service.	Semiannually and reported annually	Satisfaction Survey Summaries	Coordinator	85%	100%	+15%

Goal #4: Comments/Extenuating/Influencing Circumstances: As with other Gateway programs, survey return percentages are a challenge. This year BSS Lower Mainland utilized telephone surveys with indication of positive results. Other methods of survey completion are being investigated including internet as consideration for future surveys.