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Annual Information Measurement and Outcomes Management Report April 1, 2008 – March 31, 2009

Behavioural Support Services - North

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A. Program Description

Gateway Society, Behavioural Support Services (BSS) offers positive, proactive, behavioural support programs to families whose children and adolescents have a diagnosis of 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 at no cost to the families. The Gateway Society BSS program is primarily funded by Community Living British Columbia (CLBC) and MCFD (Ministry for Children and Family Development) through 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. Behavioural Consultants, based on parent's goals, 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.

In Northern BC, Behavioural Support Services are provided throughout the northern region of the province (Quesnel north to Yukon boundary, Queen Charlotte Islands to Alberta boundary), based out of Prince George, with satellite offices in Terrace and Fort St. John. Referrals to the program are made through the family's CLBC facilitator. The waitlist is managed jointly with CLBC.

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 North 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, behaviour frequency data, and intervention plan implementation data. Effectiveness indicators have shown that 100% of the clients served have improved their adaptive skills; 91% have improved or maintained their behavioural goals; 95% have maintained or improved their communication skills; and 95% have maintained or improved their social skills. 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 North 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 North program has served 100% of the allocated families within and even below budget, during the 2008/2009 fiscal year. As of March 31, 2009, the total year to date expenses of the BSS north program was at a \$38,183.00 surplus. This can be attributed to the efficiencies of the BSS North 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 overnight stays. The BSS staff also increased the efficiencies of the office by taking advantage of new technological opportunities. For example, the BSS North team saved on long distance costs by holding meetings and teleconferences via internet web conference. The BSS North office has taken on a large recycling program which has increased the efficiency of the Northern office by decreasing paper waste and other recyclable materials, allowing the office to save money on supplies.

The BSS North team measures service access by comparing the number of referrals, the number of families exiting service and the length of time families are 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. In addition, any barriers are identified and strategies implemented to reduce service barriers. Service access indicators have shown that over this reporting period, all of the clients accessing service had a diagnosis within the PDD category. A total of 41% of the clients had additional diagnosis including Seizure Disorder, Verbal Dyspraxia, ADD, ADHD, Ataxia, FASD, and Charge Syndrome. A total of 5 new children/families entered the BSS program while 21 families left the program. A total of 18 other families accessed the waitlist and/or follow-up consultation component of service, down from 23 in the previous reporting period, which can be accounted for by several factors. For example, the recent change in the intervention plan format now allows families to better follow through with their intervention plans after their In Home Consultation is completed. The BSS final report has also started to incorporate more of a transition focus, outlining what resources are available to help the family transition their child into adulthood after services. Changing weather conditions over the last reporting period may also have had an influence on parent's access to consultation appointments as families may have been less willing to travel to the BSS office during the winter. Further promotion of consultation appointments through alternative media (such as telephone and web video conference) may help to improve consultation access over the next fiscal year.

The BSS north 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 of service families feel is 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 north, 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.

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, as illustrated through the examples below:

- One client, who we have been following for a few years, and who has recently turned 19, has successfully transitioned into the Art Institute of Vancouver. This client entered the BSS service in Terrace early in high school and was having difficulty socializing, organizing herself and completing tasks. Therefore, she did not have friends and she was having difficulty succeeding at school. She now lives in the lower mainland, regularly attends all of her classes, uses public transit extensively, lives in an apartment with a roommate and has a circle of friends from the school. On a recent follow up visit with the client, she stated that she is really happy with where she is at in her life right now. She regularly advocates for her needs with the AIV student counselor and would like to get a part time job while going to school.
- A young man, supported by the BSS consultant in Terrace, has earned a first place finish in the annual MusicFest. This client plays the violin (self taught), baritone and is beginning to learn the trumpet. He went on his first trip to the National MusicFest competition in Ontario with his Jr High School band where he participated in concert and jazz bands. The client was being billeted in another family's home while there. The client's family, with support from their BSS consultant, was successful in providing their child with information to lessen his anxiety about being billeted to the point where he was able to participate with the rest of his peers. The family also took the initiative to educate specific band members and have them as peer support for their child during the trip.

- One of our former clients, a 20 year old female from the Prince George area, has successfully moved to Langley to live on her own. When this client first entered the BSS program, back in early high school, she was socially isolated, had difficulty succeeding at school, experienced high levels of anxiety and presented with quite severe self injurious behaviours. She has now completed her welding ticket, while working part time at Save On foods. She also obtained her driver's license and bought a car. She has a small circle of friends that she interacts with on a regular basis.
- Another former client, who is also 20 years old from Prince George, is successfully attending his 2nd year of university in Prince George. When this young man was working his way through high school, he was completely socially isolated, studying maps in his basement. He was also having difficulties with organization and motivation. He was very intelligent, but was not interested in completing his school work. He now has a part time job and he has his driver's license. He has developed greater independence since leaving high school. He will also do social activities with his peers, which is a huge achievement for him.
- As the focus of the BSS program is teaching the caregivers of children with ASD the skills they require, one of our greatest success stories has been one of the older siblings of two of our clients. This sibling has observed many years of having a BSS consultant in his home working with him and his parents. This sibling has now helped create charts and visual lists, at home, to make the house more functional for his two younger siblings with Autism. He has also been instrumental in teaching them some of the valuable life skills that they will need in the future, for example, how to put things away, how to wash dishes, etc.
- One other client in the BSS North program was having problems in school that were being carried over into the home. The youth was acting out, and had suicidal talk. A careful Functional Analysis showed that the level of expectation at the school was too high academically as well as socially and emotionally. Since he seemed to hold it together at school they did not see what was happening at home. At home his parents did not understand what was going on because there was no talk about school. His invisible challenges became a downward spiral between school and home. After having a few team meetings and describing the challenges to everyone, the school decreased their expectations to a more achievable level and the behaviours decreased at home.

D. Extenuating/Influencing Factors

Several factors can affect the gathering of service outcome data. Of the most influential is the accuracy and consistency that families are able to compile the data required to determine the effectiveness of services. As consultants are only in the home for short periods of time, they are required to rely on the parents (or other caregivers) to collect data. For many families, the collection of data can be overwhelming and add to the burden and stress that they are already experiencing. Consequently, collection of accurate and consistent data is sometimes difficult. Data collection is being improved through the development of more family friendly and accurate measures. Consultants also take intermittent data during visits throughout the year, as needed. In addition, more pre/post test assessments are being used to determine the changes in the child over the service year.

Another factor that has a large influence on service delivery is the geographical region that is being served. BSS North serves families throughout the top 1/3 of the province, visiting families in many remote and isolated locations. The long winter season in the north can have a direct impact on families' service due to poor traveling conditions. The BSS team compensates for these conditions by increasing telephone, and where possible, video conferencing with families to ensure that service hours are not lost.

E. Update on last year's goals

The improvement goal of the BSS North program for the last fiscal year had been to continue to improve the quality and success of service by continuing to improve the outcome development and measures for family specific goals, as illustrated in the 2008 CARF standards. Service goals, in the BSS program, are identified by the family and directed by the progress that the children attain. One of the largest hurdles faced by the BSS program is the adaptation of outcome measures to allow for parents to participate in the collection of data. BSS staff has worked hard to create and modify data collection tools to better suit the BSS service as well as the lives of the families. The result has been the implementation of several S.M.A.R.T (Specific, Measurable, Attainable, Realistic, Time based) measures that are helping to ensure that families are receiving a very thorough and efficient assessment, and provide for very clear and realistic measures of the success in achieving the identified outcomes, in a manner that is realistic for families to participate in. These measures include the modification of the BSS Intervention plan format and data sheets, skill pre/post tests, task specific data and an increase in the data taken by the consultant as opposed to the family, where necessary.

F. Goals for next Fiscal Year 2009/2010

The new goal for the next fiscal year will involve bringing training back to the families in the north. The BSS Lower Mainland team has developed a family training curriculum and an effective training team to present the curriculum throughout the lower mainland. Over the next year, the BSS North program will work with other Gateway Society programs to bring the training curriculum to the north and establish a Gateway training team that is able to provide the training throughout the northern region. Providing this training will not only improve parents' and professionals' skills in working with individuals with Autism, it will also better prepare families for the BSS service, thus making the service more effective and efficient.

Overall, the BSS North 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 and in alignment with the new 2009 CARF standards.

Lastly, BSS North and the Lower Mainland and now the Interior will work together to develop new survey methods and approaches for families.

G. Conclusion

The BSS north 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 northern 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 - North

Goal #1: EFFECTIVENESS – BSS-North 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 in program	Semiannually and reported annually	Initial report, Progress notes, quarterly reports	Coordinator	75%	100%	+25%
Maximize percentage of clients meeting target behaviour goals.	Percentage of clients who achieved this objective.	All clients in the program	Semiannually and reported annually	Initial report, Progress notes, quarterly reports	Coordinator	75%	91%	+16%
Maximize percentage clients retaining and improving communication skills	Percentage of clients who achieved this objective.	All clients in the program	Semiannually and reported annually	Progress notes, quarterly reports	Coordinator	75%	95%	+20%
Maximize percentage clients retaining and improving social skills	Percentage of clients who achieved this objective.	All clients in the program	Semiannually and reported annually	Progress notes, quarterly reports	Coordinator	75%	95%	+20%

Goal #1: Comments/Extenuating/Influencing Circumstances:

During the service year many factors can influence a child's success in achieving the service goals. Over this last reporting period, some of the BSS North clients had been moved from home or to different placements. Although transition plans can be created, these moves will usually result in some form of regression that typically displays itself through skill loss and/or an increase in non-functional behaviours.

Goal #2: EFFICIENCIES – The BSS-North program will run efficiently in all areas related to finances.

Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
Service(s) delivered within budget.	Annual Budget	BSS Program only	Semiannually and reported annually	Annual budget, monthly updates	Coordinator	\$351,940.51	\$38,183.00 surplus	+0.11%
Utilization of 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	24	24	0

Goal #2: Comments/Extenuating/Influencing Circumstances:

Successes in meeting efficiency goals can be attributed to the BSS North staff's positive attitude toward providing the highest quality service in the most efficient manner possible. The BSS North 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.

Goal #3: SERVICE ACCESS – To maximize use of behaviour support training and services by families accessing Behaviour Support Services								
Objective	Measures	Applied To	Time of Measure	Data Source	Obtained By	Goal	Outcome	Variance
% 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	100%	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	0%	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	41%	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	5	n/a
# of families accessing waitlist or follow-up consultation	Total number of families accessing consultation following discharge	BSS Program only (Delta/Surrey Richmond Region)	Semiannually and reported annually	Consultant monthly statistics	Coordinator	23	18	-5

# 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	21	n/a
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Goal #3: Comments/Extenuating/Influencing Circumstances:

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