

**President
and
Executive
Director's
Report
2007/2008**

Planting Hope and Harvesting Dreams

Planting Hope and Harvesting Dreams is what Reach Child and Youth Development Society is all about. Within our every day work together we plant hope, cultivate skills and abilities and realize the dreams of children and youth as our harvest.

Reach's Strategic Plan provides the parameters for our garden, our annual Business Plan keeps us focused on what is important and our Outcomes Report helps us measure our harvest. These documents outline in more detail our directions, progress and achievements and lays the groundwork for the next year. Summarized below are some highlights of our year.

A garden always gives back more than it receives and this year within our Reach garden we supported 927 children in all of our programs compared to last year's 855. There were also 5 adults in our new counseling program and 1513 visits of adults and children to our Infant Development Playgroups. 87% of the children we provided services to had special needs.

Our name change to Reach Child and Youth Development Society this year was a big event and it is part of a broader communications plan to help families and funders become more aware of our work.

Families and Stakeholders are Increasingly Satisfied

Our family and stakeholder satisfaction rate blossomed this year. This year 95 % of the families indicated they were satisfied with the services they received and that their child is doing better as a result of the program! This can be compared to last year's 85% of the families responding to our annual survey. 100% of the stakeholders responding indicated satisfaction with our programs compared to last year's 85%!

74% of our stakeholders felt our programs were well publicized and easy to find out about. However only 47% of our families agreed compared to last years 53%. Our media presence continued to increase this last year with our name change, our fundraising promotions and the initiation of our communications strategy. However the provincial government's decision to split responsibility for children's services between both Community Living BC (CLBC) and the Ministry for Children and Family Development (MCFD) may have created an unintended public awareness barrier. This situation should be rectified over the next year as children's services return to the Ministry. We'd like to thank all of you who participated in our surveys, your input is valuable to us.

The extra attention to survey return rate really paid off this year. The stakeholders' survey response rate was up at 23% while the family's survey response rate was 26%! Our overall return rate was 10% last year. Having program staff call families just before or after the surveys are distributed seems to be one of the critical keys to ensuring a high response rate.

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Staff Satisfaction Remains High

Reach's staff's overall satisfaction rate is at 90% comparable to last year's. Staff satisfaction with compensation remains relatively consistent at 69% satisfaction. Compensation of therapists and behavior consultants has been identified as being below market value and has become a priority area for Reach. As one measure Reach has now joined the Board of Directors of a nonunion bargaining agency, Community Living Agencies Society (CLAN). This organization has been developed to represent our sector in labor negotiations with government. Retention of Reach's qualified professionals is paramount particularly in the current and foreseeable labor market.

Waitlists Continue to Grow

To help reduce waitlists last year we created position in training for our Connex Program and hired an Occupational Therapist on a short-term contract for 3 months of the year. However the number of children with fetal alcohol syndrome waiting for service in our Reach Connex Program has continued to grow as the program becomes more known and our therapy waitlists are increasing. As well we are seeing the beginning of a waitlist for our two developmental preschools.

Fortunately our IDP waitlist remains small and that these families continue to have access to our staffed playgroups while waiting.

As a result of fundraising efforts all of our waitlist families have access to our newly expanded and staffed library. While it may appear that waitlists for Respite Care, (PBS) and EIBI are declining we are uncertain as to the accuracy of these figures. As well for PBS the catchment area for the waitlist statistics also includes the City of Richmond this year so this distorts our comparative figures.

This year over 900 children benefited from programs and services at Reach.



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Reach Programs with waitlists at March 31, 2008 were:

Program	Community Served	07/08 Children served by Programs	07/08 Children on Waitlist	06/07 Children on Waitlist
Infant Development Program, Mother Goose and Playgroups	Delta	182 34 1513 attendees	8	9
Speech Therapy	Delta	87	31	25
Occupational Therapy	Delta	62	36	18
Physiotherapy	Delta	55	39	14
Supported Child Development	Delta	157	0	0
Developmental Preschool North Delta	Delta, Surrey	18 (excludes children in SCD)	8	0
Developmental Preschool South Delta	Delta	100 (includes summer program excludes children in SCD)	18	0
EIBI	Delta, Surrey, Langley	36	29	34
EIBI (IF-Individualized Funding)	Delta, Surrey, Langley	18	20	0
Connex	Delta	22	20	7
Respite Care and Group Respite	Delta	44 23	7	19
Positive Behavior Support , PBS IF Kids Friendship Club	Richmond, Delta, Surrey and Langley	46 6 32	149	156 (without Richmond)
Counselling Services	Delta	5 children 8 adults	1 client	Program started in January 2008
TOTALS		927	366	282

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Programs continue to Grow and Develop

With funding from the Ministry of Children and Family Development a long standing need was addressed with the development of our new mental health program with two part time Counsellors providing counselling for families with children and youth with developmental disabilities along with play therapy for children. Our capacity in this regard was enhanced by a donation to this program by a private donor through the Delta Foundation.

Our Infant Development Program's Mother Goose series for infants is now running on an ongoing basis due to its popularity, where it previously ran only 2 times per year.

A partnership with representatives from the school district, government and Delta Community Living Society produced a resource binder and transition guide that was distributed to students in grades 10 to 12!

Another partnership with the Corporation of Delta, the Province of BC, the Ronald McDonald Charity and the North Delta Rotary Club yielded the opening of a new playground for children in North Delta at our Satellite Play and Learn Center Location.



“We grow great by dreams. All big men are dreamers. They see things in the soft haze of a spring day or in the red fire of a long winter's evening. Some of us let these great dreams die, but others nourish and protect them; nurse them through bad days till they bring them to the sunshine and light which comes always to those who sincerely hope that their dreams will come true. “

Woodrow Wilson

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Family and Community Education a Priority

618 parents, professionals and other community members were able to attend an expanded range of Reach workshops this last year as shown below:

Workshop Topics	Target Audience	Number of Attendees
Mental Health in the Early Years (Three workshops)	Caregivers in the community	130
5 Parent nights on IEP's, Communication Strategies, Growing up with Autism, Resources for children over 6	EIBI and other parents of children with ASD	50
New Parent Orientation	Parents of children with new diagnosis of ASD	20
Talking to your Child about Autism	Parents	13
Transition to Adulthood (partnership with Delta Community Living Society)	Parents	45
Tax Questions and Answers		16
Sexuality- Preparing your Child with Special Needs	Parents	14
Non- Violent Crisis Intervention	Professionals	3
Positive Parenting (Two- two day series)	Parents and professionals	37
Proactive Behavior Strategies (Two one day events)	Parents and professionals	32
Integrated Case Management (In partnership with the Delta Child and Youth Committee)	Professionals	27
Autism Awareness - "Myles of Courage" (Two events)	Parents, professionals and community members	116
Developmental Milestones and Therapy - Partnership between SCD and EI (Two workshops)	Professionals	27
Building Effective Teams	Professionals	30
Friend to Friend Presentation	Professionals	35
Baby Daze at the Health Unit	Parents	23

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Focus Remains on Funding Development

Fundraising is becoming increasingly important as DACD positions to meet growing needs. In terms of fundraising DACD generated \$179,635 or \$10,279 in excess of our targeted \$169,356 this year including our Gaming Grant. As a result we were able to purchase needed toys, books and therapy equipment for families, provide an additional therapists to help address waitlists, initiate a project for 2008/2009 to provide social skill development and activities for 12 youth and sponsor an autism awareness project "Myles of Courage." In addition, funding was deferred to the next fiscal year for a bursary program, toys and books, and a consultant to assist in the development of the new foundation's long term funding development plan.

Our new Reach Child and Youth Development Charitable Foundation has been registered provincially as a society we expect that charitable status will be granted by Revenue Canada by the end of this calendar year. It is anticipated that fundraising will occur through the foundation in future years and in preparation a funding development planning process has been initiated by the Reach Child and Youth Development Society Board of Directors. DACD is seeking potential board members for this foundation.

External Changes to Consider

There are several new directions in the external environment that may impact families and Reach in the coming years. Worth noting are:

Continuing Waitlists for Transitioning Youth

Community Living BC (CLBC) estimates that there are about 1350 – 1400 people waiting for adult services, however, there is uncertainty regarding the accuracy of these numbers. Waitlists are continuing to place additional pressure on service delivery systems creating a need for restructuring to free up resources. CLBC's current focus is on implementing a new template for contracting with service providers as well as unbundling contracts. Within this process, in-depth (and controversial) comparative cost analysis is underway as CLBC attempts to free up funding from the existing service delivery system and create more flexible and individualized funding contracts.

New Grouping of Children's Services

Over the last year CLBC has had direct responsibility for several children's services including our Respite Care and Behavior Support Programs. Recently the Ministry of Children and Family Development (MCFD) decided to transfer children's services back to the Ministry so that children's services will no longer be split between MCFD and CLBC. Ensuring that a continuum of services to adulthood and effective transition planning is developed for those individuals eligible for adult services becomes a priority for all service providers under this new arrangement.

Limited Eligibility Criteria for Community Living Service Access

This year our Board spoke out regarding the change in the Community Living Authority Act requiring that service eligibility for community living support include only those individuals with an IQ of 70 or below as many individuals with Autism or Fetal Alcohol Spectrum Disorder (FASD) have an IQ above 70 as these disorders do not disappear in adulthood. The Deputy Minister of MNHD is in the process preparing a government brief on this issue.

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New Role(s) for School Districts in Early Childhood Development (ECD)

In an attempt to increase the literacy and academic standing of students (and to address declining enrolment in schools) the Province is considering expanding the provision of all day kindergarten beyond children with support needs to all children in 2009/2010. Input is also being sought on a plan to provide half day and all day preschool for 3 and 4 year olds. This type of programming for 3 and 4 year olds may also impact the future roles of community preschools as well as organizations like Reach that currently deliver preschool programs and services.

Looking Ahead

Priorities for next year

Within Reach Society's Business Plan for the next year we look forward to advancing many program and organizational priorities. A few of the particularly significant ones are:

- Develop new programs for youth and children including those with autism
- Find creative new ways to reduce waitlists and better meet the needs of families.
- Increase Reach's visibility within the community
- Develop an expanded fundraising plan and launch our foundation
- Initiate an organization - wide volunteer program
- Begin planning to develop a new main facility as we've more than outgrown our existing one.
- Advocate for transitioning youth including those who do not meet the community living criteria.
- Advocate for adequate funding and programs for children in the school system.

Pat on the Back for our Team

When we look back we can only marvel at the number of families that Reach Society has helped over the years. We know that these achievements are the result of the efforts of an organization of people that share common values and a deep vision that ***all children should have the opportunity to reach their potential.*** This shared purpose creates the unity and commitment that is at the core of our organizations success and it will carry us into the future.

We thank and acknowledge the Reach Team, in particular: our front line staff and therapists who work directly with our families, our coordinators, managers and administrative staff who provide support, our volunteer Board of Directors for their leadership and our municipal, and provincial government, businesses and community members who provide us with the funding and resources that enable us to harvest dreams.

We thank each of you for being part of our Reach Team and helping 927 special children ***realize their potential*** this year!

Marcia McCafferty
President

Renie D'Aquila
Executive Director

***Outcomes
Report
2007-2008***

Responsiveness to the needs and suggestions of families is reflected in our outcomes. Reach is for families, so they are the drivers of the Society. Below are some examples of how we have been flexible and responsive to the needs:

1. We changed our name from the Delta Association for Child Development to Reach Child and Youth Development Society. This name change was a result of input from many families that they were under the impression that we only provided service to Delta and that our name was confused with other Delta service agencies. This change will improve accessibility to our services for families and better reflects who we serve.
2. A new mental health program is now in full operation with two part time Counselors assisting families with children and youth with developmental disabilities. The need for this service was communicated by many staff working with families where one or more members of the family were in distress. We are providing play therapy for younger children and counselling for others.
3. Reach has created a new library. The need for access to up to date information is important for both staff and families. Our old small and outdated library has been moved to an easily accessed location and many new books have been ordered. The library gets frequent use from both families and staff.
4. A staff person in training was hired to assist with families waiting for services in our Connex and PBS programs. Rather than waiting many months, we are able to make contact within weeks and to assist families with some preliminary information and strategies until the full program can be offered. Families are then also connected with our library service, our website, our workshops, and our parent network weekly news and information updates.
5. With money donated by the Lion's Club, a new teen social group has been established and is operating over the summer.
6. The Kids Friendship Club has modified its model to better meet the needs of the children attending. The staff are also meeting with other social skills programs to share information and resources.
7. A series of three workshops on mental health were presented to caregivers in the community to support their understanding of the needs of children.
8. A parent to parent support group was developed as part of the Connex program and has expanded to include other parents wishing to attend.
9. As there was an extensive waitlist for occupational Therapy services, an Occupational Therapist was hired on a temporary basis.

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10. The Mother Goose program for infants is very popular so is now running on an on-going basis where it previously ran only 2 times per year.
11. The transition committee produced a resource binder and transition guide for grades 10 to 12.
12. A new playground was opened at our North Delta Satellite location to meet the needs of children in North Delta.
13. Special accommodations were made and extra funding was obtained for children at the Reach Child Development Preschool.
14. Supported Child Development worked in partnership with the "Heart of the Matter" conference to ensure program details met the needs of families and caregivers.
15. Parent involvement in the preschool has increased over the past year at the North Delta preschool demonstrating a commitment to preschool activities and goals.
16. Reach participated in the Child and Youth Committee advocating for services and sharing information with other community groups. Training for Integrated Case Management was developed and offered as part of our role on this committee a web site for asset building in children was created.



Outcome	Impact of Outcome	Indicators	Measures Required	Source of Information	Data Gathering Methods	Timing	Target	Measured Achievement
<p>Well Designed and Expanded Programs and Services</p> <p>1)Ensure Reach’s range and capacity of services offered meet identified needs of children and families in the community to increase quality of life and support children to meet their full potential.</p>	<p>Effectiveness Efficiency Family and Stakeholder Satisfaction</p>	<p>Family response to questions on the satisfaction survey:</p> <p>Participation in a wide variety of community and professional committees.</p> <p>Opportunities for families and staff to formally and informally inform management of community/family needs to address.</p>	<p>Family satisfaction surveys</p> <p>Records of minutes from Coordinator’s meetings demonstrating information brought forward</p> <p>Demonstration of incorporation of information into business plan including whether targets are met in business plan.</p>	<p>Families, program consultants</p> <p>Teachers, management staff, board members</p> <p>Business Plan progress reports</p>	<p>Analyze satisfaction surveys</p> <p>Record issues raised at meetings</p> <p>Review business plan Review progress reports</p>	<p>Annually and ongoing</p> <p>Annually and ongoing</p> <p>Annually and ongoing</p>	<p>80% agree or strongly agree on satisfaction survey</p> <p>Programs and management meet formally at least once a month & all programs represented on community committees</p> <p>80% of business plan activities implemented or accomplished</p>	<p>87% Agree or Strongly Agree</p> <p>Programs and management have met formally on a monthly basis. All programs are represented on committees in the larger community.</p> <p>83% of business plan activities implemented or accomplished</p>

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2) Programs will meet or exceed contractual obligations in terms of numbers of children served. 3) All programs will operate within or under projected budgets	Efficiency Efficiency	Coordinator and ED Reports to Board Reports to funding sources Financial Reports to Finance Committee and Board Audited Financial Statements	Comparatives of actual figures with contracts Program budgets produced annually Comparatives of actual figures with budgets	Contracts, program files, Society data base, reports to ED and Board Budgets and financial reports	ED and Coordinators review of contracts and compare with reports Review monthly financial reports and annual audited statements	Monthly, annually and ongoing Monthly, annually and ongoing	Meet or exceed contractual obligations Meet or expend less than expenses identified in program budgets	For those programs where caseload numbers were required by contracts, numbers of children served exceeded contractual obligations. Overall financial statements show budgets met. Some programs over budget, some under. EIBI and Respite costs were higher than budgeted.
4) Families are satisfied with the service. 5) Stakeholders are satisfied with the service.	Client Satisfaction Client Satisfaction	Percentage of families who indicate satisfaction Stakeholders make referrals Stakeholders indicate satisfaction.	Family satisfaction survey. MCFD, CLBC referrals Stakeholder satisfaction survey.	Families Stakeholders	Summarize and review family satisfaction surveys. Review monthly program stats Summarize and review stakeholder satisfaction surveys	Annually Monthly Annually	80% agree or strongly agree on overall results. Referrals are made on an ongoing basis 80% agree or strongly agree on overall results	83% agree or strongly agree on overall results. Programs are full 95% agree or strongly agree on overall results
Staff Capacity 6) Maintain high quality staff and increase the number of well-qualified staff to deliver current and new programs and services	Effectiveness and Efficiency.	Family satisfaction with staff as indicated on family satisfaction survey Staff satisfaction as indicated on staff satisfaction survey Evaluations and goals set on annual staff evaluation surveys	Family satisfaction surveys Staff satisfaction surveys Records of staff evaluations and goals.	Families Staff Supervisors and Executive Director.	Analyze questions pertaining to staff on family satisfaction surveys Analyze staff satisfaction surveys. Conduct annual employee evaluations and set goals	Annually Annually Annually	80% agree or strongly agree with questions 8 and 9. 80% agree or strongly agree on overall results of staff satisfaction surveys; Evaluations and goals set annually.	90% and 93% agree or strongly agree with questions 8 & 9. 90% agree or strongly agree on overall results of staff satisfaction survey; Evaluations with goals take place annually for all staff.
Advocacy and Government Policies 7) Ensure <i>Reach</i> advocates on behalf of children and families in the development of government policy and priorities.	Effectiveness	Membership in relevant committees Board awareness and direction.	Evidence of membership Board minutes, copies of relevant correspondence.	Executive Director Board members Government officials Meeting minutes	Review of minutes	Ongoing	All Board directives regarding advocacy are acted upon.	All Board directives regarding advocacy were acted upon.

Outcome	Impact of Outcome	Indicators	Measures Required	Source of Information	Data Gathering Methods	Timing	Target	Measured Achievement
<p>Funding and Fundraising</p> <p>8) <i>Reach</i> will never be constrained because of lack of funds and will obtain funding adequate to meet the priorities of its three-year business plan.</p> <p>9) Priorities identified by families will be included in Business Plan with associated funding development goals that will be met.</p>	<p>Efficiency Effectiveness</p>	<p>Fundraising activities and amount of funds raised</p> <p>Waitlists for programs</p> <p>Feedback from families and staff regarding unmet needs</p> <p>Family satisfaction surveys; staff input</p>	<p>Fundraising plan and business plan with indicators of whether planned activities have been accomplished and amount of funds raised.</p> <p>Waitlist data</p> <p>Family satisfaction and identification of unmet needs</p>	<p>Progress reports on business plan and fundraising plan</p> <p>Fundraising staff person Executive Director;</p> <p>Families Satisfaction Survey Coordinators and Board Minutes</p>	<p>Analyze fundraising and business plan results and results from satisfaction surveys regarding requests for new or improved services.</p> <p>Analyze Satisfaction Survey comments Coordinators and Board Minutes</p>	<p>Annually and ongoing</p>	<p>80% of funds targeted are obtained</p> <p>80% of activities planned on fundraising plan have been implemented on an ongoing basis or accomplished;</p> <p>Surveys summarized and plans incorporate suggestions.</p>	<p>Over 100% of targeted funds were raised; goal was \$169,356 and \$179,635 was raised</p> <p>89% of activities planned in fundraising plan were implemented or are ongoing;</p> <p>Surveys were summarized and plans do incorporate suggestions.</p>

Outcome	Impact of Outcome	Indicators	Measures Required	Source of Information	Data Gathering Methods	Timing	Target	Measured Achievement
<p>Community Awareness/Access</p> <p>10) Ensure families in the South Fraser Region are aware of <i>Reach's</i> programs and services and are not restricted to access by any barriers.</p>	<p>Service Access</p>	<p>Identification of barriers by families and stakeholders and accessibility plan</p>	<p>Surveys</p> <p>Informal communication</p>	<p>Surveys</p> <p>Informal communication</p>	<p>Summarize and review surveys</p> <p>Update accessibility plan.</p>	<p>Annually and ongoing</p>	<p>All identified barriers are being addressed through the accessibility plan</p> <p>Communication plan is developed to address information needs.</p>	<p>All identified barriers are being addressed through the accessibility plan</p> <p>Communication plan has been developed and a communications consultant hired. The plan is being implemented and many communication activities have taken place including a name change and new brochures.</p>