

Reach Child and
Youth Development
Society
2008 / 2009
Annual Report.

50 years of Believing in Potential



PRESIDENT AND EXECUTIVE DIRECTOR'S REPORT

Celebrating 50 Years of Believing in Potential

2008/2009

It's hard to believe that 50 years ago when our organization was initiated children with special needs were denied the right to attend neighborhood schools and parents had to transport their children to special schools outside of their neighborhoods. There were no integrated classrooms or community support services like the Infant Development, Supported Child Care or Respite Programs. At that time there was a stigma attached to having a child with special needs and children were often hidden and parents were made to feel ashamed. It was during this era that that our organization's pioneers, believing in the potential of all children, began to break new ground.

These visionary leaders began without a road map, to travel in a new direction by creating a local class in the Fisherman's Hall in 1956, staffing and even driving the school bus so that children with needs could attend school in a community classroom, dedicating their time and energy to a program that was eventually picked up by the school district. In 1958, the year the George Massey tunnel opened, the School Act was amended enabling public school boards to take over full responsibility for the education and training of "moderately retarded" children. Reach's forefathers moved on to establishing in 1959, the Delta Association for Handicapped Children (now known as Reach Child and Youth Development Society) setting up preschools, programs and vocational training options that continue today growing, evolving and supporting families. Please see our website at www.reachdevelopment.org for a comprehensive historic summary compiled by Reach Society this year.

Today society is more accepting of differences, integration is main stream and the politicians understand far better the long term benefits of supporting families and investing in children's development. For an amazing 50 years now this organization has tirelessly advanced its vision of believing in the potential of all children. Dedicated volunteers and staff working together supporting families have impacted the lives and potential of tens of thousands of children over the years!

Families and Stakeholders Satisfied with our Programs

To ensure that our programs, today, meet the changing needs of the community Reach Society conducts annual surveys and compiles the results. Although down a bit from last year our family and stakeholder satisfaction rate remains high. 86% of the families indicated they were satisfied with the services they received and agreed that their child is doing better as a result of the program and 87% of the stakeholders responding indicated satisfaction with our programs.

Public awareness is a priority for *Reach* and 70% of our stakeholders surveyed felt our programs were well publicized. However, only 48% of our families agreed indicating that we have more work to do in this area. Our media presence continued to develop this last year with the addition of a series of excellent monthly educational columns produced by *Reach* staff. Unfortunately, families continued to be challenged with accessing information on available programs through Community Living BC (CLBC). We remain hopeful that with our continued public awareness efforts and the return of children's services back to the Ministry for Children and Family Development more families will find our programs to be well publicized.

Unfortunately our survey response rates were lower than anticipated with the stakeholders' rate at 18% and family's response rate was at 20%. A 25 % target response rate will help ensure validity in our feedback from our families and stakeholders and this should be set as the target for next year. A review of the stakeholder questionnaire will also be undertaken along with additional follow-up to help increase this response rate. We would very much like to thank all of you who were able to take the time to participate in our surveys as we value and use your feedback in our planning processes.

Staff Satisfaction Remains High

Reach's staff's response rate for its satisfaction survey's this year at 85% exceeded last year's 80% response rate. Overall satisfaction rate remains high at 89% down a bit from last year's 90%. *Reach's* efforts to promote work life balance have helped to yield a satisfaction rate in this category of 92%!

Staff satisfaction with workplace and resources is becoming an increasing concern influenced largely by overcrowded office space and a shortage of needed intervention rooms. *Reach's* decision to prioritize the development of a new facility will in the long term help to address these issues.

Compensation remains the most significant issue with an overall satisfaction level in this area at 65%. Compensation for therapists was advanced last year with some funding welcomed from MCFD for this purpose. However *Reach* is lagging behind others in the industry comparatively for most of our job positions. The current economic climate is not conducive to addressing this issue with government however as a long term strategy *Reach* continues to participate as a Board member of the Community Living Agencies Society (CLAN), alongside of other nonunion organizations who are working to establish a provincial bargaining agency to address wage and benefit equity issues.

Feedback from *Reach's* last staff Pro- D Day indicates that staff is interested in additional support from *Reach* to further health and wellness, stress management and mental health. These topics will be advanced within future staff workshops and with assistance from *Reach's* Mental Health Program and Health and Safety Committee.

Focus Remains on Funding Development

Fundraising remains important as *Reach* positions to meet growing needs. In terms of fundraising *Reach* generated \$172,141, including our Gaming Grant, and exceeded its target this year. As a result we were able to:

- purchase needed toys, books and therapy equipment for families,
- provide additional therapists to help address waitlists,
- provide an increased level of staffing support to our Mental Health Program
- continue to increase staffing supports for our Connex Program and
- maintain our social skill development group, TEENS.

Charitable status has now been granted by Revenue Canada for our new *Reach* Child and Youth Development Charitable Foundation and in future years this new foundation will focus on addressing *Reach's* fundraising needs. Implementing a capital campaign to redevelop or build *Reach's* new facility once the Municipality of Delta dedicates land for this building will be a priority for the new foundation.

Waitlists are being Managed

Waitlists appear to be down in most programs this year. However in Respite and Positive Behavior Support the waitlists are held by Community Living BC (CLBC) rather than *Reach* and are not considered accurate and therefore are not included in this data.

Reach continues to implement waitlist management initiatives like playgroups and this year initiated a highly successful physiotherapy assessment clinic to provide information and support to waitlist families. In addition *Reach* supplements government funding to support the staffing level and minimize waitlists in the Connex, Mental Health and Therapies Programs using fundraising revenue. Waitlist management has been very difficult in programs where CLBC holds the waitlist.

This year funding for therapies was also increased by MCFD by one day per week further increasing our capacity to support families.

Our waitlist families also continue to have access to our staffed library.

Waitlists at March 31, 2009:

Program	Community Served	08/09 Children/Youth served by Programs	08/09 Children/Youth on Waitlist	07/08 Children on Waitlist
Infant Development Program and Mother Goose and Playgroups	Delta	174-IDP 1178-playgroup participants	0	8
Speech Therapy		90	10	31
Occupational Therapy	Delta	92	17	36
Physiotherapy	Delta	66	12	39
Supported Child Development	Delta	149	2	0
Developmental Preschool North Delta	Delta, Surrey	25	0	8
Developmental Preschool South Delta	Delta	105	0	18
EIBI	Delta, Surrey, Langley	34	16	29
EIBI Individualized Funding) IF	Delta, Surrey, Langley	19	0	20
Connex	Delta	31	16	20
Respite Care and Group Respite TEENS	Delta	53 14	Not available	7
Positive Behavior Support and PBS IF Kids Friendship Club Just Jammin	Richmond, Delta, Surrey and Langley	78 24 8	Not available	149
Counseling Services	Delta	4-Adults 2- Families 18-children	0	1 client
TOTALS		980+ (1178- playgroup participants, 4 Adults, 2-Families)	73	366

Family and Community Education a Priority

This year *Reach* provided 20 workshops to 373 parents, professionals and other community members on a range of topics. The most popular workshops were:

- Positive Parenting
- Emotional Regulation
- Advocacy
- Individual Education Plans and
- Taxation

Based on workshop feedback and attendance this above workshops will be repeated and in addition *Reach* will offer:

- Sensory Integration
- Sharing Autism Diagnosis with my Child
- Make and Take (fidget Toys social stories)
- Social Skills Development

Additional Factors to Consider in *Reach's* Future Planning

Developments in research and changes in the external environment that may impact families and *Reach* in the coming years have been highlighted below for consideration in *Reach's* planning processes:

Economic Slowdown

BC is part of a worldwide economic slowdown that will over time also affect government revenues, Reach Society and the services available to families through *Reach*. While there are many opinions regarding the potential duration of the current recession and the degree that BC will be impacted economists agree that it will be several years before the global economy rebounds. While programs for children with needs have been protected by MCFD in the past this may not hold true in the future within this economic climate.

School Districts face Budget Shortfalls

This year Delta School District in preparing its budget for the 2009/ 2010 school year was forced to cut its Special Program's Budget by about \$1 million. Where in the past the District has been able to protect Special Program's Budgets this year several programs for students with severe learning disabilities were eliminated and the associated funding was redirected to offset the projected budget shortfall. It is assumed that the school based resources will pick-up most of the children with severe learning disabilities. However as a result, some of the past support available to children with mild to moderate disabilities will be lost and these children will be at increased risk of behavior problems, failure in school and dropping out of school. At a minimum *Reach* may want to further promote its parent support groups to parents of these children through the school system.

Increasing Prevalence Rate for ASD

Current statistics indicate an increasing autism spectrum disorder rate of one in hundred and fifty children in Canada, United States, Sweden, based on two separate government funded research studies. Although several factors other than a true increase in autism have influenced these numbers, these factors alone cannot entirely account for the dramatic rise in autism. (Time magazine in partnership with CNN October 05, 2009). Early identification and the provision of intervention and supports provide the best prognosis for these children and opportunities exist for *Reach* to further promote early identification at a community level and to ensure support services are available that meet the needs of these children.

New Brain Development Research

Brain research is advancing quickly and new recommendations such as "brain training" exercise, auditory training and physical exercise are being linked to improved function. Psychology, psychiatry, neurology and medicine are collaborating more and more and a yearly conference on "Learning and the Brain" is now bringing these disciplines together to present cutting edge information. To facilitate integration of this research *Reach* staff can attend or facilitate workshops on the state of current brain research and ensure up to date information is available to families within our library and newsletters.

Families who have Children with ADHD and Learning Disabilities are Underserved

Families from the community have identified the need for more services for children with ADHD. ADHD is an underserved population. Identified needs include academic support, social/ emotional training, problem solving, planning, impulse control and parent training and support.

Families who have Children with FASD need more Services

Families being served through Connex have struggles educating others regarding their child's needs and learning styles. The Connex Program and *Reach* will consider this information in its educational and advocacy initiatives.

Psychology research Shows Increasing Effectiveness of Cognitive Behavior Therapy (CBT)

Cognitive Behavior Therapy (CBT) has been shown to be as effective as medication for both anxiety and depression and is also helpful for behavior associated with ADHD. *Reach* should look for ways to incorporate CBT into our services giving consideration to developing group educational sessions for children and youth on anxiety, depression, impulse control and understanding emotions.

Children's Services Moving Back to MCFD from CLBC

Over the last several CLBC has had direct responsibility for several children's services including our Respite Care and Behavior Support Programs. Reach Society and many other organizations have advocated for the return of children's services to the Ministry of Children and Family Development (MCFD) as children's services are split between two governing bodies and this has been an access barrier for families. *Reach* will give priority to working with MCFD to ensure a smooth transition back to MCFD for families as well as assisting with a smooth transition to adulthood.

New Role 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 has approved all day voluntary kindergarten for 5 year olds starting in September 2010 building on their recently implemented Ready Set Learn and Strong Start programs for preschoolers. Also under consideration is a plan to provide half day and all day preschool for 3 and 4 year olds. This new role for the schools is already having an impact of declining attendance at community preschools and may ultimately impact the role of organizations like *Reach* that currently deliver preschool programs and services.

Reach will continue to stay abreast of these new directions and will continue to participate in Delta's Early Childhood Education Committee to coordinate our services with emerging programs.

Looking Ahead

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

- Continuing to develop new programs for youth and children including those with autism, learning disabilities, Fetal Alcohol Syndrome and ADHD
- Continuing to support families waiting for services
- Continuing to increase *Reach's* visibility within the community
- Launching *Reach's* new foundation and capital campaign for a new building
- Expanding *Reach's* volunteer program
- Assisting in ensuring a smooth transition of children's services back to MCFD for families and for youth transitioning to adult services.
- Continuing to advocate for adequate funding and programs for children with special needs within education and the community.

Acknowledgements to our Team

When we look back upon our organization's accomplishments and we reflect on how times have changed over the last 50 years for families who have children with special needs we see fundamental leaps in terms of acceptance and social responsibility for individuals with disabilities. These gains are evidence of the impact that parents, individuals and community leaders have had on our social and educational systems. This shared belief system and sense of purpose continues to be at the core of Reach Child and Youth Development Society and it will continue to lead our organization into the future.

We thank and acknowledge the pioneers that initiated this organization 50 years ago, all of our past and current staff who has worked tirelessly with our families, our volunteer board members for their leadership and our municipal and provincial government, businesses and community members who provide us with the funding and resources that have helped us realize our vision.

Marcia McCafferty
President

Renie D'Aquila
Executive Director

OUTCOME REPORT 2008 2009

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>Individual Service Plans</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>Percentage of goals met</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>Individual service plan</p> <p>Families, program consultants</p> <p>Teachers, management staff, board members</p> <p>Business Plan progress reports</p>	<p>Coordinators review and tally % of goals met</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>Annually and ongoing</p>	<p>80% of goals are met within all programs</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>86% 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>61% of business plan activities implemented or accomplished. Others deferred until next year.</p>

OUTCOME REPORT 2008 2009

Outcome	Impact of Outcome	Indicators	Measures Required	Source of Information	Data Gathering Methods	Timing	Target	Measured Achievement
2) Programs will meet or exceed contractual obligations in terms of numbers of children served.	Efficiency	Coordinator and ED Reports to Board Reports to funding sources	Comparatives of actual figures with contracts	Contracts, program files, Society data base, reports to ED and Board	ED and Coordinators review of contracts and compare with reports	Monthly, annually and ongoing	Meet or exceed contractual obligations	With the exception of the respite program, numbers of children served exceeded contractual obligations.
3) All programs will operate within or under projected budgets	Efficiency	Financial Reports to Finance Committee and Board Audited Financial Statements	Program budgets produced annually Comparatives of actual figures with budgets	Budgets and financial reports	Review monthly financial reports and annual audited statements	Monthly, annually and ongoing	Meet or expend less than expenses identified in program budgets	Overall financial statements show that, with the exception of the North Delta Reach Developmental Preschool, all budgets were met.
4) Families are satisfied with the service.	Client Satisfaction	Percentage of families who indicate satisfaction	Family satisfaction survey.	Families	Summarize and review family satisfaction surveys.	Annually	80% agree or strongly agree on overall results.	86% agree or strongly agree on overall results.
5) Stakeholders are satisfied with the service.	Client Satisfaction	Stakeholders make referrals Stakeholders indicate satisfaction.	MCFD, CLBC referrals Stakeholder satisfaction survey.	Stakeholders	Review monthly program stats Summarize and review stakeholder satisfaction surveys	Monthly Annually	Referrals are made on an ongoing basis 80% agree or strongly agree on overall results	Programs are full 87% agree or strongly agree on overall results

OUTCOME REPORT 2008 2009

Outcome	Impact of Outcome	Indicators	Measures Required	Source of Information	Data Gathering Methods	Timing	Target	Measured Achievement
<p>Staff Capacity</p> <p>6) Maintain high quality staff and increase the number of well-qualified staff to deliver current and new programs and services</p>	<p>Effectiveness and Efficiency.</p>	<p>Family satisfaction with staff as indicated on family satisfaction survey</p> <p>Staff satisfaction as indicated on staff satisfaction survey</p> <p>Evaluations and goals set on annual staff evaluation surveys</p>	<p>Family satisfaction surveys</p> <p>Staff satisfaction surveys</p> <p>Records of staff evaluations and goals.</p>	<p>Families</p> <p>Staff</p> <p>Supervisors and Executive Director.</p>	<p>Analyze questions pertaining to staff on family satisfaction surveys</p> <p>Analyze staff satisfaction surveys.</p> <p>Conduct annual employee evaluations and set goals</p>	<p>Annually</p> <p>Annually</p> <p>Annually</p>	<p>80% agree or strongly agree with questions 8 and 9.</p> <p>80% agree or strongly agree on overall results of staff satisfaction surveys;</p> <p>Evaluations and goals set annually.</p>	<p>90% and 93% agree or strongly agree with questions 8 & 9.</p> <p>90% agree or strongly agree on overall results of staff satisfaction survey;</p> <p>Evaluations with goals take place annually for all staff.</p>
<p>Advocacy and Government Policies</p> <p>7) Ensure <i>Reach</i> advocates on behalf of children and families in the development of government policy and priorities.</p>	<p>Effectiveness</p>	<p>Membership in relevant committees</p> <p>Board awareness and direction.</p>	<p>Evidence of membership</p> <p>Board minutes, copies of relevant correspondence.</p>	<p>Executive Director</p> <p>Board members</p> <p>Government officials</p> <p>Meeting minutes</p>	<p>Review of minutes</p>	<p>Ongoing</p>	<p>All Board directives regarding advocacy are acted upon.</p>	<p>All Board directives regarding advocacy were acted upon.</p>

OUTCOME REPORT 2008 2009

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>Efficiency Effectiveness</p>	<p>Fundraising activities and amount of funds raised</p> <p>Waitlists for programs</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>Progress reports on business plan and fundraising plan</p> <p>Fundraising staff person Executive Director;</p>	<p>Analyze fundraising and business plan results and results from satisfaction surveys regarding requests for new or improved services.</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>Over 100% of targeted funds were raised</p> <p>80% of activities planned in fundraising plan were implemented or are ongoing;</p>
<p>9) Priorities identified by families will be included in Business Plan with associated funding development goals that will be met.</p>	<p>Feedback from families and staff regarding unmet needs</p> <p>Family satisfaction surveys; staff input</p>	<p>Family satisfaction and identification of unmet needs</p>	<p>Families Satisfaction Survey comments Coordinators and Board Minutes</p>	<p>Analyze Satisfaction Survey comments Coordinators and Board Minutes</p>	<p>Surveys summarized and plans incorporate suggestions.</p>	<p>Surveys summarized and plans do incorporate suggestions. New template was developed for this purpose.</p>	<p>80% of activities planned on fundraising plan were implemented or are ongoing;</p>	<p>Surveys were summarized and plans do incorporate suggestions. New template was developed for this purpose.</p>

OUTCOME REPORT 2008 2009

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 Informal communication</p>	<p>Surveys Informal communication</p>	<p>Summarize and review surveys Update accessibility plan.</p>	<p>Annually and ongoing</p>	<p>All identified barriers are being addressed through the accessibility plan Communication plan is developed to address information needs.</p>	<p>All identified barriers are being addressed through the accessibility plan Communication plan has been developed and is being implemented on an ongoing basis.</p>