



PQI Annual Report

JUNE 2011

INSIDE THIS REPORT:

Introduction
Stakeholders' participation
Client Demographics
Description of PQI
Leadership Team's
Comments
Outcome Measurement
Analysis
Stakeholder Survey Results
Risk Management
Employees
Glossary

Introduction

Provincial Services for the Deaf and Hard of Hearing is committed to providing the highest possible quality in programming and services.

Performance Quality Improvement (PQI) is the process by which PSDHH ensures that each program area is run

effectively and efficiently. PQI evaluates all aspects of each program to identify strengths & needed improvements.



Stakeholders—which includes staff at all levels, clients, collateral service providers, and members of the Deaf community—form an integral part of ensuring that the organization lives up to its commitment to Performance Quality Improvement.

Wave Hands to our Stakeholders!

PSDHH values participation from all its stakeholders in the PQI process. Indeed, stakeholder participation is central to the success of our PQI process. Our clients and staff have a variety of ways to participate in our PQI process and we work hard to ensure that external stakeholders are invited to participate.

Continued from page 1: Stakeholders



“Quality is everyone's responsibility.”

~W. Edwards Deming

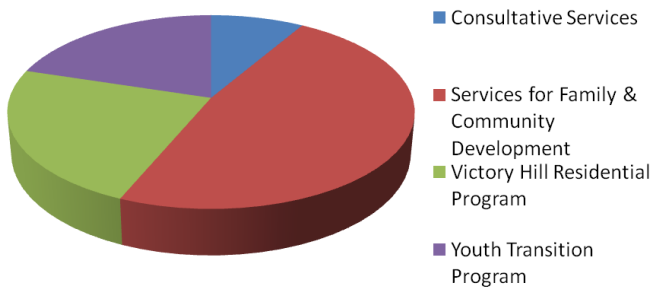
It is the responsibility of each program to maintain connections with stakeholders and encourage participation through surveys, program evaluations, consultative committees, and questionnaires.

We conduct several types of surveys and consultative committees that provide us with feedback to improve and maintain quality programs. The surveys and consultative committees are conducted at various times of the year.

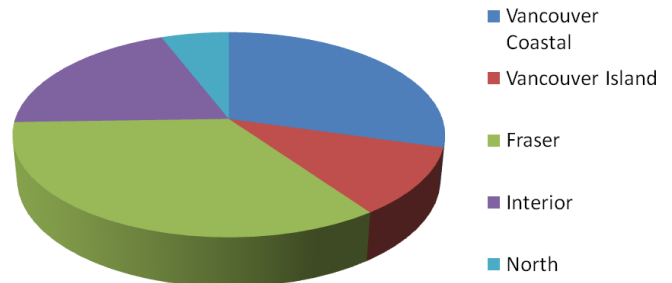
Who are our Stakeholders?

- PSDHH staff
- Deaf and Hard of Hearing children, youth and families
- Deaf community members
- Community agencies and government partners
- Contractors

PSDHH Clients by Program Area



Client Demographics by Region



PQI Mandate

The objective of Performance Quality Improvement is to support excellence and accomplishment in Provincial Services for the Deaf and Hard of Hearing. PQI promotes quality services and programs as well as health and safety for everyone.

Who are PQI Members?

Melissa Campbell
Sean Cathcart
Patti Dobie
Alayna Finley
Sarah Anne Hrycenko
Sarah Taylor
Paige Thombs
Jil Thompson
Diana Tarchuk

PQI Retreat

PQI Teams met on April 27th, 2011 to discuss the following items:

- Feedback on constructive meetings
- COA (Accreditation) updates on standards
- PSDHH program outcomes
- PSDHH SWOTs (Strengths, Weaknesses, Opportunities, and Threats)
- PSDHH staff survey results
- Collaboration with PSDHH Leadership Team

Comments from the PSDHH Leadership Team to PSDHH Internal Committees



Your commitment means a lot to PSDHH! Thank you!! Wave hands!!

- Diana

I would like to thank everyone who has participated on a committee for PSDHH in the past year. Your hard work and dedication is appreciated. Also, Maria has volunteered to be our Fire Warden—many thanks to Maria for taking this on. - Elaine

I'd like to extend my appreciation to all the PSDHH Committee Members and to recognize that your commitment has made PSDHH a great place to work - **THANKS!** - Linda

Thank you to PSDHH Committee Members for their participation on committees to make PSDHH a better organization. I am proud of you all! - Melissa

Thank you so much for stepping up to the plate and leading the various committee meetings. The entire organization owes you a debt of gratitude! Cheers! - Patrick

A warm THANK YOU to all PSDHH Committee Members - the extra work and energy you offer makes our whole organization better! - Rebecca



PSDHH Outcome Measurements

PSDHH programs set their outcomes to align with MCFD's strategic goals using *Strong, Safe and Supported – A Commitment to BC's Children and Youth*.

Program coordinators meet with their staff regularly to review goals and present outcome measures to the Leadership Team in January (midterm review) and June (annual retreat) for ongoing analysis and monitoring.

The Ministry's *Strong, Safe and Supported* outlines 5 pillars. Each pillar is represented by a service area goal:

Goal 1: Place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities.

Goal 2: Provide early intervention services to vulnerable children and youth within their families and communities.

Goal 3: Provide intervention services and supports based on the assessment of individual needs.

Goal 4: Aboriginal people will be supported to exercise jurisdiction in delivering child and family services.

Goal 5: Child, youth and family development services will be based on evidence gathered through a strong quality assurance system.

PSDHH will be using the new Ministry goals (beginning July 2011) called the *Strategic and Operational Action Plan* that outlines nine core delivery systems. PSDHH programs will implement their outcomes using the new goals in September 2011.

Ministry Objective

Government will place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities

PSDHH Outcomes

Professionals who come into contact with Deaf, Hard of Hearing clients have better understanding of Deaf, Hard of Hearing and Deaf Blind strengths and needs

Performance Measures

Evidence demonstrates an increase in knowledge and understanding of Deaf-related issues and available resources

Strategies

- Feedback from participants of the workshop/training that their awareness and understanding of Deaf-related issues and available resources increased.
- Anecdotal Stories that demonstrate participants' understanding of Deaf-related issues and available resources before and after obtaining training.
- Number of presentations and participants that attended the workshop or training

Midterm Review

- 2 testimonials/feedback from organizer and participants of workshop.(June-Dec 2009)
- 1 Anecdotal Story demonstrating participants' understanding of Deaf-related issues and available resources. (June-Dec 2009)
- 7 presentations (150 participants) (June-Dec 2009)

Year End Review

- 2 testimonials/feedback from organizer and participants of workshop. General feedback: positive (January—June 2011)
- 1 anecdotal story demonstrating stakeholder's understanding of Deaf-related issues and available resources (January—June 2011)
- 7 presentations (75 participants) were provided at various MCFD social worker offices and social worker faculties at Universities (January—June 2011)

Ministry Objective

Government will provide intervention services and support based on the assessment of individual needs

PSDHH Outcomes

Services for clients who are Deaf, Hard of Hearing and Deafblind receive services that are holistic and integrated from MCFD funded service providers

Performance Measures

Consultation within and on behalf of MCFD in Child Protection cases involving Deaf, Hard of Hearing and Deafblind members and their families

Strategies

- Number of individual, family and group consultations.
- Number of presentations on the MCFD reporting protocols and my role.
- Anecdotal Stories or feedback on information received from consultation that impacted change on stakeholder's service

Midterm Review

- 44 individual, family and group consultations (Dec-June 09)
- Presentations on reporting protocols to 3 agencies. (Dec-June 09)
- 3 testimonials from Social Worker on information received from consultation that impacted change on stakeholder's service.

Year End Review

- 80 individual, family and group consultations (including case management meetings) (January—June 2011)
- Feedback from social workers on information received from consultation that impacted change on family's service (January—June 2011)
- 7 families received parent coaching services (1 testimonial) (January—June 2011)

Ministry Objective

- Government will place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities.
- Quality Assurance: Child, youth and family development services will be based on evidence gathered through a strong quality assurance system

PSDHH Outcomes

Training for MCFD on working with Deaf, Hard of Hearing and Deafblind members and their families, thus improving access for this specific population

Performance Measures

Evidence demonstrates an increase in knowledge and understanding of Deaf-related issues and available resources within MCFD Child Protection agencies and Social Workers.

Strategies

- Number of presentations or group consultations to MCFD agencies.
- Number of individual consultations to social workers.
- Number of projects worked in collaboration towards improving services.
- Feedback, testimonials or anecdotal stories from social workers or faculty of social workers department

Midterm Review

- 12 presentations (250 participants) were provided at various MCFD social worker offices and social worker faculties at Universities (June—Dec 10)
- 36 individual consultation to social workers (June—Dec 10)
- Feedback from social workers and professors—general feedback: positive (June—Dec 10)
- CS is a member of the Performance Quality Improvement team

Year End Review

- 7 presentations (75 participants) were provided at various MCFD social worker offices and social worker faculties at Universities (Jan 2011—June 2011)
- 33 individual consultation to social workers (Jan 2011—June 2011)
- Feedback from social workers and professors—positive (January 2011 —June 2011)
- CS is a member of the Performance Quality Improvement team

Deaf Access Office (DAO): Prevention

Ministry Objective

Government will place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities

PSDHH Outcomes

Clients and their families are able to receive services from organizations and agencies that will support them in enhancing their development

Performance Measures

Contact log reflects a strong indication of clients who access strength-based and developmentally focused agencies

Strategies

- Refer families to appropriate resources sensitive to their needs
- Network and develop connections with service providers to determine their approach

Midterm Review

- 22 new agencies (never connected with prior to June 2010)
- 29 agencies that have been ongoing contacts (i.e. IDHHC, WBP, Court Services, ICBC, etc) (June—Dec 2010)
- 60 contacts from Deaf individuals (this includes same clients who have contacted me more than once) (June—Dec 2010)
- 20 contacts from families (June—dec 2010)
- 13 agencies that received outreach presentations (June—Dec 2010)
- DAO consultative committee with 6 different stakeholders was held on November 4th, 2010

Year End Review

- 7 new agencies (never connected with prior to June 2011)
- 35 agencies that have been ongoing contacts (i.e. IDHHC, WBP, Court Services, ICBC, etc) (Jan—June 2011)
- 21 contacts from Deaf individuals (this includes same clients who have contacted me more than once) (Jan—June 2011)
- 16 contacts from families (Jan—June 2011)
- 9 agencies that received outreach presentations (Jan—June 2011)
- DAO consultative committee with 10 different stakeholders/members (June 22nd, 2011)

Ministry Objective

- Government will provide intervention services and support based on the assessment of individual needs
- Integrated Framework: The need for increased collaboration among different areas of government to tackle complex issues

PSDHH Outcomes

Service Providers who come into contact with Deaf, Hard of Hearing clients are better able to provide access that is reflective of a strength-based approach.

Performance Measures

- Increased number of organizations, including government service providers, that are identified as being 'deaf-friendly'
- Number of organizations and agencies that have received either training or consultation regarding accessible services to D, HH and DB clients

Strategies

- Provide education, training, and resources (information packages) to organizations serving D/HH clients.
- Develop and keep ongoing relationships with service providers.
- Collaborate with other Ministry agencies in making their services accessible.

Midterm Review

- DAO provided 13 presentations (June-Dec 2010)
- DAO has relationship with 22 new agencies to improve access (June-Dec 2010)
- DAO maintains relationships with 29 agencies serving D/HH clients (June-Dec 2010)
- DAO is a member of Council of Service Providers (Quarterly)
- DAO Consultative Committee includes representatives from government, community services and community members (November 4th, 2010)
- 3 Anecdotal stories to show collaboration with other Ministry agencies.

Year End Review

- DAO provided 9 presentations (Jan - June 2011)
- DAO has relationship with 7 new agencies to improve access (Jan - June 2011)
- DAO maintains relationships with 35 agencies serving D/HH clients (Jan - June 2011)
- DAO is a member of Council of Service Providers
- DAO Consultative Committee includes 10 representatives from government, community services and community members (June 22nd, 2011)
- 2 Anecdotal stories to show collaboration with other Ministry agencies.

Ministry Objective

Services will be based on evidence gathered through a strong quality assurance system

PSDHH Outcomes

DAO services and information are accessible to all clients and demonstrate a cultural sensitivity

Performance Measures

Feedback from clients that DAO services are accessible

Strategies

- Conduct annual satisfaction surveys and gather feedback from clients throughout the service year
- Work in collaboration with other multi-cultural agencies or interpreters to ensure services are accessible and culturally appropriate
- Gather direction and feedback from DAO Consultative Committee as part of on-going quality assurance
- Participate in PSDHH Performance Quality Improvement activities

Midterm Review

- 13 Service Providers responded to the Monkey Survey—General feedback: positive
- Feedback from 5 Deaf/Hard of Hearing responded to evaluation—General feedback: positive
- DAO Consultative Committee (November 4th, 2010)
- Testimonials
- DAO staff is a member of the PQI Team and DAO supervisor is a member of the PQI Review Team

Year End Review

- 3 Service Providers completed feedback (total 34 respondents) -General feedback: positive
- DAO Consultative Committee—10 representatives (June 22nd, 2011)
- 2 Testimonials
- DAO staff is a member of the PQI Team and DAO supervisor is a member of the PQI Review Team

Services for Family & Community Development (SFCD): Prevention

Ministry Objective

Government will place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities

PSDHH Outcomes

Communication and positive interaction between parents and their children is supporting healthy family functioning

Performance Measures

- Evaluations—measure knowledge and confidence indicators
- Pre and Post Self-Assessments done by parents provide individual development

Strategies

- Sign language classes are offered to parents, extended family, and community members
- In-home ASL instruction is offered to families who have issues with communication which are causing problems in the family (specific to sign language), to ESL family or a family who has no sign language and the extra support will build their confidence in connecting with others

Midterm Review

- Fall session – 2 sign classes in Burnaby –7 parents, 2 grandparents
- Winter session – 3 sign classes in Burnaby –14 parents, 4 grandparents, 2 siblings and deaf youth
- Setting up VP at Gitx'san Health Centre in Smithers so ASL instruction can be offered to family there
- Fall session – 4 in-home and 1 VP to outreach parent
- Winter session – 5 in-home, 3 parents receive 1-1 instruction at PSDHH, 1 VP for outreach parent
- Winter session – ASL instruction for 1 Williams Lake family- direct service in person and work with Denisiqi Services to set up VP

Year End Review

- Winter session –3 sign classes in Burnaby –10 parents, 4 grandparents, 1 sibling and deaf youth
- Winter session— sign classes at YMCA, Surrey— 2 grandparents, 5 parents, 1 hard of hearing child, and 5 children for children program
- Spring session—3 sign classes in Burnaby—5 parents, 1 grandparent, 1, sibling, 1 child for children program
- Spring session— sign classes at YMCA, Surrey—5 parents, 2 grandparents, 1 hard of hearing child and 5 children for children program
- Saturday classes at Penticton Indian Band—1 parent, 1 grandparent, 1 sibling, 2 brothers of the parent, and 1 deaf child
- Winter session home visit ASL program—5 in home, 3 parents 1-1 instruction at PSDHH, 2 VP for parents from Port McNeill and Williams Lake
- Spring session home visit ASL program—3 in home, 4 parents, 2 siblings and 2 deaf children, 2 parents for 1-1 ASL class at PSDHH, 2 VP for parents from Port McNeill and Williams Lake
- VP set up through Gitx'san Health Centre and working on schedule of availability

Ministry Objective

Government will provide early intervention services to vulnerable children and youth within their families and communities

PSDHH Outcomes

- Literacy Mentoring – increasing the developmental, literacy and language skills of children better prepares them for personal and social success and lays the foundation for life-long learning
- Family Essentials – raising parents' understanding of deaf children and literacy development helps them gain the motivation, skills, and knowledge to support their child
- Community-based Events – empowering parents as the primary teachers of their children, strengthening the learning relationship between parent and child, and helping parents feel more comfortable with reading with their child in sign language
- Workshops (Parent Education and Support) – increase parents' understanding of deaf children and literacy and learn new parenting and language support strategies

Performance Measures

- 'Statistics on Attendance' report is completed for each event
- 'Summary & Recommendations' report is submitted at Mid-term review
- Participants are encouraged to share feedback (forms are available at each gathering)

Strategies

- Literacy Week
- Media Literacy Club
- Buddy Reading Program
- ASL Reading Series
- Parents Reading, Children Succeeding
- Hot Topic Workshop Series
- Family Essentials Program

Midterm Review

- FLiP Programs midterm review 2010-2011.docx
- Media Literacy—6 attended
- Buddy Reading Program & ASL Reading Series—combined 19 attended in different dates
- Parents Reading Children Succeeding— total 11 children attended in separate dates

Year End Review

- Literacy Week—8 participants, 3—under 12; 5—over 12
- Media Literacy Club—2 events ; total of 9 participants. Resolving technical issues to include outreach youth
- Buddy Reading Program—2 participants; 6 interested residents; 2 were able to receive the service
- ASL Reading Series—9 sessions; 11 participants
- Parents Reading, Children Succeeding—4 sessions with 21 different families; total of 63 people
- Family Essentials Program—8 families received in-home family support (1 Gulf Islands, 1 Squamish, 1 North Vancouver, 2 Abbotsford, 1 Surrey and 2 Vancouver)
- Hot Topic Workshop Series—5 workshops with total of 29 participants

Ministry Objective

Government will provide intervention services and supports based on the assessment of individual needs

PSDHH Outcomes

SFCD services support and develop children and youth and their families and communities

Performance Measures

- Feedback forms
- Program Reports
- Annual Survey

Strategies

- Discovery Journey offers youth (ages 13—15) the opportunity to develop leadership and life skills, teamwork, effective language/communication skills, self-esteem and identity
- Parent Support connects families with the resources, network, and opportunities needed for them to develop. Parent Support staff facilitate service planning and intake for families
- Monthly Youth Social (ages 13–23) is a social recreational opportunity that promotes friendship, social skills and community connections
- Outreach program works with communities outside the Lower Mainland to foster partnerships in order to develop strong networks and access to services
- Deaf Culture Presentations increase the understanding of the needs of the developing deaf child within their family, school and community
- Summer Immersion provides families the opportunity to explore and learn together in a language-rich environment

Midterm Review

- DJ group had 10 participants working toward a three day camping trip with Power to Be in May 2011. DJ meets bi-weekly and is supported by two SFCD staff
- 15 families are receiving parent support from two SFCD staff
- 5 monthly socials (October through February) with the average attendance of 25 youth. This is a partnership with YTP and VHRP.
- 4 outreach trips to Prince George (September through February) including a Mini Immersion event in collaboration with Northern BC Hearing Society. 2 Outreach trips to the Okanagan plus support through auxiliary staff living in Kelowna. Vancouver Island families are receiving services through IDHHC contract and some partnership with SFCD. In March there will be a meeting with Lisa Cecile, the recently hired Outreach Coordinator.
- 1 Deaf Culture presentation offered in Squamish, 1 pending in Quesnel.
- Summer Immersion 2010 six families attending from West Vancouver, North Vancouver, Abbotsford, New Westminster, Surrey and Vancouver.

Year End Review

- DJ group attended a 3 day camping trip with Power to Be in May 2011
- 12 families received parent support
- 4 monthly socials (October through February) with the average attendance of 25 youth. This is a partnership with YTP and VHRP.
- 2 outreach trips—1 to Prince George, 1 to the Okanagan plus support through auxiliary staff living in Kelowna. Vancouver Island families are receiving services through IDHHC contract and some partnership with SFCD.
- 1 Deaf culture presentation offered in Squamish, 1 pending in Quesnel
- 2 family events offered—SFCD invited to Hands and Voices, CHHA, and FNDC Crash Crawley event, February 2011—2 families attended; offered invitation for families to attend Surrey Children's Festival, May 28—2 families attended

Victory Hill Residential Program (VHRP): Intervention & Support

Ministry Objective

Government will provide intervention services and supports based on the assessment of individual needs

PSDHH Outcomes

- Literacy—increasing the developmental, literacy and language skills of children better prepares them for personal and social success and lays the foundation for life-long learning
- Residents demonstrate continued enhancement and development in identified areas of focus

Performance Measures

All VHRP residents have care plan goals. One of the specific goals is “literacy” and is monitored and reported biannually

Strategies

- Increase role modeling from staff during homework hours
- Increase activities related to literacy (PCS, materials, resources, homework, reading & games)
- Reading club with PSDHH
- ASL/Technology Curriculum presentation—Feb 2011
- Deafhood course—better understand about Deaf Education/Literacy
- Medial Literacy Club
- Buddy Reading Club
- ASL Reading Series
- Homework Hours

Midterm Review

- Completed ASL Reading Series
- Continue Homework Hours
- Completed Buddy Reading Program
- Increased house activities related to literacy
- In progress with UN convention on the Rights of the Child video project

Year End Review

- Continue with UN Convention on the Rights of the Child video project
- Wrap up meeting with literacy specialist
- New planning for Fall 2011 with SFCD
- Increased load of homework from school

Ministry Objective

Aboriginal people will be supported to exercise jurisdiction in delivering child and family services

PSDHH Outcomes

Residents' and family members' cultural heritage are respected and celebrated

Performance Measures

Staff are able to articulate and implement their understanding of aboriginal cultural awareness in their practice

Strategies

- Maintain PSDHH Aboriginal Advisory Committee to advise organization
- Participate in a Deaf/Aboriginal conference
- Establish relationship with MCFD Aboriginal consultant

Midterm Review

- Filed trip to Whistler – Squamish Aboriginal Center and snow shoeing
- 52% Aboriginal residents
- 3rd Aboriginal Advisory Committee meeting last June 2011
- Internal staff committee to develop activities and resources for VHRP and PSDHH
- Crafts, potlatch photo show and salmon BBQ provided during Parent Orientation Week last October 2010
- One of our VHRP parents, Craig Duck Chief, is working on a project to make Aboriginal educational resources accessible for Deaf students

Year End Review

- Feather Ceremony Awards
- Plan for 7th Generation activities in the Fall
- Set up 4th Aboriginal Advisory Committee meeting in October 2011
- Continue with out PSDHH planning committee meetings
- Ideas for our next professional development days—Aboriginal professor from Douglas College

Ministry Objective

Government will place a primary focus on preventing vulnerability in children and youth by providing strong supports for individuals, families and communities

PSDHH Outcomes

Behaviour Support Approaches—staff are committed to working with residents and families to increase positive behaviours and decrease dangerous and unhealthy behaviours

Performance Measures

Increased opportunities to access community and individual experiences for each resident

Strategies

- Closer collaboration with other agencies such as school, Well Being Program and other agencies
- Provide parents with ASL signing language sessions, general workshops, cultural awareness and networking during parent orientation week.
- Family visits
- Conduct case management meetings

Midterm Review

- Completed training in Positive Behaviour Support (PBS) and functional assessment. We are using these skills, in collaboration with families, to address behaviours
- Completed training in Non Violent Crisis Intervention Refresh last November 2010 and Suicidal Prevention Awareness last October 2010
- Two separate therapy groups. Stronger girls for girl group, and stronger boys for boy group. The residents are learning how to manage their emotions and identify their strengths.
- Some residents joined Discovery Journey program to develop their leadership skills. Increase their esteem and learn how to work together as a team building.

Year End Review

- Completed training in Dialectical Behaviour Therapy
- Most of the staff have completed training in Non Violent Crisis Intervention Refresh in June 2011
- Completed two therapy groups for the boys and girls
- 4/20 residents have counselling with the Well Being Program
- Success meetings with therapists
- Completed 10 case management meetings

Youth Transition Program (YTP): Intervention & Support

Ministry Objective

Government will provide intervention services and supports based on the assessment of individual needs

PSDHH Outcomes

- YTP clients develop their own *Individual Transition Plan* to set a path for their future career (this includes education and/or employment)
- YTP clients have sufficient time post-secondary to achieve their ITP goals

Performance Measures

- YTP clients work with YTP Specialists to create an ITP with goals that are documented and measured in CARIS
- YTP mandate is currently age 17 to 23

Strategies

- Individual Transition Booklets
- Career Cruising Software
- Val Hunter – work experience

Midterm Review

- Vast majority of YTP clients fall in the range of 18 – 24 years – 22/28 clients
- Fourteen YTP clients have identified their primary goal as either education or employment
- All active YTP clients have an Individual Transition Plan with identified goals
- Current Waitlist of five, down from ten in January 2011
- September 2010 to January 2011 – 3 client files closed with goals met
- Met with Val Hunter and decided to target 3 post-secondary clients for work experience

Year End Review

- Vast majority of clients fall in the range of 18 – 23 years – 22 active clients, 4 closed files, 2 did not become active
- 10 clients have identified their primary goal as either education or employment
- All active clients have an Individual Transition Plan with identified goals
- No Waitlist—made clients priority so found what service they needed could be accomplished
- September 2010 to January 2011 – 4 client files closed with goals met
- Career Cruising still effective tool—used it with 10/22
- Contract being set-up with Val Hunter and to target 4 post-secondary clients for work experience/ employment. Pending insurance coverage for clients

Ministry Objective

Government will provide intervention services and supports based on the assessment of individual needs

PSDHH Outcomes

YTP clients develop independent living skills as identified in their ITP

Performance Measures

- Independent living skills are explored during the development of the ITP for example – transportation, housing and money management
- Goals and progress notes are documented in CARIS

Strategies

- Use the Individual Transition booklet to record and organize resources
- YTP staff use every session to role model and teach transferable skills
- YTP staff create opportunities to make the learning explicit for their clients
- YTP clients have an opportunity to attend workshops and social events designed to strengthen these skills

Midterm Review

- Based on feedback from the clients and Consultative Committee changes will be made with the use of the Individual Transition booklet
- Four YTP clients have identified transportation or housing as a primary goal in their ITP
- Five monthly social events have been offered from October to February (average attendance is 20)
- Currently in the planning phases for two workshops – Driver's Education and Four Agreements

Year End Review

- Clients using USB instead of booklet
- 3 clients have identified transportation or housing as a primary goal in their ITP
- 4 monthly social events have been offered from March to June (average attendance is 20)
- Driver's Education Class—6 consistent youth came to the class. How many took exam for Learner's License not known
- Four Agreements—13 youth attended the workshop on June 11, 2011. Youth verbally expressed that they enjoyed the workshop. WBP collected feedback from the group and will send it to YTP

Ministry Objective

Child, youth and family services will be based on evidence gathered through a strong quality assurance system

PSDHH Outcomes

- YTP staff have a professional network, working knowledge of resources, and opportunities for staff development in the field of youth transition
- YTP staff activity promote the services available through Youth Transition Program

Performance Measures

- EPDP are completed for YTP staff
- YTP Consultative Committee and the Youth Networking Meetings provide guidance to the program.
- YTP staff attend workshops, conferences and events that build their network/resources.

Strategies

- One to one meetings weekly and currently bi-weekly link directly to the ePerformance cycle.
- The CC and the YN meets two times a year.
- Staff are encouraged to attend workshops and events and bring the learning back to the team.
- Weekly program meetings work the YTP Project List.
- Developing a resource file in S:drive of all the organizations and services that support YTP clients.

Midterm Review

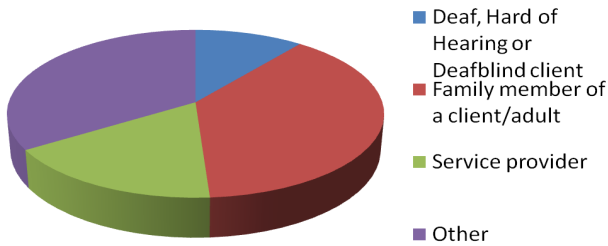
- The Youth Network meeting was held in September with two in attendance.
- The YTP Consultative Committee was held on January 25, 2011 and the next is schedule for October 2011.
- Diana Tarchuk is helping to organize and attends the CC.
- YTP staff have attended workshops such as the Lectures Series, offered by Douglas College, NEADS Job Search Strategies Forum for Post-Secondary Students with Disabilities, and Skills & (Dis)Abilities: A community response to provincial budget cuts & service redesigns in BC's community living sector.
- Out of 16 items on the project list, 4 have been completed.
- In collaboration with DAO, set up a resource file in S:drive.

Year End Review

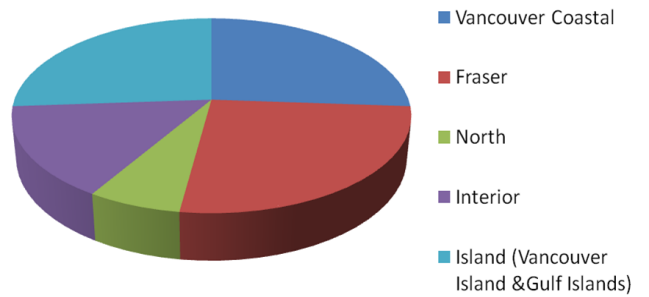
- YTP staff have attended workshops such as the Lectures Series, offered by Douglas College
- Project List put on hold due to staffing changes
- Resource file in S drive is pending

Stakeholder Survey Results : How Is PSDHH Doing?

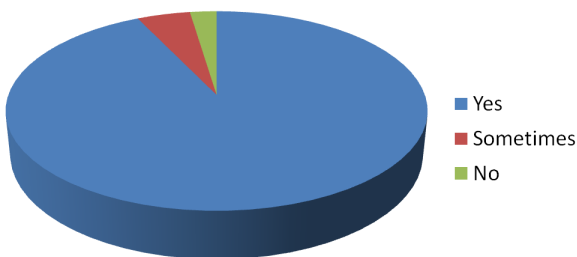
Participants identified in responding to stakeholder survey



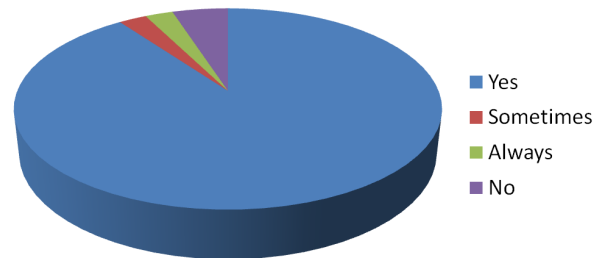
Participants identified in responding to stakeholder survey - by region



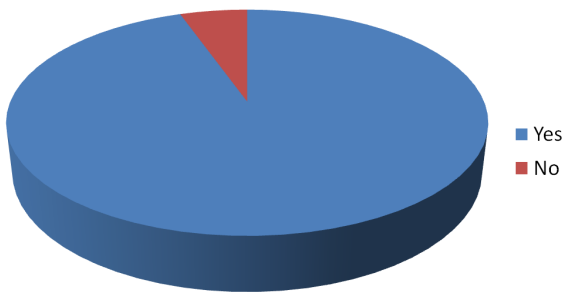
Staff have communicated clearly with clients



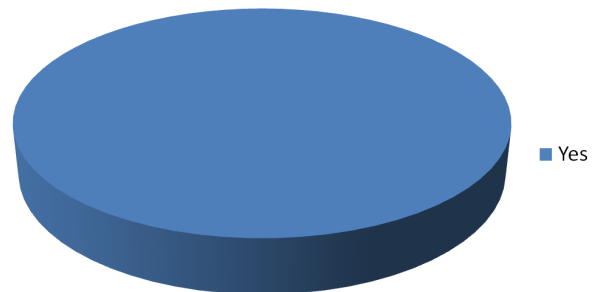
Client is able to share their concerns of communication needs (i.e. request an interpreter or translator)



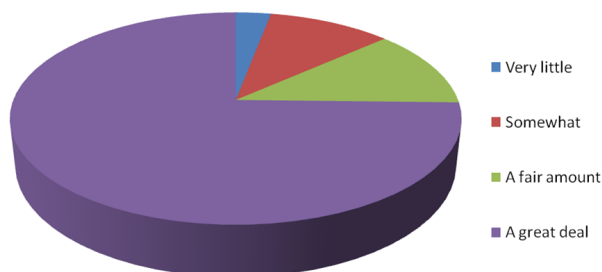
Staff contacted clients within 3-5 business days



Staff treated clients with respect



Clients have benefited from PSDHH services



Testimonials from Clients

Consultative Services

Consultative Services is wonderful. My students learn so much from Consultative Services that will be useful in their social work practice. Consultative Services makes a huge impression that stays with people.

Deaf Access Office

The DAO has been great, wonderful! The education that DAO provides to service providers has really helped increase access. It is great for me, as a service provider, to know that there is somewhere I can go for support. DAO has helped create many inroads for the Deaf community!

Services for Family and Community Development

I just wanted to thank you for the class tonight. You created such a friendly, safe and inviting environment for us all to learn. I was a bit worried that xx may be having a bit of overload with sign language at school and all the other things she has had to adjust to in the last few weeks since she lost her hearing completely. But xx got right into the class and had fun. We all did. Thanks again.

Victory Hill Residential program

I just wanted to say what a great meeting it was yesterday afternoon; I was so pleased to be able to visit xx again, and to see his dorm. Except for when he first started to live with you, I've never seen him look so happy. What an awesome opportunity in xx's life! I see that he will only flourish, so he is able to do great things in his life now and for his future.

As a fellow Sto:lo person to xx, 'my hands go up to you.' In our Sto:lo culture, this is a sign of giving the highest honour, if one puts their hands up to you. :-)! Have a great day!

Youth Transition Program

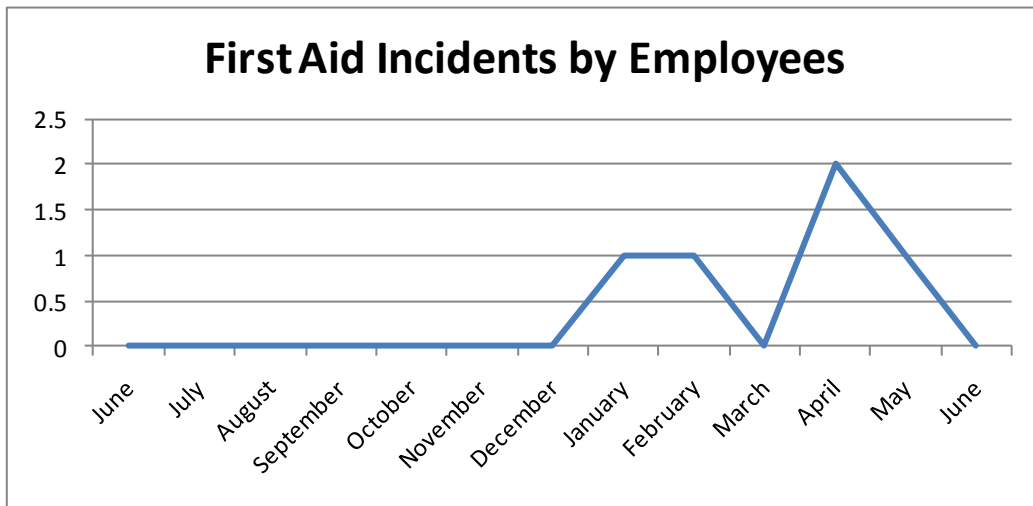
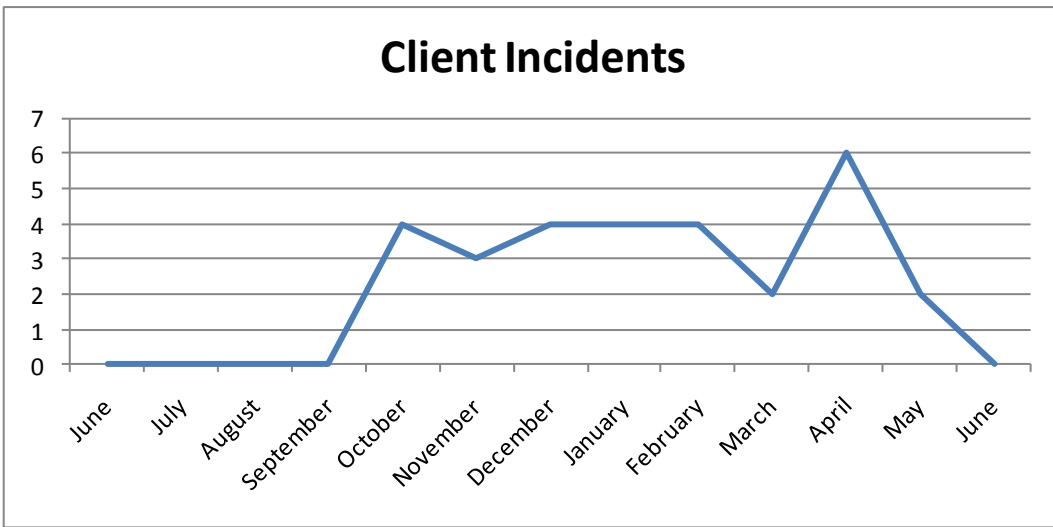
It is nice to have YTP service to aid with my education plans. Also they have provided me some of services I had never heard of. I find the most helpful in the program is the guiding to complete my future education plans.

Note: more testimonials are kept in S drive.

RISK MANAGEMENT

PSDHH Leadership Team reviews quarterly and annual risk management reports. The summary of the reports between June 2010 and June 2011 are outlined:

Incidents, Accidents or Grievances



Facility Safety Issues

- Conducted 3 facility inspection with ongoing maintenance needs.
- Involved the province-wide earthquake drill on January 26th, 2011, including discussion for improvements
- Conducted fire drills with no concerns

Other

- Established a security system for PSDHH including a panic button system and video cameras. Updated policies were reviewed with staff in June.

“Quality is never an accident; it is always the result of high intention, sincere effort, intelligent direction and skillful execution; it represents the wise choice of many alternatives.”

~William A. Foster

Continued : Risk Management

Environmental Scan — S W O T Analysis and Review

STRENGTHS

Strong relationships and collaborations with community and professionals
PSDHH is involved with research and up to date on current information
Positive relationships with families and youth
Parent Coaching established
VHRP healthy and running max capacity
Consistent and reliable staffing – permanent and auxiliary
EPDP as appraisal tool generally successful
Increased program collaboration
PSDHH received TOP WORK UNIT for 2010
External service providers look to PSDHH for expertise
Internal technical expertise
New Era document
Bilingual focus – ASL/English

WEAKNESSES

EPDP still confusion amongst staff
Outreach services to families and youth need to improve
Small staff with specialized knowledge and skills increases vulnerability in program areas
Qualified instructors in ASL, parent coaching, literacy, etc.
PSDHH program silos

OPPORTUNITIES

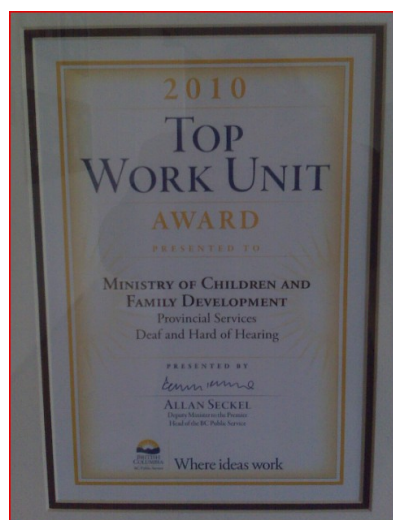
Set up clinical team at PSDHH – include psychiatrist (possibly a Behaviour Consultant)
PSDHH and BCSD Admin set up regular meetings
PSDHH Leadership Team has strategic partnership plan
International research on ASL (VL2)
Mentor/develop staff skills
Advocate to colleges to re-establish training such as ASL Certificate
Contract money for qualified contactors

THREATS

Budget pressures
Organizational changes in 2012
Increase medical perspective to “fix”
resulting in ASL seen as low option

PSDHH Employees' Feedback

Every year, the entire BC Public Service receives the **WES (Workplace Environment Survey)**. The WES give us a chance to compare PSDHH with other MCFD programs and all of the BC Public Service for a variety of measures including engagement, training and development, and supervision. PSDHH was awarded a “Top Work Unit” designation (our second time to win this honour). Our plaque is proudly displayed in our PSDHH Boardroom.



In addition to the WES, PSDHH completes its own internal OH (**Organizational Health survey**) on an annual basis. This year, the PQI and Leadership Team reviewed 5 years of OH results (2008—2011). Through this longer-term lens, we could see areas of growth and improvement and areas where we need to focus our energies for development. Results were reviewed at the biannual PQI retreat (April) and annual Leadership Team retreat (June). Two members of the PQI team will review the results with all PSDHH staff at our annual Staff Orientation day in June.

Training and Development for PSDHH Employees

- American Sign Language/Bilingual Early Childhood Education for Deaf Children
- American Sign Language Now: Teaching to be the Next Level
- Boy Smart Action
- Canadian Association of Educators of the Deaf and Hard of Hearing Conference
- Champions for Children and Youth 2010 BC Summit
- Deafhood: Global Diversity
- Human Services Foundations Program
- International Congress on Education of the Deaf
- Job Search Strategies Vancouver Forum
- Working with the Difficult to Engage Multi Barrired Clients
- Non-Violent Crisis Intervention Review
- OSH First Aid OFA 1
- Pacific Forensic Psychiatry 7th Annual Conference
- PLAR On-Line CYCC
- PSDHH Annual Orientation
- Raising Standards for Deaf Children
- Risk Suicidal Assessment
- Understanding Aboriginal's Experiences and Perspectives
- Understanding Attachment

Upcoming trainings (not confirmed)

- Audism
- Aboriginal Awareness
- ASL/Deaf Culture Awareness
- Dialectical Behavior Therapy
- UN Rights and Advocacy
- Food Safe for SFCD staff
- First Aid re-certification

Glossary

CHHA	Canadian Hard of Hearing Association
CS	Consultative Services
CSP	Council Service Provider
D	Deaf
DAO	Deaf Access Office
DB	Deafblind
FNDC	Family Network for Deaf Children
HH	Hard of Hearing
IDHHC	Island Deaf and Hard of Hearing Centre
ITP	Individual Transition Plan
MCFD	Ministry of Children and Family Development
PQI	Performance Quality Improvement
SFCD	Services for Family and Community Development
VHRP	Victory Hill Residential Program
YTP	Youth Transition Program