

Provincial Services for the Deaf and Hard of Hearing



Annual Report 2003/04

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On behalf of the Leadership Team, we are pleased to distribute our first annual report that shares the milestones of the previous 12 months at Provincial Services for the Deaf and Hard of Hearing.

The leadership team has attended regular meetings to address concerns or needed improvements, and to identify accomplishments within the programs of PSDHH. The programs are Consultative Services, Deaf Access Office, Services for Family and Community Development and Victory Hill Residential Program.

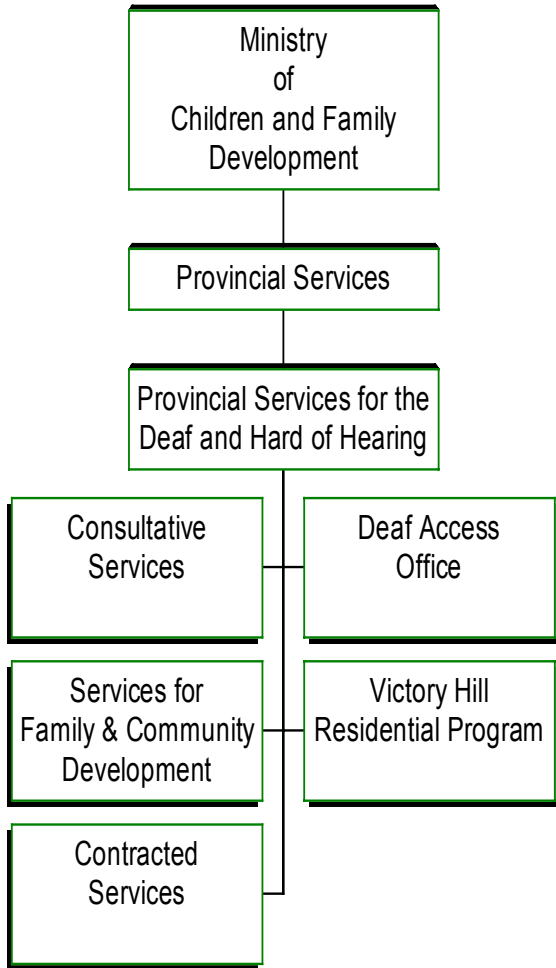
The report will cover each program's activities, outcomes, goals, internal and external survey results in addition to the annual leadership retreat that took place at Victory Hill.

Two significant and exciting projects currently underway are CARIS (Client and Residential Information System) and COA (Council of Accreditation). Those projects will help PSDHH and its programs to become more effective and efficient, ensuring a more smoothly running operation in the long term. More details are in the next few pages.

Finally, the programs have been incredibly busy due to an increased number of calls, a growth population of residents and growing demand for registration in courses and events in the previous year.

The leadership team wishes to express sincere appreciation to staff for their hard work and commitment in promoting the accomplishments of deaf and hard of hearing clients. Our partnership with professionals, volunteers, Ministries and families are also a factor in achieving our objectives for every individual throughout British Columbia.

Hand waves to each and every one of you!



Mandate

Provincial Services for the Deaf and Hard of Hearing is a centre for information and services that promotes family and community capacity to support child* and family development.

** child who is Deaf, Hard of Hearing and Deaf Blind.*



Vision

A well co-ordinated array of direct and contracted services to enhance existing family and community resources across the province ensuring children with sensory loss can maximize their potential and become fully participating citizens in our province.

[Http://www..mcf.gov.bc.ca/psdhh](http://www..mcf.gov.bc.ca/psdhh)



Current Projects

CARIS - The **C**lient **A**nd **R**esidential **I**nformation **S**ystem project brings together people from organizations within Provincial Services, collaborating two times each week to develop the design layout for a paperless data filing system. In other words, files will be transferred to electronic record keeping. The goal is to eliminate lengthy time filing or locating files, processing open and closed cases, and to preserve our beautiful trees across British Columbia! The target date is to have the filing system operated electronically by the end of 2004.

COA - **C**ouncil **O**f **A**ccreditation project also includes people from Provincial Services, in other words, Accreditation Provincial Services (APS). The working group have already undertaken meeting and preparing self-study documents and preparing for the COA site visit which will take place in May 2005. The fundamental of Accreditation is to have the standard requirements meeting the areas of safety, health and ethics for staff and clients served. Furthermore, the Continuous Quality Improvement committee was formally established last September and its members evaluate all aspects of each program and service to identify strengths and needed improvements. Stakeholders, including staff at all levels, clients, collateral service providers, and members of the Deaf community, form an integral part of ensuring that PSDHH lives up to its commitment to continuous quality improvement. For further details, please check out www.mcf.gov.bc.ca/psdhh on the left content bar.

CQI Mandate

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

CQI Activity

CQI activity leads PSDHH to thoroughly gather data regarding client and staff satisfaction, client and staff complaints, incidents and accidents, case record review, and program outcomes. In addition, information from long and short-term planning activities as well as risk management are forwarded to the CQI team. CQI provides PSDHH with a means to evaluate its program and services in an effort to maintain best practices as well as a positive working environment for staff.



Leadership Team Retreat

The Leadership Team attended its fifth annual 2-day retreat at Victory Hill last March. The retreat is to reflect on the past year with the following tools: Outcomes and Logic Models, Balanced Scorecards, Accreditation Standards, Performance Management and Long- term Plans; and to develop a plan for the coming year for becoming a relevant, quality, and efficient organization that supports effective evidenced-based services.

The Leadership Team also had an opportunity to discuss the challenges and barriers they have faced in the past 12 months and how to overcome them for the next year, ensuring the efficient use of resources and support services for clients and staff.

Without struggle there can be no progress
Frederick Douglas

With Retreat guidelines, the program coordinators have used the criteria called SMART (Specific, Measurable, Achievable, Realistic, and Time-Based) when presenting a well-developed plan including budgetary objectives for the next fiscal year.

The Leadership Team has also discussed EPDP for all levels of staff at PSDHH. EPDP stands for Employee Performance Development Plan. It gives staff an opportunity to pursue learning development related to their work, in order to maintain high quality and excellent performance at their workplace.

Lastly, the team analyzed the SWOT areas that impact PSDHH. The details are on the next page along with the internal and external survey results.

Obstacles are those frightful things you see when you take your eyes off your goals.
Henry Ford



SWOT Analysis - long term planning

STRENGTHS

- Concentration of Deaf professionals
- Clear Mandate for Each Program
- Use of Technology
- Commitment at all levels
- Valuing our Clients
- Visionary Thinking
- Valuing Community Partners
- Perception of Influence
- Good Established Programs
- Willingness to Evaluate our Programs
- Provincial Outreach Programs
- Strong Leadership
- Access to Training

WEAKNESSES

- Weak Promotional Materials
- Lack of promotional strategy for VHRP
- Limited Budget and Resources
- Limited Training budget for staff
- Limited knowledge of current changes (I.e. cochlear implants)
- Need for updated research knowledge
- Application and Monitoring of Stated Outcomes
- Centralized Information System
- Support of VHRP Families
- Underdeveloped staff in specific areas of KSA (Knowledge, Skills and Abilities)
- Inflexibility of Staffing Procedures

OPPORTUNITIES

- Post-Care Plan Programs - Respite programs
- Senior Citizen's Concept - Training opportunities for Youth
- Travelling Child Care Counsellors
- Links with Provincial Deaf Community
- CLS (Community Living Society) - explore opportunities
- CODA (Children of Deaf Adults) services
- Services for cochlear implant children and their families
- Services for hard of hearing children and their families
- Transition to Adult Plans
- Learning Together Program
- Sign Language

THREATS

- Budget
- Decreasing Numbers at BCSD (British Columbia School for the Deaf)
- Changes in Ministerial perspectives on Special Needs
- Lack of interest if programs are not of quality
- Limited Resources = Frustrated Parents





CQI Feedback Survey Results - *External*

233 were mailed last January and 66 replied. The overall satisfaction rate with PSDHH and its programs was 98%.

The questions on the survey were asked as follows:

- 1). *Which services do our clients use?*
- 2). *How satisfied are our clients with our services?*
- 3). *How satisfied are our clients with our responsiveness to their needs?*
- 4). *Do we respond to their queries in a timely manner?*
- 5). *How satisfied were they with the information or help they received?*
- 6). *Were our clients' requests handled in a timely, respectful, and professional manner?*
- 7). *Was communication clear?*
- 8). *Would our clients use our services again?*
- 9). *Would our clients recommend our services to others?*
- 10). *Would our clients like more information regarding the MCFD complaint process?*

The list of trend recommendations made by the respondents are as follows:

- ~ Resources a desperate need for North and Interior Regions, Deaf Plus and Hard of Hearing
- ~ External professionals want more communication from PSDHH staff
- ~ Increase demand for family and individualized services
- ~ Roles of each program area needed to be clarified to the public
- ~ DAO's services are appreciated and valued by professionals who come into contact with Deaf, Hard of Hearing, and Deaf Blind clients.
- ~ Consultative Services are valued by professionals and deaf clients, who, by extension, benefit from this service area.

To address the recommendations by possible strategies:

- ~ Clarify roles to the public by promoting information on website, adding website address on all email correspondences and letters as well as distributing PSDHH handbook.
- ~ Collaboration with professionals by networking with other professionals during Council of Service Providers and publishing PSDHH Annual Report.
- ~ Demand for family and individualized services by service planning focuses on the whole family. Resources to be balanced for group and individualized services.
- ~ Determine how Learning Together Program can meet Deaf Plus needs and train the local community partners
- ~ Aggressive promotion of SFCD in North and Interior areas and train local community partners
- ~ Use the buddy program to address hard of hearing needs and train local community partners



CQI Feedback Survey Results - *Internal*

PSDHH held an organizational health survey for staff. 25 out of 40 staff replied. The overall satisfaction rate for working conditions at PSDHH was 98%

The questions on the survey were asked as follows:

- 1). *Do Staff think their skills match their requirements of their job?*
- 2). *Do Staff feel their working hours fit in with their family or social commitments outside work?*
- 3). *Do Staff think their health or safety is at risk because of their work?*
- 4). *Have Staff had training provided by their employer in the past 12 months?*
- 5). *Does Staff's job involve working under stressful conditions?*
- 6). *Are Staff are satisfied/unsatisfied with working conditions?*
- 7). *Do Staff get the needed training to do their job effectively?*
- 8). *Are Staff informed regarding relevant policies, procedures and legislation?*
- 9). *How do Staff rate communication with their co-workers?*
- 10). *How do Staff rate communication with their coordinator?*
- 11). *How do Staff rate the annual performance appraisal process for their work?*
- 12). *Does the coordinator gives staff recognition when they do their job well?*
- 13). *Does the coordinator makes it clear what is expected of staff?*
- 14). *Do Staff receive support when they need to take time off for personal or family reasons?*
- 15). *Does Coordinator treats staff with respect?*
- 16). *Does Coordinator ask staff for input before making decisions that affect their work?*
- 17). *Does Coordinator gives staff regular feedback on how they do their job?*

The list of trend recommendations are made by staff:

- ~ Complete Policy and Procedure manual
- ~ Provide annual performance evaluation
- ~ Open communication regarding the plans for PSDHH
- ~ Staff in some programs feel a sense of inequity in how management sees each of the programs

To address the recommendations by possible strategies:

- ~ Distribution of a completed Policy and Procedures manual by September 1, 2004
- ~ Completed EPDP (Employee Performance Development Plan) for each staff by June 2004
- ~ PSDHH Annual Report distributed by April 30, 2004
- ~ Management participate in program staff meetings (3 to 4 times annually)
- ~ PSDHH Orientation: August 30 - September 2, 2004
- ~ Use language of equality when referring to all programs.



Vision Statement of Consultative Services

The Consultative Services provides information and consultation regarding issues of Deafness and hearing loss to Ministry staff and their community partners. Requests for consultation will be handled in a timely and professional manner, and consultation will be in accordance with best practices and Ministry standards.

Consultative Services personnel developed a short-term plan in order to support the long term plans. The process of short term plans is to determine the goals and objectives targeting the clients' needs as well as the program effectiveness and to carry out goals and timelines for the year of 2004 - 2005.

Internal Consulting - Consultative Services consults with VHRP and SFCD staff and is a member of the VHRP Counselling Team and SFCD Consultative Committee. The outcome is to have residents and clients who are safe and have their parents involved in their development.

Goal for 2004/2005 - pilot a new model of systems-based therapeutic support for VHRP residents, families, and staff (In partnership with Well Being Program and possibly SFCD). Compile results in report format for review at the end of next fiscal year (March 2005)

External Consulting - Consultative Services consults with families, Ministry professionals, and other community partners. The outcome is to promote accessibility to available resources for deaf, hard of hearing and deaf blind people. Individual and community capacity to be increased as systemic barriers and discrimination are eliminated. Deaf, hard of hearing and deaf blind people deserve the same access to opportunities, resources and services as hearing people.

Goal for 2004/2005 - Review the client satisfaction survey and establish networking connections with each MCFD region including Aboriginal Services and Community Living Authority (March 2005)

Care Plans - Consultative Services produces Care Plans for at-risk deaf youth and their families in partnership with Maples and Well Being Program. The outcome is to provide support for deaf youth to succeed in their home and community.

Goal for 2004/2005 - Review the effectiveness of the process for Care Plan clients. Submit Care Plan Review article for publication. Present on Care Plan model in 2005.

Additional goals

~ Continue to coordinate Council of Service Providers with support of CSP Planning Committee. Goal for CSP to become self sufficient via membership fees and continued collaboration. Reassessment will be at the end of next fiscal year (March 2005).

~ CS coordinator will access regular clinical supervision sessions and report on development themes at the end of fiscal year (March 2005)

Dream

~ Provide respite care support for post-Care Plan for families.



Vision Statement of Deaf Access Office

Deaf Access Office (DAO) is dedicated to promoting access to government services and benefits that meet the needs of Deaf, hard of hearing and deaf-blind persons and their families in British Columbia.

Deaf Access Office personnel and the consultative committee developed a short-term plan in order to support the long term plans. The short term plans meet the clients' needs as well as the program effectiveness and carry out goals and timelines for the year of 2004 - 2005.

Information and Education - Deaf Access Office consults with Ministry professionals and other community members to promote equal access for Deaf, hard of hearing and deaf-blind clients to programs and services. The DAO works in partnership with other agencies to build support networks especially for isolated and vulnerable clients.

Goal for 2004/2005 - Partnership and education initiatives will be reported in the DAO Annual Report (2004). Networking meetings (with Well Being Program) and committee membership (with the COAST foundation, Council of Service Providers and Deaf Seniors' Housing committee) will continue throughout 2004.

Advocacy - (a) Deaf Access Office continues to advocate for clients' access to employment opportunities, training and education.

Goal for 2004/2005 - Advocacy work will be reported in DAO monthly reports and summarized in the DAO Annual Report (2004).

Advocacy - (b) Deaf Access Office supports clients' access to affordable, safe housing and basic necessities such as healthy food.

Goal for 2004/2005 - DAO Annual report (2004) will highlight successful collaborations with housing programs and food source programs. Numbers of clients accessing these programs will be reported.

Dreams

- ~ Use a house at the Victory Hill site as a supported care setting for Deaf Seniors.
- ~ Use PSDHH staff to assist vulnerable DAO clients with homemaking and lifeskills services.
- ~ Use a house at the Victory Hill site as a transition support resource for young DAO clients transitioning to the Lower Mainland (this could include VHRP graduates).
- ~ Provide family development services for Deaf parents (perhaps as part of the SFCD mandate).



Vision Statement of Services for Family and Community Development

Services for Family and Community Development (SFCD) is a provincial resource program for families with deaf and hard of hearing school-aged children who use sign language for all or part of their communication. Together with families and communities we endeavor to provide culturally relevant services that promote inclusion of the deaf and hard of hearing child in their family and community.

Services for Family and Community Development personnel, following recommendations from the stakeholders, developed a short-term plan in order to support the long term plans. The process of short term plans is to determine the goals and objectives meeting the clients' needs as well as the program effectiveness and to carry out goals and timelines for the year of 2004 - 2005.

Outreach Program - Services for Family and Community Development (SFCD) connects parents from Vernon, Kelowna and Prince George by providing sign language courses via video conference and a Deaf Sign Language Specialist from their town with SFCD Sign Language Specialist's supervision. In the near future, SFCD will partner with Island for the Deaf and Hard of Hearing Centre from Vancouver Island to offer the same service for the parents and families there. SFCD is also involved in VHRP residents' families request for further training in sign language.

Goal for 2004/2005 - Evaluation reports will be summarized and forwarded to SFCD staff and Continuous Quality Improvement Team to identify areas of needed improvements and accomplishments.

Technology - Presently, SFCD uses video conferencing equipment at Youth Justice and Kelowna's Child Development Centre. SFCD continues to seek more equipment for web-cam video streaming as well as technical support, research, financial assistance or donation of computers to families through government sources or private sector. SFCD also provides information to families through Learn Together Program with a variety of communication tools for their deaf child to access, i.e. webcam, internet, TTY, Close Captioned device, and so on.

Goal for 2004/2005 - With the completed SFCD promotional video by the end of August 2004, it should help the families to aware the available resources and support networks I.e. community partners, professional communities, advocate groups, and ministries to eliminate families isolation.

Learn Together Program - There are two programs offered for parents and their child/youth provided by SFCD with partnership from Deaf Youth Today. The Family Essentials program focuses on families and includes but is not limited to sign language, awareness of deaf, hard of hearing, cochlear implants, and support system for Deafplus. Another area called the Buddy Program is focused on youth aged 14 - 18. The goal is to have deaf and hard of hearing teenagers become a big sister or brother to a younger deaf child in their hometown. 5 teenagers from Kelowna are being trained for the Buddy Program by a deaf instructor.

Goal for 2004/2005 - Evaluation results will be summarized in the SFCD monthly report.



SFCD Continued

Staff Development -the list of training provided for SFCD staff is :

- 1) FCRW (Family and Community Resource Worker) will observe at the Maples' parent group sessions for 6 weeks in May.
- 2) Consultative Services Social Worker will provide weekly support for FCRWs when they develop their work with families.
- 3) They will also visit different organizations and learn more about their services.

Goal for 2004/2005 - to fulfil their training requirements by the end of 2004.

Dream

~ Use one Victory Hill facility for two following programs:

- A) A respite program for families with Deafplus children and youth. Presently 9 elementary and 2 high school families in Lower Mainland would benefit.
- B) A care plan program that gives families a break , and to increase their capacity to care for their child with special needs with available resources offered in the lower mainland.



Vision Statement of Victory Hill Residential Program

We are committed to working closely with both the residents and their parents to ensure that the residents' cultural, physical, social, emotional and educational needs are met in a positive and supportive way. The Program is designed to encourage the residents to maximize their abilities, to improve their communication skills, and to learn about Deaf history and culture.

Victory Hill Residential Program with feedback from the residents and their parents have developed the short-term plans in order to support the long plans. The process of short term plans is to determine the goals and objectives meeting the residents' needs as well as the program effectiveness and to carry out goals and timelines for the year of 2004-2005.

Inside Quality Assurance - Every fourth year, VHRP coordinates Inside Quality Assurance (IQA) with support from the external members of the deaf community to provide the best possible environment for the residents living at the residence.

Goal for 2004/2005 - the completed IQA reports to be distributed to the residents' parents and PSDHH website by the end of May 2004.

Staff Development - The list of training for VHRP staff to undergo for the next 12 months is as follows: Policy and Procedures, Individual & Group Writing, Accreditation Presentation, Outcome Measurement Presentation, Abuse and Neglect Reporting Procedures, Progressive Intervention, Program/Team Analysis, and a Well Being Program and VHRP Forum.

Goal for 2004/2005 - to fulfil the training requirements before the next fiscal year (March 2005)

Parent Orientation Week - VHRP provides annual orientation in late September for the residents' parents to learn the essentials of their child/youth's needs: independent living skills, social/communication skills, Deaf/ Hard of Hearing identity and culture, and academics studies at British Columbia School for the Deaf in Burnaby.

Goal for 2004/2005 - To increase participation from BCSD staff and teachers, BCSD Consultative Team members, and volunteers from the deaf community as well as SFCD and CS staff to promote the awareness and networking support.

WBP and VHRP Forum - This team will be used for implementing a care plan to gain better understanding of the resident's needs with parents and community involvement. Team meetings, therapy sessions, home visits and conference calls will be a regular routine to maintain open communication with one another.

Goal for 2004-2005 - Review the effectiveness of the forum at the end of next fiscal year (March 2005)