

**ECF EARLY START  
ANNUAL OUTCOMES MEASUREMENT REPORT**

**The objectives and outcomes for the Early Start services are as follows:**

- 1. Maximize Developmental Milestones- MET**
- 2. Maximize Parental Involvement and Program Participation-Met**
- 3. Maximize Clients Attendance-Met**

1. The achievement of the goal to maximize developmental milestones is measured by collecting data on the attainment of program participants developmental program goals. By measuring the percentage of children that achieved one program goal per developmental domain, progress can be gauged. The domains foster a child's growth and development in fine and gross motor skills, sensory integration, cognitive development, self-help and feeding. Children tallied for data collection had been receiving at least eight months of service.  
93% of the children measured achieved the outcome desired and progress was noted on all children surveyed.
2. The goal to maximize parental involvement and program participation is measured by the percentage of parents participating in parent group and special events.  
Early Start programs have increased the community participation offered to participants. Parents have increased their participation by attending community events and outings.  
By tracking attendance records of parent group and recording participation in community events the combined total of 64 % of the parents have been involved in Early Start activity.

3. The goal to maximize client attendance was measured using attendance records and was met with 82% attending.

## **SUMMARY**

### **PARENTS**

The number of parents that responded to the survey was higher in both the Arleta site with an additional 25 and Los Angeles site with an additional 23. The Lomita site had a considerable drop in respondents from 23 in 2007 to 14 in 2008. The smaller the number of respondents the greater the weight of each survey.

The parents who responded thought highly of the quality of service and staff at all three sites rating very good or excellent by over 90%. These parents also rated the family's benefit from participating in the program with the same high rating.

The Arleta site has developed parent support and communication with outcomes in both areas improved from the previous year. All program site parents have expressed through comments their continued support and high regard for all therapies provided. Continued development of communication and child daily progress will be explored at all three sites.

### **REGIONAL CENTER**

The number of respondents was equal to or in Arleta case slightly higher than the previous year. The Arleta site was rated higher in all 10 rated questions asked then the previous year, making a marked improvement in staff's responsiveness (returning phone calls, responding to questions or concerns etc.). The Arleta site will be asked to share strategies used to communicate and document with the Los Angeles and Lomita sites. Lomita service questions continue to receive high approval from the Regional Center staff.

## **STAFF**

The number of staff responses to the survey slightly increased at the Arleta and Los Angeles site. Responds at the Lomita site were half that of 2007.

Staff has indicated the need for development through training and professional team work at the Lomita site.

Staff at all three sites thought highly of their work and the interaction with children and families providing an enriching environment commenting on how staff handle transition and remain consistent as possible.

Staff surveys indicated a high regard for site management with Arleta staff noting the need to see upper management more frequently at the site. They also indicated that when staff did not meet expectations they were appropriately supervised.

## **PROGRESS ON RECOMMENDATION SET PREVIOUS YEAR:**

1. Survey the Arleta parents to identify their needs for support and education. Develop a plan to accommodate parents and provide appropriate support and education.

**PROGRESS:** Site has evaluated parent needs and developed programming to accommodate. Parent responses to this year's survey were significantly higher.

2. Develop methods of checking deadlines for reporting to Regional Center. Provide staff with the structure to remind them of upcoming deadlines.

**PROGRESS:** Sites have made progress on this goal. The Los Angeles will need to spend time assuring timeliness of reports.

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3. Develop a monitoring system of teaching tools and toys. Provide staff with a method for sharing condition of program material and provide replacement when necessary.

PROGRESS: The Arleta site has put systems in place to monitor condition of supplies. No comments were received from staff about toy condition.

4. Explore alternatives to line forming at all Early Start sites and adapt alternative approaches when appropriate.

PROGRESS: Some line forming in classrooms of older children was considered appropriate and training to staff conducted.

5. Survey results to be reviewed with all program staff.

PROGRESS: Completed annually as part of ECF training plan.

#### **RECOMMENDATIONS FOR THE COMING YEAR:**

1. Continue to provide Lomita and all Early Start staff training opportunities on site and off site through Regional Center, IDA or other development sources.
2. Explore opportunities to share information with parents on a regular basis.
3. Los Angeles site must develop method of checking deadlines for reporting to Regional Center. Provide staff with a structure to remind them of upcoming deadlines.
4. Survey results to be reviewed with all program staff.

**ECF Developmental Activity Centers (DA  
and Adult Development Program (ADP)**

**Annual Outcomes Measurement Report**

**The objectives and outcomes for ECF DAC/ADP are as follows:**

**Maximize independent living skills-MET**

**Maximize consumer satisfaction-MET**

**Maximize referral/sponsoring agency satisfaction-MET**

**Maximize parent/care provider satisfaction –MET**

**Maximize consumer participation in integrated community settings- NOT MET (ART CENTERS)**

**SUMMARY:**

Although the Venice site received a lower number of parent/ care provider respondents the overall satisfaction with the Developmental Activity Centers and Adult Development Programs which includes the two art centers remains high. Surveys indicated that parents and care providers noted progress and named numerous activities that they liked and expressed the satisfaction of the program participant.

Program participants expressed their own satisfaction with their program with complements to staff and to the support they give. Comments of interaction with others and noise were issues at the Art Centers.

The goal to maximize consumer participation in integrated community settings was not met by the Art Centers.

Although community involvement has increased, due to the programs design and staff configuration the Art Center will not reach the set goal. This goal will be eliminated for the Art Centers in the next survey year.

**Recommendation Progress:**

1. Program Managers must provide the total number of aggregate hours program participants were in the community on a monthly basis to Program Director via manager's report.

PROGRESS: All DAC/ADP programs report community hours monthly.

2. Communication between participant, parent, care provider and Regional Center will be developed and/or enhanced.

PROGRESS: Some newsletters have been developed but have not been consistently sent to parents, care providers and Regional Center. Recommendation will continue at all DAC/ADP and Art Center sites.

3. Community programming will be developed and /or enhanced at all DAC/ADP sites.

PROGRESS: All sites have enhanced community involvement.

4. Survey results to be reviewed with all program staff.

PROGRESS: Completed annually as part of ECF training plan.

**Recommendations for the coming year:**

1. Continue to enhance communication with site partners including participant, parent, care provider and Regional Center.
2. Continue to invest time in exploring opportunities to engage participants in work either paid or unpaid.
3. Continue to encourage Regional center to complete satisfaction survey.
4. Survey results to be reviewed with all program staff.