



## Quality of Service at Vanier 2007-2008

Vanier clients have been receiving quality mental health care for over 40 years. We are dedicated to helping children and their families. Vanier has several ways of assessing the quality of care we provide, including both client satisfaction and standard mental health measures. In the year from April 1, 2007, to March 31, 2008, Vanier served 2 482 children, 1 609 boys and 873 girls.

Vanier has several ways of measuring the quality of our services. One method of assessing our quality of care is through standard mental health measures. Your mental health care provider shares the results of these measures and recommendations with you at the beginning and end of treatment. Trained Intake staff at Vanier complete the *Brief Child and Family Phone Interview (BCFPI)* to obtain standardized scores regarding the problems facing our clients. These scores compare the responses of our clients with responses by a large group of parents of children of the same age range and gender. Vanier clients are clearly facing serious challenges. For example, the parent of a typical Vanier client who completed this measure during 2007-8 has more problems than 98 out of 100 children or youth of the same age and gender regarding behaviour, especially conduct problems such as aggression. Their families had more problems than 98 out of 100 such families regarding the activities they can participate in, family comfort, and overall family situation.

Vanier staff complete the *Child and Adolescent Functional Assessment Scale (CAFAS)* at the beginning and end of treatment to look for changes in day-to-day functioning. We have full sets of scores for 850 clients since we started collecting this information. In terms of total scores, 611 improved, 183 stayed about the same, and 56 got worse. The figure shows changes in scores in the 8 specific areas of this measure.

