

KEY WORKER SUPPORT SERVICES

OUTCOMES MANAGEMENT REPORT 2018 - 2019



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The Program receives funding from the BC Ministry of Children and Family Development
The Program acknowledges the City of Burnaby for its support

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Program Description

Eligibility:

- Children living in Burnaby aged birth – 19th birthday (and their families/caregivers) who have a confirmed or probable diagnosis of Neonatal Abstinence Syndrome/Fetal Alcohol Spectrum Disorder (NAS/FASD) or other complex developmental and behavioural conditions (CDBC) that greatly affects their day-to-day life.

The Key Worker services offered:

- Parent/Caregiver training, education, and networking opportunities
- Strategy and Skill building groups for children/youth
- Telephone consultation with Key Worker as required
- Education/Training workshops for school personnel and community partners
- Information and referral to other services and resources
- Family-Together Nights
- Program newsletter featuring relevant resources and materials

Program Goals:

- To maintain and enhance the stability of families who have a child with NAS/FASD/CDBC
- To decrease frustration and increase success of children with NAS/FASD/CDBC
- To ensure families have an ongoing network of support.
- To increase knowledge of parents and professionals about brain-based disorders.

Program Highlights:

- Developed partnerships with Burnaby Family Life to provide two educational sessions on FASD for prenatal group.
- Partnered with a local Burnaby elementary school to deliver a series of 8 Social Emotional Learning (SEL) sessions for a group of students (which included 1 client of the Key Worker Program and several of her peers)
- Commenced monthly Parent Networking and Education evenings with a variety of topics of interest to them, including Supporting your Child/Youth with Complex Needs and Promoting Your Child/Youth's Social Emotional Development.
- Had the opportunity to formally acknowledge long-time community partner, Margaret Sundberg (Learning Support Teacher with the Burnaby School District) for her many years of dedicated support to our Program and Agency as she was presented with a BCCFA Community Partner award at the BCCFA's Annual General Meeting in September 2018.

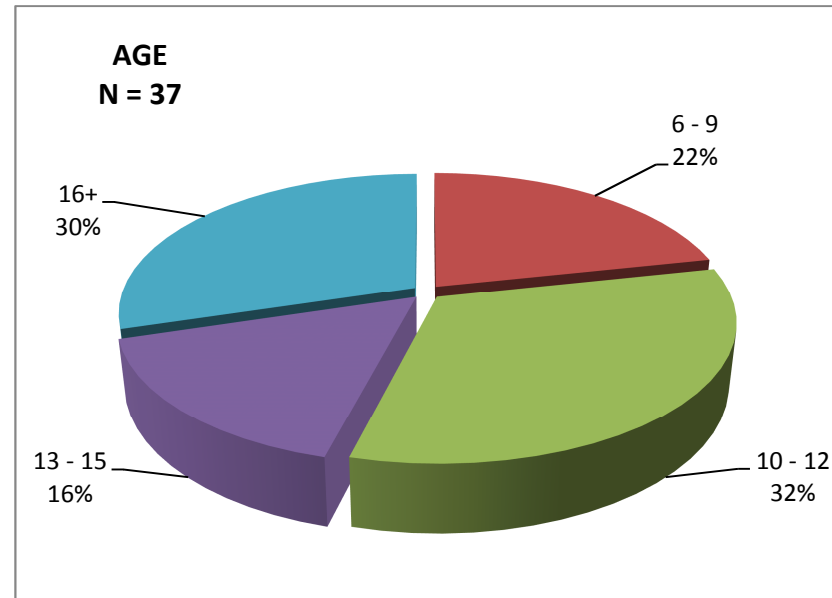
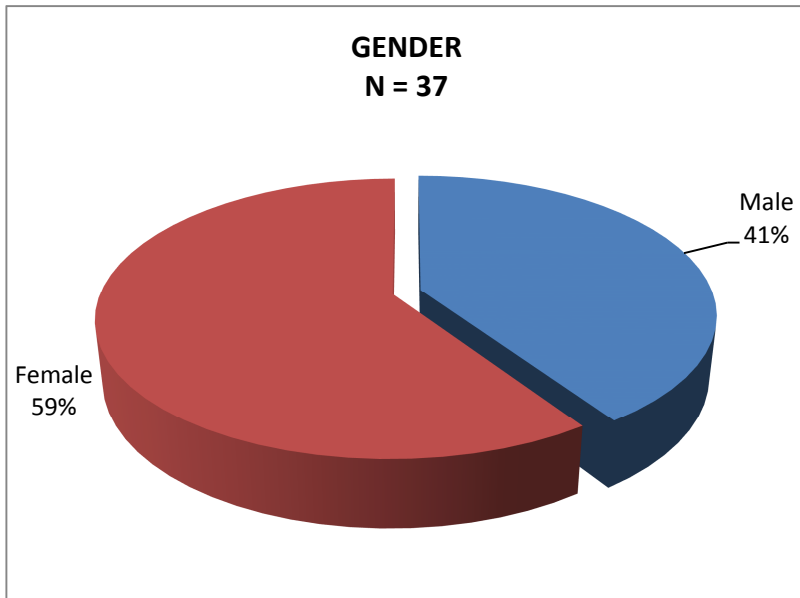
2018/2019 Status Report – Performance Improvement Plan

Targeted goals/Areas for Improvement	Action Plan	Time line	Update
Promote parent/caregiver resilience in caring for children/youth with complex needs.	<ul style="list-style-type: none"> • Provide direct support to parents/ caregivers with activities, and events on self-care and related topics. • create applicable resources • upload resources on website 	Nov 2018 Jan 2019 March 31, 2019	<p>Complete: as indicated in program highlights, Parent Networking evenings.</p> <p>Incomplete: Due to changes to the staff team this was not completed, and is carried forward to the 2019/20 PIP</p>
Ensure that the Program continues its solid and collaborative working relationship with the Burnaby School District as new personnel are hired in 2018-2019.	<ul style="list-style-type: none"> • Focus on building and developing a close relationship with the new District person: • Facilitate a “Meet and Greet” early in the upcoming school year to discuss the Program, role of Key Worker, etc. • Engage in regular discussion and consultation within the Burnaby District to ensure that schools have the resources they need to support those children/youth with complex needs. 	<ul style="list-style-type: none"> • Autumn 2018 • School year, ongoing 	<p>Complete and Ongoing: The Key Worker met with the new District Representatives for POPFASD, with 1 Rep attending and joining the Key Worker Advisory.</p>
Enhance the intake process – Bring families together to engage them in networking and Psychosocial educational opportunities	<ul style="list-style-type: none"> • Pilot an Orientation/information session for new families joining the Program to go over types of services and intervention provided through the program, parents’ rights and responsibilities, and to facilitate opportunities for parent/caregiver networking. • Send out info notices Nov 2018 for all families regarding psychosocial, educational sessions commencing in 2019. 	<ul style="list-style-type: none"> • Jan 2019 	<p>Incomplete and will be reviewed for feasibility next year</p> <p>Discontinued due to staffing changes</p>

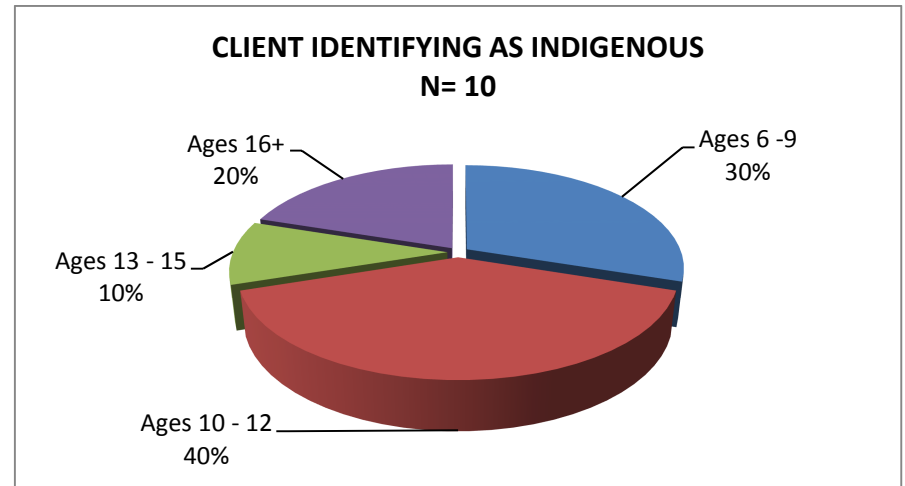
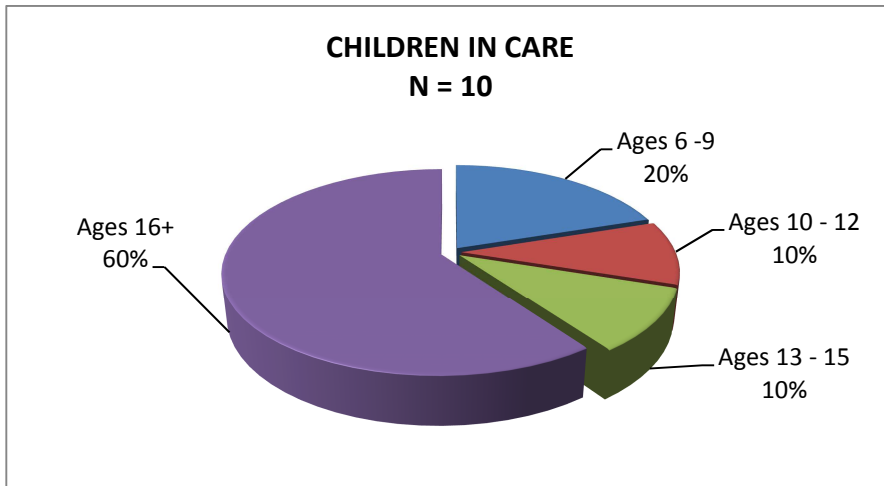
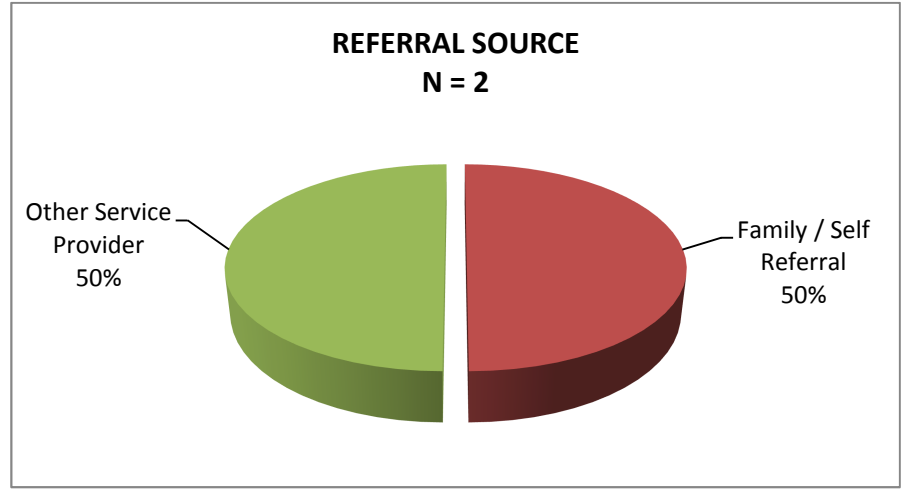
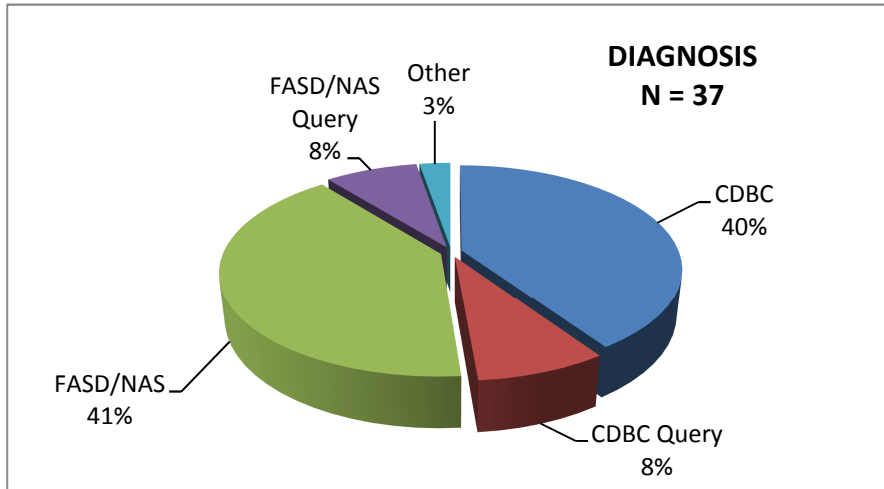
Demographics & Outputs

Activity	2018 - 19	2017-18
Active clients in 2018 – 2019	37	43
New intakes in 2018 - 2019	2	7
Number discharged from Program	9	8
Program inquiries/consultations	12	20

Direct service delivered:	2018 - 19	2017-18
Total hours of family/client intervention (excluding groups)	626.58	803.27 hrs.
Groups:		
Total # sessions of groups/workshops	38	37
# Hours	312.66	142.0
Total # participants in groups/workshops (716 children/youth/parents + 129 community partners = 845)	845	445



Demographics & Outputs (cont'd)



2018/2019 Program Outcomes

Access to Services

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2018/ 19	2017/18
Families and children can readily access services.	% of respondents who indicate that services were delivered at locations that were convenient for the child and family in Burnaby.*	Online Agency survey; parent/caregiver survey	75%	98% 117/119	95% 73/77

* Response of 3 or 4 on a 4-point Likert scale or response of achievement on the Goal Attainment Scale.

Analysis – Access to Services:

Overall, participation in programming was high and families expressed appreciation for the opportunities to meet with other families to engage in fun activities that they would not have experienced on their own. Services were offered in a range of settings including Burnaby community facilities, BC Centre for Ability, Burnaby school settings, and group sessions in the community.

Effectiveness

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2018/19	2017/18
Families gain knowledge and skill in supporting their child with complex needs.	% of families who report an increased understanding of their child's condition, needs and development.*	Self-report on parent/caregiver evaluations	80%	97% 30/31	100% 30/30
	1. % of families who report that education/support has taught them new skills/strategies to manage child's condition and strengthen family relationships.*	Self-report on parent/caregiver evaluations	80%	1. 96.3% 53/55	1. 93% 27/29
	2. % of individual session evaluations that demonstrate children/ youth have learned to: a) manage their emotions; b) successfully practice problem solving dilemmas they encounter.	Sessional Evaluations		2a. 88.5% 54/61	2a. 90% 125/139
				2b. 98.5% 68/69	2b. 82% 83/101

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2018/19	2017/18
Families had opportunity to develop ongoing network of support.	% of parents & youth who report being able to network and share experiences with others.*	Recurring Self-report on parent/caregiver evaluations	80%	93% 199/214	85% 94/110
Community Partners increase their knowledge of supporting children with brain- based disorders/ invisible disabilities.	% of workshop participants who indicate they gained relevant new information regarding supporting children with complex behaviours.*	Workshop Evaluations	80%	95.3% 142/149	91% 42/46
Community Partners have an increased capacity to support children with complex behaviours.	% of workshop participants who indicate they gained at least one new idea/skill that they could apply in their work setting.*	Workshop Evaluations	80%	99.2% 138/139	98% 46/47

* Response of 3 or 4 on a 4-point Likert scale or response of achievement on the Goal Attainment Scale.

Analysis - Effectiveness:

All effectiveness targets were exceeded this year. The program will continue to focus on delivering services that result in positive outcomes for the children, youth and their families.

Efficiency

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2018/19	2017/18
Maximize the incidence of delivering services in partnership with other community programs.	The % of groups provided that are delivered in partnership and/or cost-shared with another community program.	ECR daily stats	80%	89 % 34/38	Not measured

Analysis - Efficiency: This is the first year that this indicator has been measured. As this is a very small program with limited resources, it is crucial that we deliver services in ways that maximize our impact by providing services in partnership with other community programs. Program staff worked hard to exceed the target of 80%.

Satisfaction

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2018/19	2017/18
Families are satisfied with the services received from the Program.	% of Families who indicate they were involved in developing the goals for their child.*	Online Agency survey	75%	100% 37/37	97% 28/29
	% of Families who indicate they are satisfied with the quality of services provided by the Program. *	Recurring Workshop evaluations and Self-report; online agency family survey	75%	94.3% 151/160	94% 137/146
Community Partners are satisfied with the services provided by the Program (school staff, MCFD Social Workers, community agencies, referral sources).	% of Community partners who are satisfied with the services and training received from the Program.	Online Survey/ Workshop Evaluation	75%	94% 160/170	98% 41/42

* Response of 3 or 4 on a 4 point Likert scale

Analysis – Satisfaction: All satisfaction targets were exceeded this year. The program will continue to work with families to ensure they are actively involved and satisfied with the services delivered; as well as community service providers.

2019 - 2020 Performance Improvement Plan

Targeted goals/Areas for Improvement	Action Plan	Time line
Promote parent/caregiver resilience in caring for children/youth with complex needs.	<ul style="list-style-type: none"> • create applicable resources for parents and youth • Share resources on BCCFA website 	<ul style="list-style-type: none"> • Oct 2019 • Jan 2020
Enhance the intake process	<ul style="list-style-type: none"> • Pilot an Orientation/information session for new families joining the Program to go over types of services and intervention provided through the program, parents' rights and responsibilities and to provide the families with an opportunity to network together. 	<ul style="list-style-type: none"> • Sept 2019
Facilitate interfamily connectedness	<ul style="list-style-type: none"> • Develop curriculum for Psychoeducational parent sessions • Actively seek increased parent involvement in a Networking series, Facilitate opportunities for parent/caregiver networking to learn from each other, build friendships and Support connecting families to meetup at other program events 	<ul style="list-style-type: none"> • August 2019 • September 2019
Maximize effectiveness of social emotional knowledge building with children and youth	<ul style="list-style-type: none"> • Develop specialized groups for children to increase self-awareness, self-regulation, peer cooperation and emphasis on building friendships. • Find opportunities for peer mentorship participation at groups offered by the program. 	<ul style="list-style-type: none"> • October 2019 and ongoing

A status report on completion of the 2019/2020 Performance Improvement Plan will be included in the 2019/2020 Outcomes Management Report.