

# KEY WORKER SUPPORT SERVICES

## OUTCOMES MANAGEMENT REPORT 2019-2020



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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 – 19<sup>th</sup> 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

### 2019-2020 Program Highlights:

- Presented workshop titled “Working with Young People Who Have Been Prenatally Exposed” to support staff from the Burnaby School District. The presentation was coordinated in partnership with Burnaby District Learning Support Staff.
- Provided a three-day FASD Education Display Sept 6-9, 2019, at the BC Centre for Ability in celebration of FASD day, and to provide FASD education to all staff.
- Partnered with a local program, ‘Soccer 4 Everyone’, through the North Shore Girls Soccer Club for a Family-together Night. This allowed children and youth of diverse abilities and their families to play soccer in an inclusive environment at no cost.
- Program moved to online services 7 days prior to year end, utilizing Virtual, online, and telephone services to clients and their families.

## 2019 - 2020 STATUS REPORT

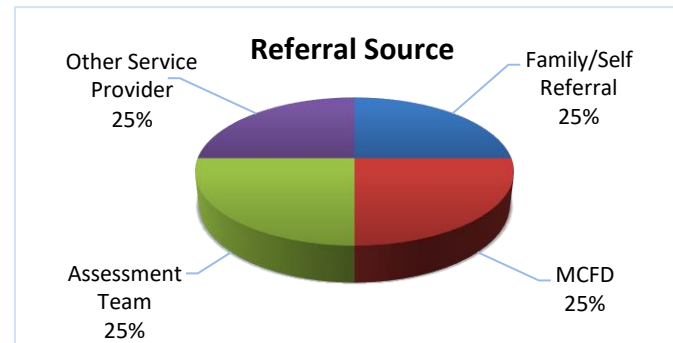
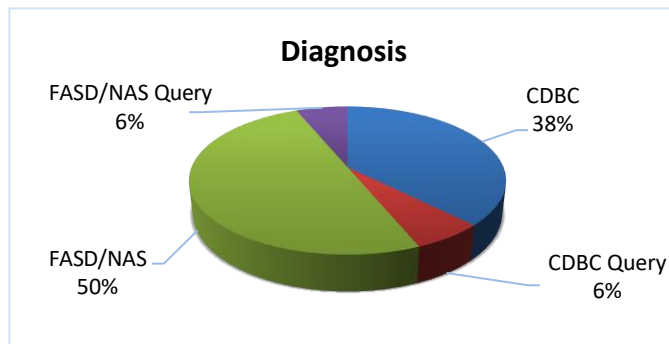
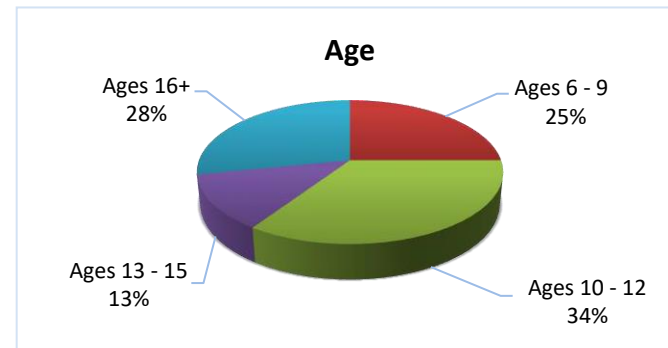
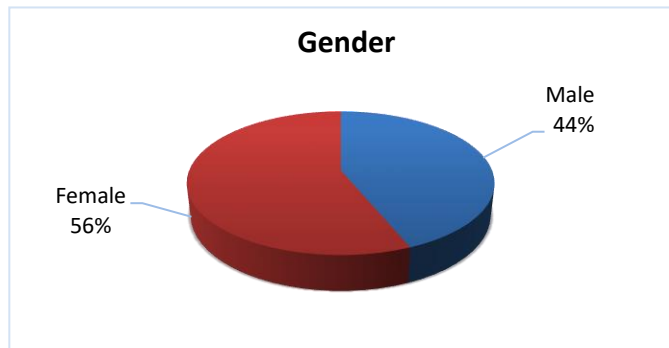
Targeted Goals / Areas for Improvement	Action Plan	Timeline	Update
Promote parent/caregiver resilience in caring for children/youth with complex needs.	Create applicable resources for parents and youth.	October 2019	<b>Complete and Ongoing.</b> Developed a bank of resources that can be drawn on for customization. Individualized resources were compiled for families on a case by case basis.
	Upload resources on BCCFA website.	January 2020	<b>Ongoing.</b> Newsletters containing resources were uploaded to website.
Facilitate interfamily connections.	Develop curriculum for Psychoeducational parent sessions.	August 2019	<b>Completed.</b> This is carried out regularly through parent networking 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 meet-up at other program events.	September 2019	<b>Ongoing.</b> There has been some success with more parents attending, though this is a continuing effort.
Maximize effectiveness of social emotional knowledge building with children and youth.	Develop specialized groups for children to increase self awareness, self regulation, peer cooperation and emphasis on building friendships.	October 2019	<b>Completed.</b> Carried out several children's groups that fostered these skills. Children and parents reported the success of this group and requested future opportunities.
	Find opportunities for peer mentorship participation.	October 2019	<b>Completed.</b> Three youth participated as peer leaders during children's groups.
Enhance the intake process.	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 an opportunity to network together.	September 2019	<b>Postponed.</b> Due to changes in staff and waiting for a cohort of new parents, this was put on hold.

### DEMOGRAPHICS AND OUTPUTS

	2019-20	2018-19
Active clients	32	37
New intakes	4	2
Number discharged from Program	9	9
Program inquiries/consultations	18	12

Direct Service Delivered:	2019-20	2018-19
Total hours of family/client intervention (excluding groups)	666.84	626.58
Groups:	2019-20	2018-19
Total # sessions of groups/workshops	36	38
# Hours	305.92	312.66
Total # participants in groups/workshops	951*	845

\* This total reflects groups/workshops done in partnership with other programs and agencies resulting in a cumulative number of clients, families and other participants.



CDBC= Complex Developmental and Behavioural Conditions  
 FAS= Fetal Alcohol Spectrum  
 NAS = Neonatal Abstinence Syndrome

## PROGRAM OUTCOMES

### Access to Services

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2019-20	2018-19
Families and children can readily access services.	Parent and child group services were delivered at locations that were convenient for the child and family in Burnaby.	Online agency survey; parent/caregiver surveys	75%	92% 117/127	98% 117/119

**Analysis – Access to Services:** Continuous feedback was sought from participants throughout the year, with evaluations and surveys being completed after most events. Overall, participation in programming was high and families expressed appreciation for the opportunities to meet with other families and 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.

Parent comment on accessing the Key Worker services: *“The experience has been pretty positive and straightforward.”*

### Effectiveness

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2019-20	2018-19
Families gain knowledge and skill in supporting their child with complex needs.	Families report an increased understanding of their child’s condition, needs and development.	Self-report on parent/caregiver evaluations	80%	94% 180/192*	97% 30/31
	Families 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%	98.5% 132/134*	96.3% 53/55
	Individual sessions demonstrated that children/youth have learned to: a) manage their emotions; b) successfully practice problem solving dilemmas they encounter.	Sessional Evaluations		a) 95% 76/80 b) 92% 65/70	a) 88.5% 54/61 b) 98.5% 68/69
Families had the opportunity to develop ongoing network of support.	Parents and youth report being able to network and share experiences with others.	Recurring self-report on parent/caregiver evaluations	80%	96% 180/188	93% 199/214

\* Whenever possible, the program uses a Sessional Reporting Scale based on the reliable and valid tool designed by Scott D. Miller to measure continuous satisfaction and therapeutic

interaction with clients. Although it results in large numbers of input from participants over the course of a year, it provides a reliable source of cumulative data for program satisfaction and therapeutic outcomes which is easily used by children, youth and adults.

**Effectiveness (cont.)**

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2019-20	2018-19
Community Partners increase their knowledge of supporting children with brain- based disorders/ invisible disabilities.	Workshop participants gained relevant new information regarding supporting children with complex behaviours.	Workshop evaluations	80%	100% 15/15	95.3%
Community Partners have an increased capacity to support children with complex behaviours.	Workshop participants gained at least one new idea/skill that they could apply in their work setting.	Workshop evaluations	80%	100% 15/15	99.2%

**Analysis – Effectiveness:** Due to staffing changes this year, the focus was to maintain work with children/youth and families and to build new relationships with community partners. Three sessions of Community Education were provided in partnership with the Burnaby School District reaching a total of 243 participants, but evaluations were not completed. Additionally, 10 Psycho-educational evenings for Parent Networking groups were run by the program.

**Efficiency**

Outcomes	Indicators	Source of Measurement	Target Level	Achieved Outcome	
				2019-20	2018-19
Whenever possible the program cost-shares overheads and partners with other community programs.	Of the groups provided, the number of cost-sharing opportunities are maximized.	ECR group stats	80%	76% 31/41	89%

**Analysis – Efficiency:** This year there was minimal change in the number of opportunities to cost share space and support from community partners.



## Satisfaction

Outcomes	Indicators	Source of Measurement	Target Level	2019-20	2018-19
Families are satisfied with the services received from the Program.	Families were involved in developing the goals for their child.	Online agency survey	75%	91% 21/23	100%
	Families are satisfied with the quality of services provided by the Program.	Online agency family survey	75%	100% (5/5)	94.3%
Community Partners are satisfied with the services provided by the Program (school staff, MCFD Social Workers, community agencies, referral sources).	Community partners are satisfied with the services and training received from the Program.	Online survey	75%	100% 3/3	94%

**Analysis – Satisfaction:** At intake all families complete service plan goals that are valid for one year. Goals are regularly revisited and revised given the changing nature and fluidity of this population’s needs. Discrepancy in numbers is due to some families stating that life is going ok at present and they don’t have goals to target but want to be involved in the program, others’ goals expired and the program was unable to reconnect with them presenting this gap.

Comments In response to what the program did well:

*“By being proactive, following up on visits, sharing information, connecting with families, addressing concerns, flexibility working with [other teams].”*

*“We met with a BCCFA Social Worker who is helping us with our next needs.”*

## FASD 2020 - 2021 PERFORMANCE IMPROVEMENT PLAN

Targeted Goals / Areas for Improvement	Action Plan	Timeline	Areas of Agency Strategic Priority
Feedback loops from community partners will be developed for input into ongoing improvement initiatives.	Identify ways to receive and implement continuous feedback from community partners throughout the year as education and training are provided, for example, use sessional evaluations for more robust continuous input.	June 2020	Internal process of achieving excellence in acquiring, measuring and analyzing data
Clients and families will continue to access services during Covid-19.	<p>Identify secure virtual options for families to access program services during Covid-19, that meet provincial privacy regulations.</p> <p>Support families to use new technology to participate in parent-to-parent groups and workshops.</p> <p>Trial Livecare and other video conferencing options for family groups.</p>	<p>April 2020</p> <p>April 2020</p> <p>May 2020</p>	Utilize innovative technology to provide and improve service delivery to clients
Facilitate children and youth in reaching their potential	<p>Identify youth in the program who are interested in being a peer mentor to younger clients</p> <p>Provide opportunities for mentors to develop skills, build their confidence and empower younger clients with FASD in a group or joint session with the Key Worker. Obtain feedback to evaluate and analyze success.</p>	<p>September 30, 2020</p> <p>October 2020 – March 2021</p>	Client collaboration that connects them to others to share their experiences and knowledge