

FAMILY COUNSELLING SUPPORT SERVICES PROGRAM

OUTCOMES MANAGEMENT REPORT 2019-2020



2805 Kingsway
Vancouver BC V5R 5H9
Tel: (604) 451-5511 / Fax: (604) 451-5651
www.bc-cfa.org

The Program receives funding from the BC Ministry of Children and Family Development
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PROGRAM DESCRIPTION

Eligibility:

This program is provided for families living in the Burnaby or New Westminster Region, who have a Child and Youth with Special Needs (CYSN) Social Worker.

Services Offered:

The objectives of the CYSN Family Counselling Support Services are to promote healthy development, maximize quality of life and assist families in their role as primary caregivers of children and youth with special needs.

Overall goals include increased capacity to effectively parent a child or youth with special needs; enhanced family functioning; and increase awareness of family strengths through family cohesion and broad community connections.

Services Include:

- Up to 6 months of counselling for couples, family units, siblings and children/youth that have extra challenges
- Resource information
- Information and educational workshops
- Parent networking opportunities
- Family together nights (whole family activities)

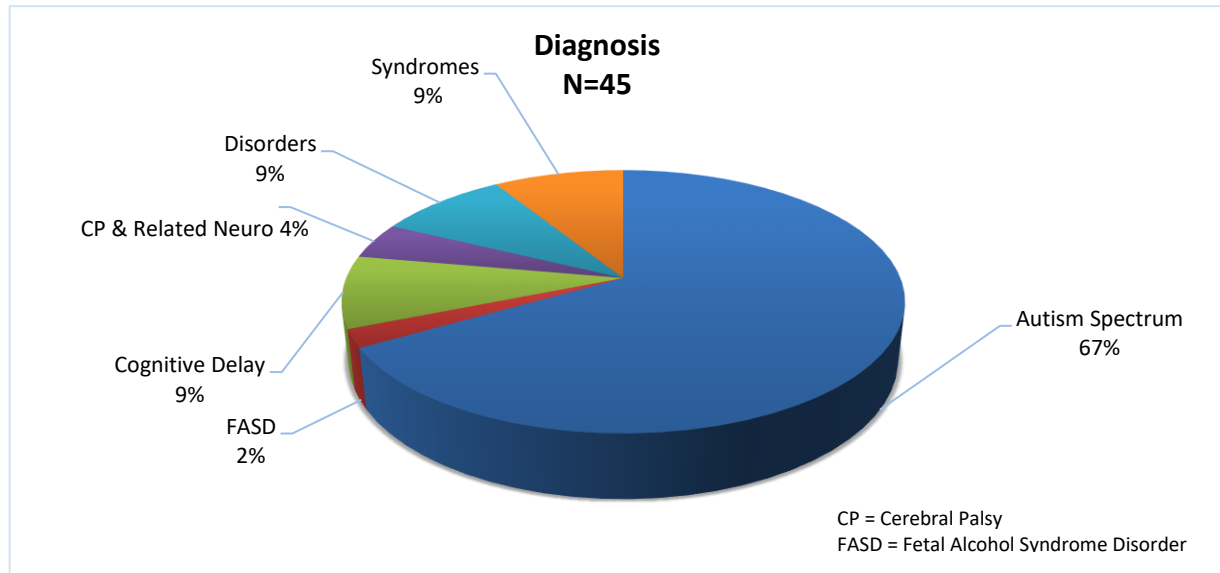
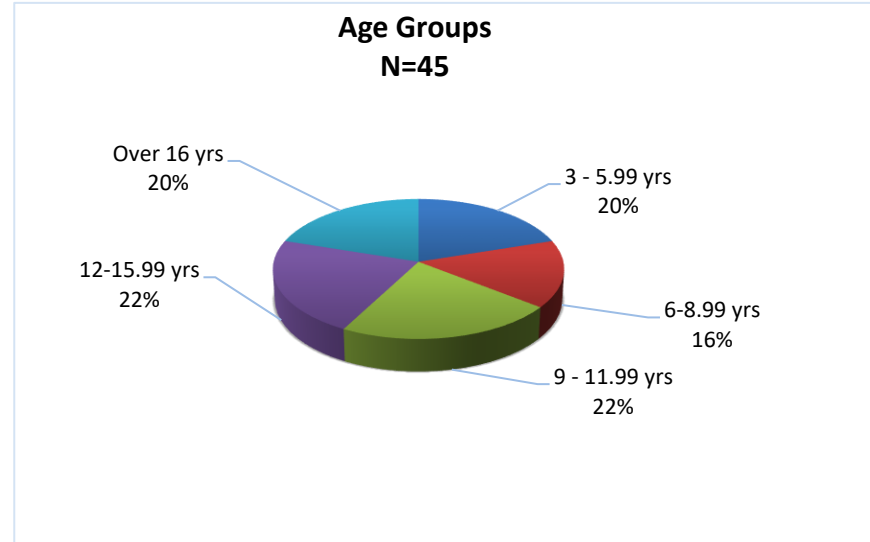
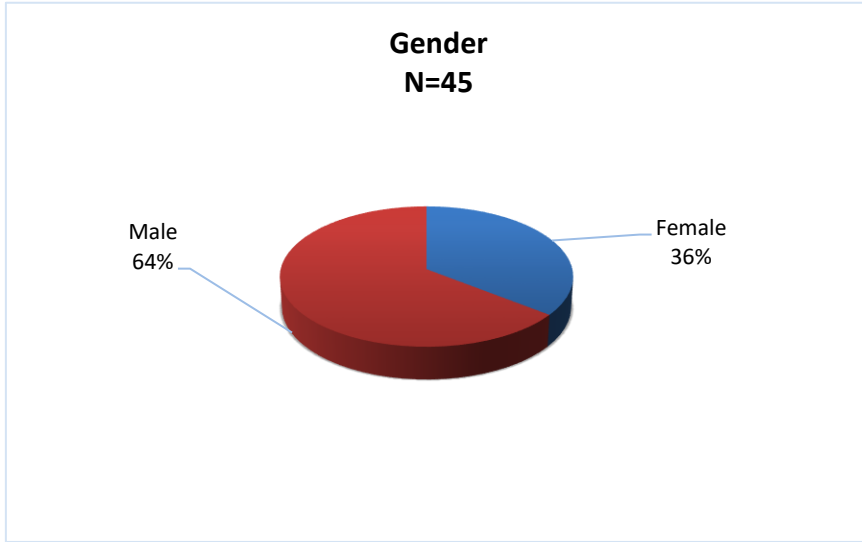
Program Goals:

- To maintain and enhance the stability of families who have a child/youth with extra needs
- To decrease frustration and increase success of children with extra challenges through development of social-emotional competencies
- To ensure families have an ongoing network of support and access to community resources
- To increase knowledge of parents about their child's special needs

2019-2020 STATUS REPORT

Targeted Goals/Areas for Improvement	Action Plan	Status Update
In year two of the program, ensure required documents are submitted to MCFD according to established timelines.	<p>Meet with MCFD staff to discuss and agree upon timelines for submission of documents.</p> <p>Track timelines for all clients to ensure targets are met.</p>	<p>Complete. Met with MCFD staff May 2019 and presented Timeline flowchart.</p> <p>Developed tracking sheet for staff to monitor when documents are due.</p>
Ensure Family Counsellor has adequate time in her schedule to complete required documentation.	Meet with MCFD to discuss and agree upon maximum active caseload for Family Counsellor.	Complete. Maximum caseload size confirmed and use of tracking sheet assists staff to complete documentation within timelines.
Ensure all contracted service deliverables are offered in 2019/20 fiscal year.	<p>In addition to providing counselling and resource information for active families, the following services will be offered to families in 2019/20.</p> <p>Parent networking opportunities starting in June 2019 for a total of 8 sessions.</p> <p>Sibling group held quarterly starting in July for a total of 3 sessions.</p> <p>Mom's group held monthly starting in May 2019 for a total of 8 sessions.</p>	<p>Complete.</p> <p>Parent Networking opportunities throughout the year as well as Family Nights offered as a part of the Psychosocial team.</p> <p>Sibling group offered but was received with little interest amongst families served.</p> <p>Mom's Group was provided on a few occasions but was cancelled due to low commitment and interest.</p>
Ensure continuous improvement of service delivery.	<p>Expand library of educational / informational resource handouts for families.</p> <p>Identify and implement efficiencies to support the ongoing improvement in program processes, service delivery to families and CYSN reporting requirements.</p>	<p>Ongoing. Resources are customized for families and compiled in response to their specific needs and interests. A Resource folder is created for families at discharge.</p> <p>Ongoing. Revised Referral forms, created internal tracking sheets and updated the CYSN reporting forms.</p>

DEMOGRAPHICS



PROGRAM STATS

Summary of Activity	2019-20
# New counselling intakes	21
# Counselling clients carried forward from previous fiscal year	22
# Discharged counselling clients (finished/discontinued services)	25
# Clients referred to group support*	19

* 17 clients referred to group after discharge from counselling services; 2 clients referred directly for group support only.

CONTRACTED SERVICE HOURS

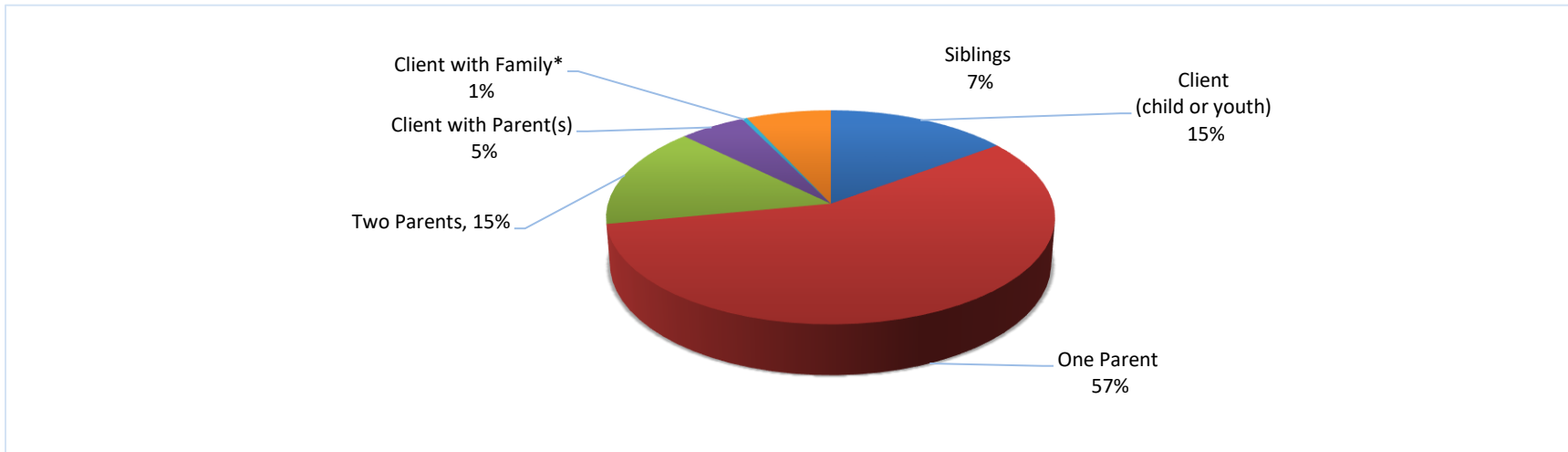
Month	Counselling Service # Hours Delivered	Group Service # Hours Delivered	Total Service # Hours Delivered	Contracted Service Hours
April	102.50	0	102.5	56.25
May	68.33	0	68.33	56.25
June	44.83	8.52	53.35	56.25
July	44.25	5.92	50.17	56.25
August	47.34	9.50	56.84	56.25
September	35.68	9.60	45.28	56.25
October	52.91	8.76	61.67	56.25
November	47.26	2.92	50.18	56.25
December	33.25	4.50	37.75	56.25
January	31.86	0	31.86	56.25
February	36.42	0	36.42	56.25
March	74.17	0	74.17	56.25
TOTAL	618.79	49.72	668.51	675

Analysis – Contracted Service Hours:

Table indicates 99% achievement in direct service hours to clients.

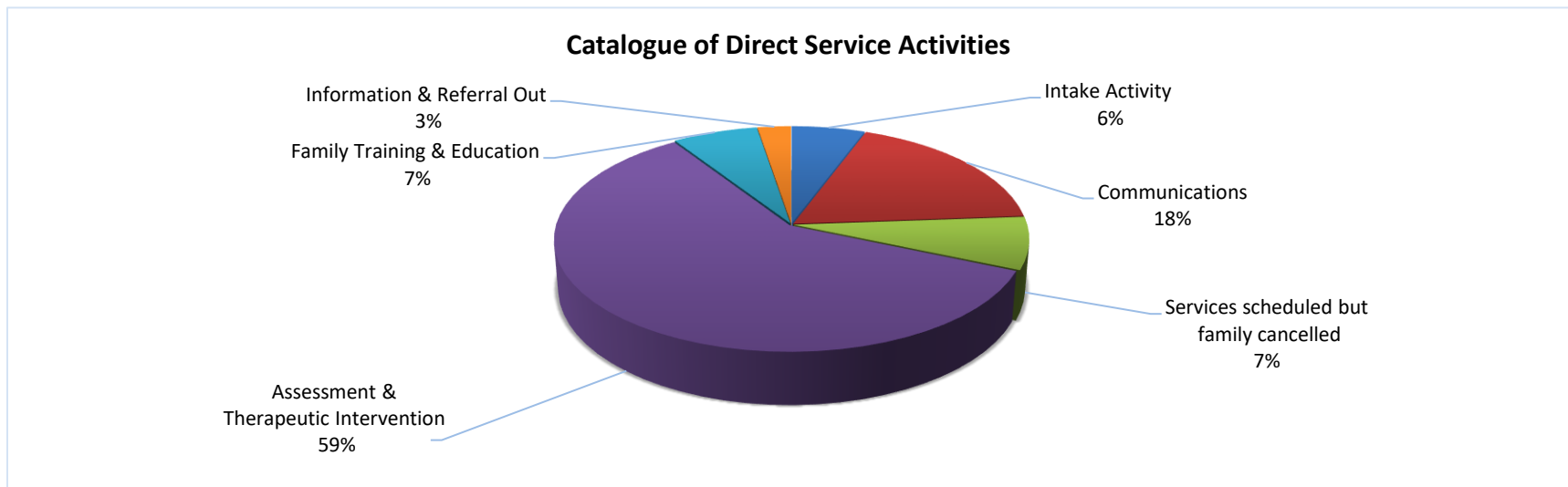
OUTPUTS

Who Services were Provided to:



* Family includes one or both parents and/or a sibling.

Levels of Services:



Access to Services:

The Family Counsellor Support service provides immediate, short-term counselling and support services once a referral is received and intake is complete.

The program does not maintain a waitlist. However, the Burnaby/New Westminster CYSN Social Work Team identifies and screens clients, and prioritizes families for pickup by this program. Upon completion of these support services the Family Counsellor and CYSN team, may refer families on to have a block of time in a group.

Groups offered:

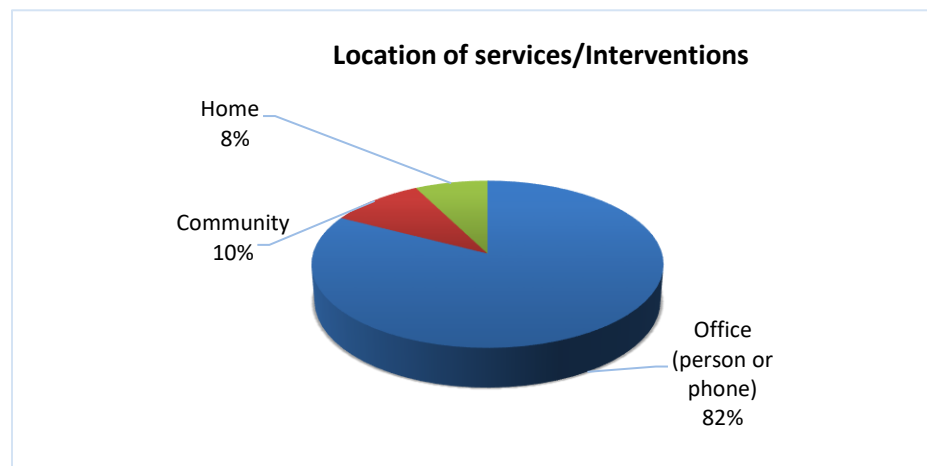
Moms Nurture Group, Mindful Walking Group, Sibling Groups. Participation was low and sporadic and consequently groups were discontinued, however, the Sibling group was postponed until summer 2020 (further postponed due to Covid-19). Additionally, all families in the program were invited to Family-Night events run by Social Workers at the BC Centre for Ability. This event focusses on strengthening family relationships and building family capacity to support child/youth's social emotional development in a group setting. Families from this program participated more frequently and consistently in this group.

Efficiency:

Initial assessments can be provided in the family home however, regular ongoing services require the family travels to the Family Counsellor for sessions unless it isn't feasible to do this. (Note Locations below). Location of services is determined on an individual basis.

Other efficiencies result from cost sharing facility space with community partners in Burnaby for groups and meeting space.

Location of Services:



PROGRAM OUTCOMES

Outcomes	Indicators	Source of Measurement	Target Level	Results Achieved
				2019-2020
To maintain and enhance the stability of families who have a child/youth with extra challenges	Positive family relationships: (Parent and Child/Youth)	Outcome evaluation completed by families who had completed 4 or more months of active service	90%	63% 12/19
	Positive family relationships: (Child and Other)			90% 9/10
	Social emotional Wellbeing/Skills: Parent			71% 15/21
	Social emotional Wellbeing/Skills: Child			60% 3/5
	Learning and Applying knowledge			95% 19/20

Analysis – Program Outcomes:

75 outcome measures were recorded for 25 families. Results show the percentage of desired outcomes that families rated as “achieved”, “better than expected” or “exceeded.” Results and satisfaction levels indicate that applying new knowledge is an ongoing endeavour that these families appreciate and are committed to pursuing.

“I have found this time with the Family Counsellor to be extremely helpful. When I first started talking to her I did not hardly ever take any time to myself even when my son was not with me I would be making phone calls or in meetings about him or would be doing something for or with my husband or in an appointment with him. I didn't see at first that I wasn't taking care of myself by making sure I would take time for only me to do something even as simple as take a walk on my own. At first when I did try this it was extremely hard for me and I did feel guilty for not taking care of my family. As time went by with more time with the Family Counsellor I learned that if I am not taking time to refresh for just me I wouldn't be good for anyone else. With my son's new health issues that have come up it has been hard to get much "me time" but I am trying to at least get time to do something on my own even if it is something as small as watching a show, walking or doing something else that I enjoy. Because of my time with the Family Counsellor I am working on taking more time to myself and am confident that I will do more things soon for longer periods of time. I will forever be grateful for these sessions and time with Family Counsellor.”

Effectiveness:

Outcomes	Indicators	Source of Measurement	Target Level	Results Achieved
				2019-2020
Families have increased knowledge and have gained skills to be able to help their child achieve their goals	I have gained added skills and strategies to manage daily challenges as a parent	Parent survey	90%	81% (13/16)
	I have a better understanding of myself as a parent			88% (14/16)
	I feel a decreased stress level in our home			69% (11/16)
	I have a better sense of hope for the future in our family			100% (16/16)
	I have better awareness of support in my community			88% (14/16)
	Services we received from Family Counsellor have made a positive difference in our lives	Online agency survey	90%	100% (10/10)
	Services from Family Counsellor program have contributed to our child/youth being able to participate more fully in some family activities			100% (10/10)
	Our child has made progress toward the goals we are working on			100% (10/10)

“At first I felt afraid of coming and talking about our problems as we weren't talking at home and now we feel good about having an outside perspective, recognize our strength and allow everyone the opportunity to share.”

“We are continuing to try and work on better communication at home around the care of our daughter and her baby sister. Will continue to reach out for support when needed.”

“[I] found it very helpful to have someone to talk with who helps [me] to draw light on what is going on for [me]. This time and openness to others' suggestions prompted [me] to reach out to my doctor for continued Mental Health Support. Things have been getting better. [I] have strategies to use to continue to manage daily stress and struggles. [I] had increased comfort in taking time for myself/ identifying my needs and being ok with others taking care of my daughter.”

“This is difficult and its ok to say that it is difficult. Having the avenue to identify individual experiences in managing at home. For the entire family - to identify & express added stressors and positive coping mechanisms.”

Satisfaction:

Outcomes	Indicators	Source of Measurement	Target Level	Results Achieved
				2019-2020
Families are satisfied with the services offered by the Family Counsellor Support Services	Overall, we are satisfied with the services we received from the Family Counsellor program	Online agency survey	95%	100% (10/10)
	Overall, the services we received from the Family Counsellor Support services have met our needs			100% (10/10)

Analysis – Satisfaction:

Although the program and number of responses is small, it reflects the overall experience of families. It also suggests a strong match between the skills of the Counsellor and the families identified by CYSN who could utilize this support.

“Thank you for these wonderful sessions to pull me out from the bottom of ocean, where I was frustrated, sad and angry, feeling overwhelmed with responsibilities, and lacking tools to keep going. Now I feel strong and positive about myself, my role, and my family and better at supporting and encouraging my kids' strengths.”

“I found this support since his diagnosis very comforting and especially helpful that the Family Counsellor was able to come to us to talk and I learn how to manage with others reaction to my son.”

“We feel like we are leaving reassured that developmentally our child is on "track". We also feel like we have the tools to help navigate his world of emotions as he grows up and have since finished the program. We have definitely met our goals from when we started.”

“It's great support for me and my family in various aspects such as parenting for child with special needs, managing and building relationships within the family and with the people around, proper self care and self growth, etc. It's a wonderful experience that we have the first time ever since our son was diagnosed with ASD. Its the kind of support parents really need for better and happier living. We appreciated it!”

2020 - 2021 PERFORMANCE IMPROVEMENT PLAN

Targeted Goals / Areas for Improvement	Action Plan	Timeline	Alignment with 2020-2023 Strategic Plan
Continuous and timely feedback from families before discharge from program.	Continue to refine procedures so that timeline targets are met. This will maximize participation in evaluations and measurement of family outcomes at program discharge.	June 30, 2020	<p>Excel: Use data and input to drive improvement and continuous improvement of current systems</p> <p>Client: Centre services on our needs and preferences</p>
Ensure continuous improvement of service delivery.	Streamline templates and documents for improved data collection and reporting.	July 31, 2020	Excel: Use data and input to drive improvement
	Identify ongoing process for recording and analyzing data throughout the year.	July 31, 2020	Excel: Use data and input to drive improvement
	Create family resources to promote: Parental compassion and self care resiliencies in children with extra needs sibling insight and strengths.	November 30, 2020	Client: Centre services on our needs and preferences
	Review and revise created resources with families and community partners and improve based on feedback and best practice information.	January – March 2021	Excel: Deliver high quality, evidence based services
	Optimize virtually technology to ensure safe and accessible services. that are ongoing service delivery options for families.	September 30, 2020	Innovate: Improve service delivery