



Family Counselling Support Services Program

OUTCOMES MANAGEMENT REPORT
2021-2022

The FCSS Program receives funding from the Ministry of Children and Family Development.

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TABLE OF CONTENTS

PROGRAM DESCRIPTION	3
PROGRAM UTILIZATION	4
DEMOGRAPHICS	5
STATUS REPORT 2021/2022 PERFORMANCE IMPROVEMENT PLAN	6
2021/2022 PROGRAM OUTCOMES	8
Service Access	8
Resources used to achieve results for the persons served (efficiency)	9
Results achieved for the persons served (effectiveness)	10
Experience of services received and other feedback (persons served)	11
Experience of services received and other feedback (stakeholders)	12
2022/2023 PERFORMANCE IMPROVEMENT PLAN	13

Program Overview:

The Family Counsellor Support Services program, established in fall 2018, is provided for families living in the Burnaby or New Westminister Region, who have a Child and Youth with Special Needs (CYSN) Social Worker. The Family Counsellor provides up to 6 months of counselling for couples, family units, siblings and children/youth that have extra challenges. This report covers the second full program year.

Services include:

- Counselling for couples, family units, siblings and children/youth that have extra challenges
- Information and educational workshops
- Provision of resource information

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 parents' knowledge about their child's support needs
- Support siblings of children with support needs

2021/2022 Program Highlights:

- Family Counsellor provided mindfulness and self-compassion training for all BCCFA staff during Child and Youth Mental Health Week
- Family Counsellor developed Active Rescue crisis (virtual care) policy for BCCFA
- Family Counsellor provided clinical consultation to the BCCFA Supported Child Development Program
- Implemented Salesforce as primary record management system in October 2021
- Participated in BCCFA-wide early implementation of The 6 Fs of Childhood Development Framework
- Passed CARF Accreditation with no recommendations, achieved by only 3% of organizations
- Completed Sarah Ward Executive Functioning Training

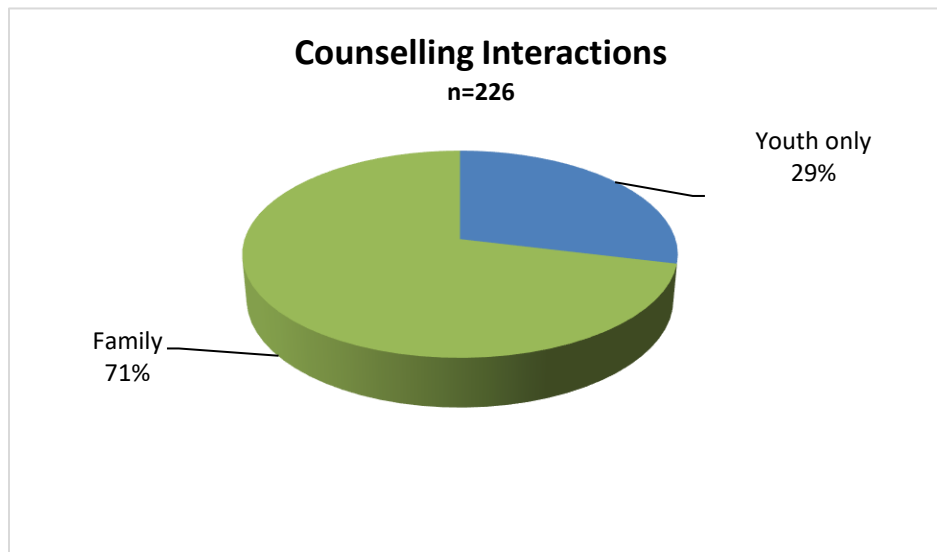
PROGRAM UTILIZATION

Program Utilization Data	2021-2022	2020-2021	2019-2020
Active clients	34	31	45
New intakes	22	13	23
Number discharged from Program	33	21	24

Figure 1: Program Utilization

Direct Service Delivered:	2021-2022	2020-2021	2019-2020
Total hours of family/client intervention	404	801	619

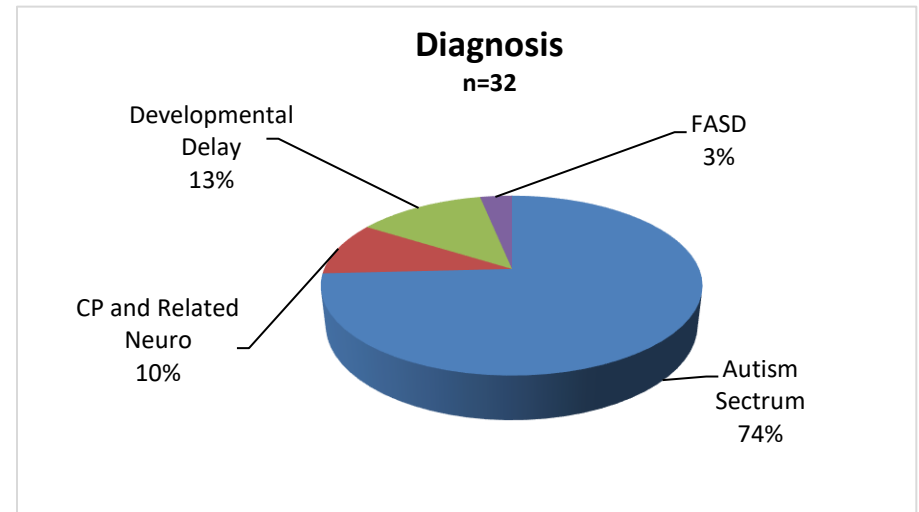
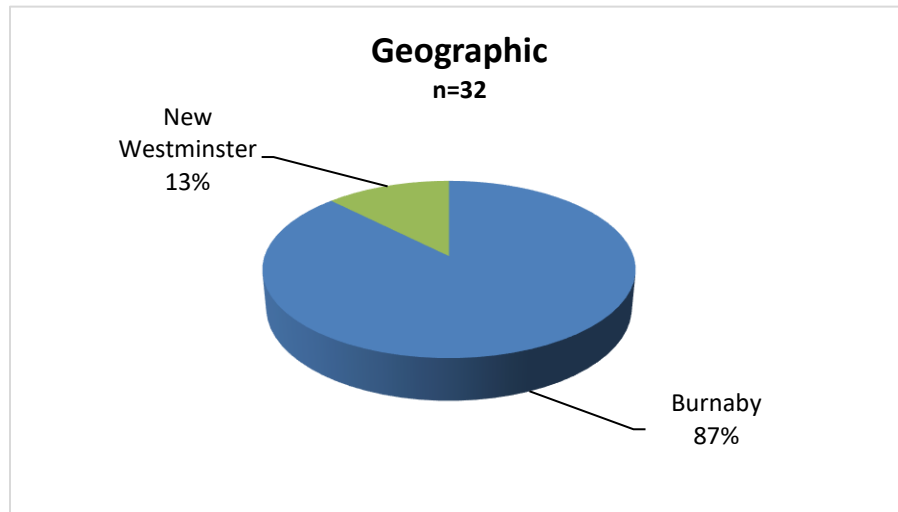
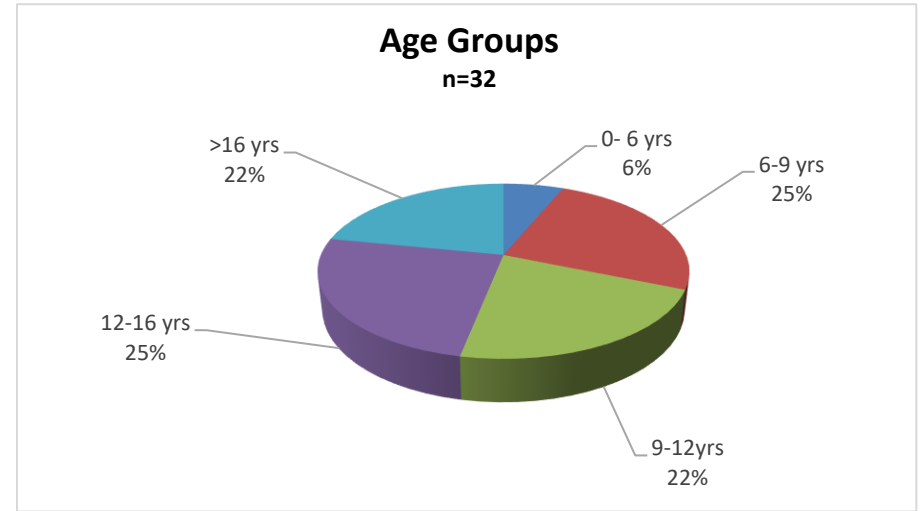
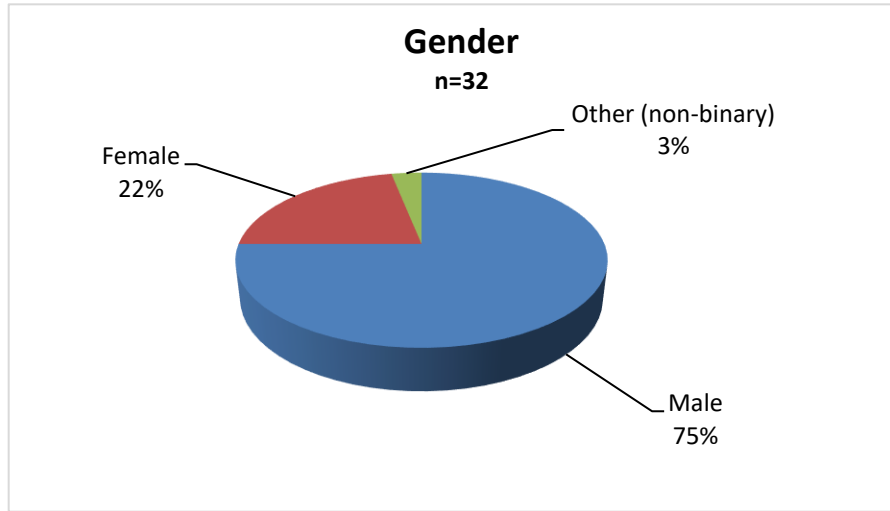
Figure 2: Direct Service Hours



Analysis of Program Utilization

- In 2021/2022 there were 11 “no service” discharges from the program. For a variety of reasons including family scheduling conflicts, crises, and changes in family circumstances meant that families were unable to engage with counselling services at the time of referral.
- Unfortunately, this means that the time spent attempting contact, doing intake assessments, and contact attempts delayed other referrals to the program
- The number of clients includes 4 sets of siblings

DEMOGRAPHICS



Area for Improvement	Action Plan	Results
To improve <i>access to services</i> , improve virtual service delivery by reviewing current virtual service platform.	Target: Consult with MCFD partners about most appropriate platform for service delivery by June 2021. Revise service delivery platform based on outcome of this consultation.	Discontinued: FCSS program opted to continue with current platform due to MCFD privacy criteria. Many families continued to opt for telephone services.
To improve <i>efficiency, effectiveness, and experience of persons served</i> , offer groups to clients and families involved with Family Counselling Program in partnership with other BCCFA programs.	Target: Develop group curriculum and schedule by September 2021. Implement group service provision in fall 2021.	Discontinued: In discussion with MCFD partners, FCSS opted not to offer groups during the 2021/2022 fiscal year. Clients of the FCSS program will continue to be invited to other BCCFA parent groups.
To improve <i>experience of stakeholders</i> , we will continue to focus on developing feedback loops from community partners. This will support our goal of continuous input into ongoing improvement initiatives for the Family Counsellor program.	Target: 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 (March 2022).	Achieved and ongoing: Due to the small size of the FCSS program, primary community partners are MCFD/CYSN referral source. CYSN liaison is consulted and updated regularly. CYSN liaison was a community partner consulted by CARF Surveyor. In future, CYSN team will receive BCCFA community partner survey.
To improve <i>effectiveness/results achieved</i> , implement effective, reliable data collection methods in alignment with other BCCFA program.	Target: Collaborate with the Innovation, Transformation and Quality team to evaluate and re-assess data collection strategies (June 2021).	Achieved: FCSS clients are included in BCCFA Annual Survey.

Area for Improvement	Action Plan	Results
<p>To improve <i>access, efficiency, effectiveness, and experience of persons served and stakeholders</i>, the Family Counsellor Program will move to the Salesforce platform in summer 2021.</p>	<p>Target: Participate in platform development meetings.</p> <p>Shift all documentation, statistics, and reporting to Salesforce platform.</p> <ul style="list-style-type: none"> • Reduce paper-based process costs by 80% • Reduce the number of external tracking documents from internal processes and ensure Salesforce can track all required data in one system (FCSS has 9 tracking sheets) goal is 0 • All documents will be available in a client’s preferred language and made accessible through a client portal, if the family prefers a virtual option • Reports for families will be easier to complete and the program will see a reduction of 50% in administrative steps required to complete reports (we will achieve this by using tools such as Conga) <p>Provide parent education on use of Salesforce and how to view child’s goals and progress through use of the online parent portal.</p>	<p>Achieved and ongoing: Salesforce platform was implemented as primary documentation system as of October 4, 2022.</p> <ul style="list-style-type: none"> • Two program consents forms sunsetted in Oct 2021 with implementation of Salesforce. • Two Excel spreadsheets currently maintained (client master/CYSN reporting and CRSP). <u>Actively</u> used on a monthly due to required submission but also serves as a verification tool to monitor data and record accuracy on Salesforce and SharePoint. Overall reduction of 9 internal spreadsheets to 2. • Salesforce consents have language options. • Client portal available in May, not yet offered to families. • Partial use of Conga forms with populating client demographics (privacy risk reduction) with template developments ongoing.

SERVICE ACCESS

Analysis: The Family Counsellor Support service provides immediate, short-term counselling and support services once a referral is received and intake is complete. The Burnaby/New Westminster CYSN Social Work Team identifies, screens clients, and prioritizes families for pickup by this program. While this is beneficial as it saves FCSS time for direct client service, it does create a time delay between FCSS indicating that they have capacity and receiving the next referral. For 2022/2023, the Family Counsellor will attend CYSN team meetings when appropriate to have more direct communication about referrals.

“A longer period of support could be a great benefit.” – Parent comment, discharge questionnaire

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Parents articulate the services were provided in a timely manner.	It was quick and easy for me/us to access services	90%	All clients	93% (12/13)	80% (4/5)	N/A
Clients are able to access services in the language of their preference.	We were able to receive services in our preferred language	100%		84% (11/13)	100% (5/5)	N/A
Service is accessible to clients virtually.	We were able to access virtual services.	100%		93% (12/13)	40% (2/5)	N/A

RESOURCES USED TO ACHIEVE RESULTS FOR THE PERSONS SERVED (EFFICIENCY)

Analysis: Direct service hours were significantly lower in this fiscal year. A number of factors contributed to this reduction in hours. Of the 22 referrals received in this fiscal year, 11 were discharged without receiving service. Upon receiving the referral, the Family Counsellor dedicated significant time to attempting contact with families and arranging initial meetings. Despite persistent efforts of FCSS program provide flexible service delivery opportunities, these families were unable to engage in service due to complex family circumstances. FCSS regularly consulted with CYSN referral sources to determine whether a referral should be pursued or discharged.

This program is staffed by a single Counsellor, therefore any staff illness, vacation, or leave results in reduced service hours.

“It was most helpful for [child] to have a trusted adult to work through his anxieties and problems with him.” – Parent feedback, discharge questionnaire

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Family Counsellor will provide 675 hours direct services including individual and group sessions.	Direct service hours tallied from monthly reports.	675 hrs	Family Counsellor daily statistics	403	801	619

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis: Although many families had challenges engaging in counselling services this year, those that were able to participate reported making progress towards their goals and identifying more hope for the future for their families than when they began the counselling process. In the 2022/2023 fiscal year the Family Counsellor program will incorporate the 6 Fs of Childhood Disability framework. Families will be introduced to the framework upon intake and encouraged to consider this framework when setting goals.

“I got to reflect on events and learn to pause when needed, which was most helpful.” Parent feedback, discharge summary

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Families/caregivers have increased knowledge and have gained skills to be able to help their child achieve their goals	We have made progress toward our goals	90%	All Clients	100% (13/13)	100% (5/5)	100% (16/16)
	I have more awareness of hope for the future in our family			83% (10/12)	100% (5/5)	100% (16/16)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis: 100% of respondents to the 2021/2022 BCCFA Client Experience Survey being involved setting goals, being treated with respect and courtesy, and being satisfied with the quality of services received. One respondent did not agree with the statements “we have a clear understanding of the supports and services available from BCCFA” and two respondents had a neutral response to “services from the BCCFA have made a positive difference in our lives.”

“The Family Counsellor was a great fit for our family. She was able to understand and build a rapport. Thank you!” – Parent feedback, discharge questionnaire

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Parents/Guardians are always involved in determining their child's goals and strategies	We were involved in developing our goals, strategies and/or service plan	100%	All clients	100% (13/13)	100% (5/5)	N/A
The FCSS program provides clear and understandable information to all parents/guardians	We have a clear understanding of the supports and services available from the BCCFA	90%		93% (12/13)	N/A	N/A
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	95%		85% (11/13)	100% (5/5)	N/A
Parents/Guardians are always treated with respect and courtesy	We were treated with respect and courtesy during our time receiving services from BCCFA	100%		100% (13/13)	80% (4/5)	N/A
Each BCCFA program provides exceptional quality of service	We were satisfied with the quality of services we've received from the BC Centre for Ability	95%		100% (13/13)	80% (4/5)	N/A

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – STAKEHOLDERS

Analysis: The Family Counsellor Support Services program works closely with the CYSN team that coordinates referrals. In 2021/2022, bi-monthly meetings were held to review program statistics and referrals. Increased collaboration with the CYSN team would be extremely beneficial in coordinating more timely referrals. Prior to the change in staffing in FCSS, a plan was made for the Family Counsellor to attend some CYSN team meetings for more collaboration. When a new Family Counsellor is hired in 2022/2023, they will have the opportunity to attend these meetings regularly.

During the BCCFA CARF Accreditation process in March 2022, one of the CYSN representatives was consulted by the surveyor and provided feedback to them about the effectiveness and efficiency of the Family Counsellor Program. This was the first time the FCSS program went through the accreditation process, and we are pleased to report that there were no recommendations.

BCCFA Strategic Priorities	Initiatives	Targets
Internal Processes: Innovate and Collaborate	To improve <i>access to service</i> and <i>efficiency for persons served</i> , streamline referral process from CYSN.	Introduce online referral form to CYSN for all clients referred in 2022/2023. Family Counsellor attend bi-monthly team meetings with CYSN to discuss referrals.
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> , by implementing the F-Words framework into program processes and goal setting.	All new clients will be introduced to F-words framework in the 2022/2023 fiscal year and have the opportunity to set goals with this framework as a tool.
Internal Processes: Excel	To improve <i>efficiency for persons served</i> , improve data integrity and record keeping in Salesforce.	Incorporate historical program data from external tracking sheets into one Salesforce record.
Internal Processes: Strengthen external partnerships	To improve <i>experience of stakeholders</i> , identify and survey key community partners and stakeholders of Family Counsellor.	Complete community partner/stakeholder survey at the end of 2022/2023 fiscal year.