



FASD Key Worker Program

OUTCOMES MANAGEMENT REPORT 2021-2022

The FASD Key Worker Program receives funding from the Ministry of Child and Family Development.

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Program Overview:

The FASD Key Worker program supports children living in Burnaby aged 0-19 (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.

Services include:

- 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
- Program newsletter featuring relevant resources and materials

2021-2022 Program Highlights:

- For 2 consecutive years:
 - 100% of Key Worker families responding to the annual family survey report making progress towards their goals.
 - 100% of Key Worker families responding to the annual family survey report that services from the BCCFA have made a positive difference in their lives.
- 40% parent participation in the annual family survey
- Families had opportunities to participate in mindfulness, parent networking, Dalai Lama group, and children's groups
- Completed Sarah Ward Executive Functioning Training
- Presented to NVIT Class about supporting families with FASD
- 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 CARF accredited organizations

PROGRAM UTILIZATION

PROGRAM REFERRALS	2021-22	2020-21	2019-20
Active clients	31	29	32
New intakes	6	6	4
Number discharged from Program	2	2	9

Figure 1: Program Utilization

Direct Service Delivered:	2021-22	2020-21	2019-20
Total hours of family/client intervention (excluding groups)	579.25	817.51	666.84
Groups:	2021-22	2020-21	2019-20
Total # sessions of groups/workshops	40	41	36
# Hours	84.75	230.16	305.92

Figure 2: Direct Service Hours and Group Totals

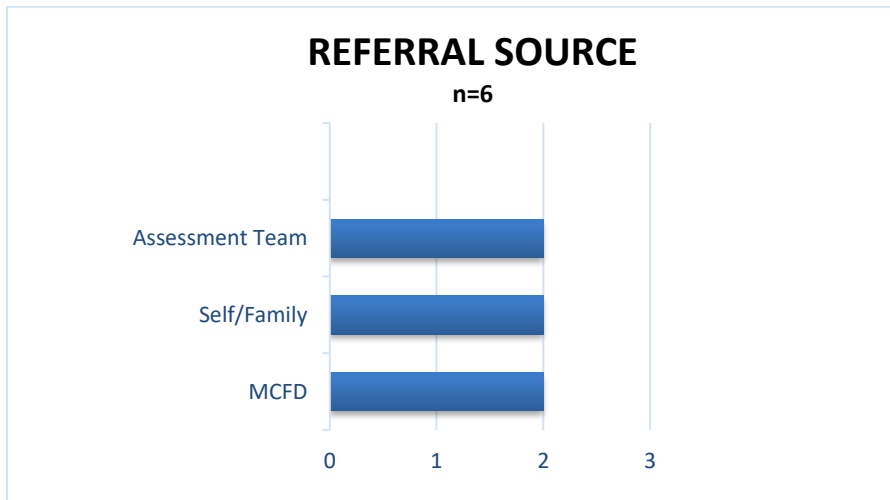
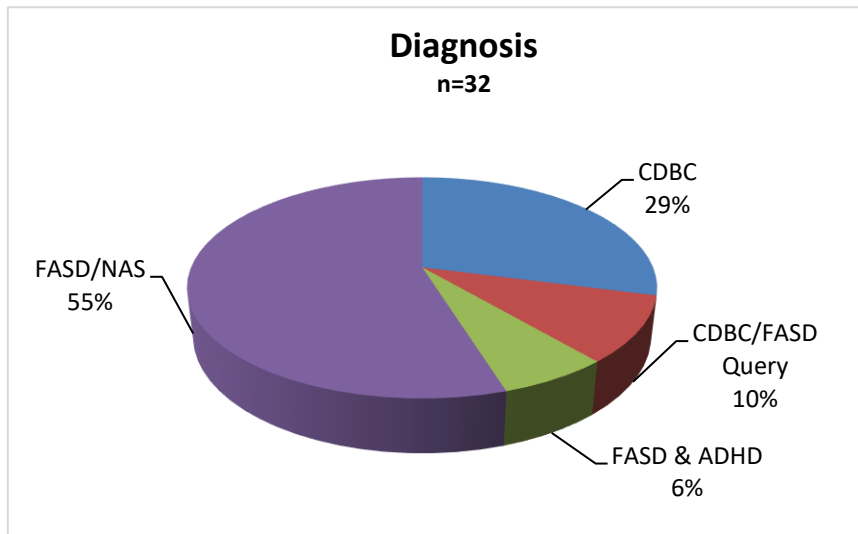
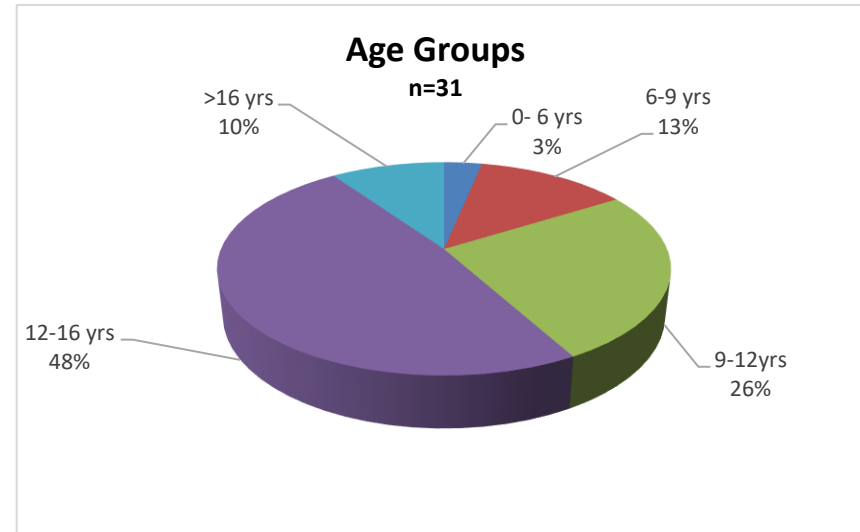
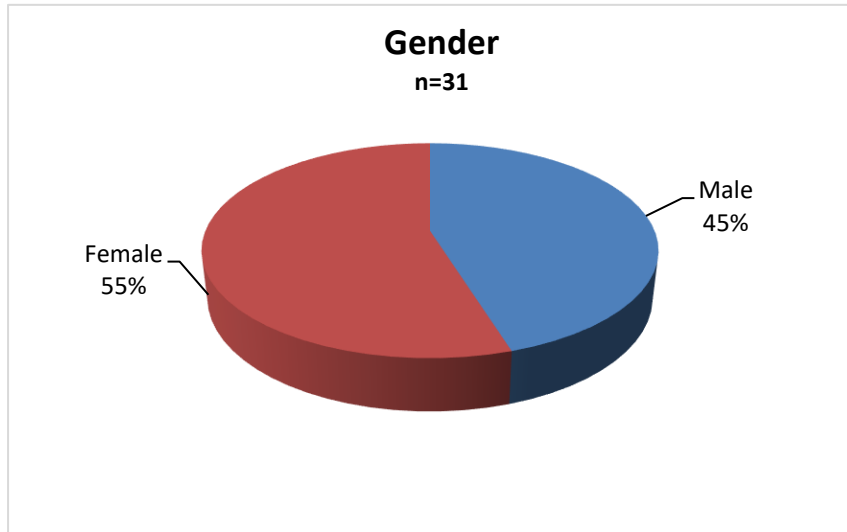


Figure 3: Referral Source

Analysis of Program Utilization:

- Direct service hours are lower in 2021/2022 due to staff leave.



Analysis of Demographic Information:

- In 2021/2022, 74% of clients were between the ages of 10-15. This is a 25% increase in the past 2 years. See Program Improvement Plan 2022/2023
- Diagnosis distribution remains consistent with previous years
- Gender distribution remains consistent with previous years, with 55% of clients self-identifying as female and 45% of clients self-identifying as male. In 2021/2022 there were no clients of the Key Worker program self-identifying as trans, non-binary, or other.

STATUS REPORT 2021-2022 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
Internal Processes: Strengthen external partnerships	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: Held 3 Key Worker Advisory Committee Meetings in 2021/2022, involving MCFD, School Board, and parents. Formal community partner survey to take place in 2022/2023.
Internal Processes: Increase collaboration between teams	Target: Collaborate with other programs to develop a youth to adulthood transition group and resource guide (March, 2022).	Completed: This project was completed without direct involvement from the Key Worker Program. Stepping Stones partnered with CBIPCY and Adult Services to develop a workshop to offer to youth aged 17-19. The workshop resources remain available for the future to offer to other youth from any program.
Internal Processes: Continuous improvement of current systems	Target: Collaborate with the Innovation, Transformation and Quality team to evaluate and re-assess data collection strategies (June, 2021).	Achieved and ongoing: Implemented twice annual Centre-wide family survey in 2021/2022. Will implement Key Worker specific supplementary questions in 2022/2023.

Area for Improvement	Action Plan	Results
<p>Innovate: Enhance use of technology</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 • 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 (i.e. Conga). <p>Provide parent education on use of Salesforce and how to view child’s goals and progress.</p>	<p>Achieved and ongoing:</p> <ul style="list-style-type: none"> • Program procedure of physical file creation of new clients was sunsetted April 1, 2021. • One program referral and two consents forms sunsetted in October 2021. Four printed forms for Consents in groups and photo (optional), Intake and Service still in current use. • Two Excel spreadsheets currently maintained (client master and MCFD/CRSP) and used occasionally as a verification tool to monitor data and record accuracy on Salesforce and SharePoint. Overall reduction of 5 internal tracking 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: Services were offered primarily through virtual and phone platforms due to Covid-19 pandemic restrictions, as well as outside in the community when possible. In 2021/2022, three more families indicated that they were able to access services virtually than in the previous year. Key Worker client families received individualized service based on family needs and preferences.

Parents and caregivers were invited to participate in parent networking, education groups, and mindfulness groups. These groups were offered virtually. Although 100% of families responding to the survey reported that it was quick and easy for them to access services, we have heard from parents that they would like the parent networking groups to be offered at later times to make it easier for working parents to join.

Children and youth in the program had the opportunity to participate in in-person “Kids’ Groups” in the summer. In Summer 2021, 8 Key Worker clients participated in a summer-camp style group that focused on social-emotional learning and development.

“Would it be possible to consider starting later? like 5:30 or 6:00 pm Now it feels too early and a bit rushed after work. Thanks for considering it.”
 – 2021/2022 BCCFA Client Experience Survey

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 and children can readily access services.	It was quick and easy for me/us to access services	90%	All clients	100% (12/12)	75% (9/12)	92%* (117/127)
	We were able to receive services in our preferred language			100% (11/11)	83% (10/12)	n/a
	We were able to access virtual services.			22% (11/12)	72% (8/11)	n/a

Notes about the data:

*In 2019/2020, data was compiled from numerous survey sources including post-session feedback surveys, post-group feedback surveys, and a BCCFA client satisfaction survey. Data for 2020/2021 and 2021/2022 has come from one annual Family Survey.

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

Analysis: For the past 3 years the Key Worker program chose to measure Efficiency by coordinating and cost-sharing with other BCCFA programs to run groups. Due to the impacts of the Covid-19 pandemic to safely hold groups this year, all groups were cost-shared to allow as many opportunities for groups to be held as possible. This sharing of resources has proved to be highly efficient and we will continue with this practice.

Key Worker families have provided feedback to say that they really value the group options specifically tailored to children and youth. Key Worker clients made up the highest proportion of kids' groups participants in 2021/2022, and parents regularly request more frequent groups.

“More online groups!!! - Parent feedback, group evaluations

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
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.	80%	All groups	100% (40/40)	100% (41/41)	76% (31/41)

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis: The Key Worker program experienced several staff transitions in 2021/2022, and unfortunately experienced a two-month service gap as a result. Despite these challenges and breaks in services, we are pleased to report that 100% of families responding to the survey reported making progress towards their goals within the Key Worker program.

“Just being with other parents and hearing their experiences and thoughts is so great for me. The facilitators were excellent.” – 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
By participating in the Key Worker program, children meet or exceed their individual goals	We have made progress toward our goals	95%	All clients	100% (12/12)	100% (11/11)	N/A
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	95%		92% (11/12)	100% (12/12)	91% (21/23)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis: As reported above, the Key Worker program experienced a few staff transitions during the 2021/2022 fiscal year. This may be a contributing factor to the fact that not all families agree with the statements “we have a clear understanding of the supports and services available from the BCCFA” and “services from the BCCFA have made a positive difference in our lives.” At the time the March 2022 survey was distributed to clients, the Key Worker program was experiencing a gap in staffing. Our new Key Worker started on April 11, 2022 and will be making regular contact with each Key Worker client family to make sure supports and services are clear to families.

“Thank you for this group, it is so great to have a space to learn and discuss with other parents. I appreciate this group so much and all the work that a Margot and Michelle put into it. Thank you!!!” - 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
The Key Worker program provides clear and understandable information to all parents/guardians	We have a clear understanding of the supports and services available from the BCCFA	95%	All clients	83% (10/12)	100% (12/12)	N/A
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	100%		92% (11/12)	100% (12/12)	N/A
Parents/Guardians are always treated with respect and courtesy	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%		100% (12/12)	100% (12/12)	N/A
Each BCCFA program provides exceptional quality of service	We are satisfied with the quality of services we've received from the BCCFA	90%		100% (12/12)	92% (11/12)	100% (5/5)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – STAKEHOLDERS

Analysis: The Key Worker program has a community advisory committee that includes Key Worker program staff, MCFD and CYNS representatives, Burnaby School District staff, Supported Child Development consultants, and parents of current or former clients of the program. The Key Worker Advisory Committee continued to meet throughout the year, holding virtual meetings in May, October, and February. This group is consulted regularly and offers feedback and recommendations on programming and services.

During the BCCFA CARF Accreditation process in March 2021, a member of this committee was consulted by the surveyor and provided feedback to them about the effectiveness and efficiency of the Key Worker Program. We are pleased to report that there were no recommendations.

Community partners are essential to the success of this program, and our 2022/2023 Performance Improvement Plan will include a goal of including our Key Worker community partners in the annual survey.

BCCFA Strategic Priorities	Initiatives	Targets
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 clients will be introduced to F-words framework by October 2022.
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> , offer groups at times that are convenient for parents.	Provide opportunity for parent feedback on group times. Make changes to service delivery based on feedback.
Client: Centre services on our needs and preferences	To improve <i>experience of persons served</i> , offer group programming specific to “tween” age group.	Offer an after-school group series in fall 2022.
Internal Processes: Strengthen external partnerships	To improve <i>experience of stakeholders</i> , identify and survey key community partners and stakeholders of Key Worker Program.	Complete community partner/stakeholder survey at the end of 2022/2023 fiscal year.