



Stepping Stones Program

OUTCOMES MANAGEMENT REPORT 2021-2022

The Stepping Stones Program was funded by the BC Centre for Ability Foundation in the 2021/2022 fiscal year.

**2805 Kingsway
Vancouver BC V5R5H9
Tel: (604) 451-5511 / Fax: (604) 451-5651
www.bc-cfa.org**

TABLE OF CONTENTS

PROGRAM DESCRIPTION	3
PROGRAM UTILIZATION	4
DEMOGRAPHICS	6
STATUS REPORT 2021/2022 PERFORMANCE IMPROVEMENT PLAN	7
2021/2022 PROGRAM OUTCOMES	9
Service Access	9
Resources used to achieve results for the persons served (efficiency)	10
Results achieved for the persons served (effectiveness)	11
Experience of services received and other feedback (persons served)	12
2022/2023 PERFORMANCE IMPROVEMENT PLAN	13

Program Overview:

The Stepping Stones Program supports children and youth with neurodevelopmental conditions, and their families, who are current or former clients of the BCCFA and who live in Vancouver, Richmond, Burnaby, or North Shore. The aim of the Stepping Stones Program is to provide opportunities to enhance the social and emotional development and mental wellness of children and youth with neurodevelopmental conditions, and their families.

Services Include:

- Networking opportunities for parents;
- Education and workshops for parents and the community;
- Short-term consultation;
- Family-together nights;
- Support for school transitions;
- Social emotional learning groups for children and youth; and
- Information and resources delivered in an electronic newsletter.

2021-2022 Program Highlights:

- Received \$5000 “Kick Starter” grant from Pacific Blue Cross
- Collaboration with the Dalai Lama Center for Peace and Education to deliver the group ‘Skills for Life for Families’ to Stepping Stones parents and caregivers
- Developed a mindfulness group for parents and caregivers, offered 17 sessions with a total of 65 parents that attended
- Collaborated with the Community Brain Injury Program for Children and Youth (CBIPCY) to deliver 3 parent Mental Wellness groups
- Supervised BSW Student from January-April 2022
- 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
- Participated in Sarah Ward Executive Functioning Training

Stepping Stones Client Data	2021-2022	2020-2021	2019-2020
Active clients	277	254	459
New intakes	69	51	57
Number discharged from Program	50	23	232

Figure 1: Program Utilization – Individual Clients

Analysis

- Clients are eligible for the Stepping Stones program if they are current or previous clients of other BCCFA programs. The vast majority of referrals are made internally from the Early Intervention Program (EIP) or Supported Child Development Program (SCD) when children transition to Kindergarten at 5 years old.
- Stepping Stones primarily serves the same catchment as our Early Intervention Therapy Services: Vancouver, Richmond, Burnaby, and North Shore. The “other” category represents 2 Stepping Stones clients participating in school outside the typical catchment districts, including one student participating in online learning and another attending an independent school.

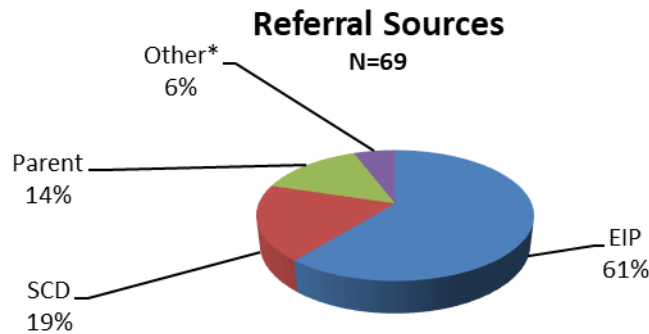


Figure 2: Referral Sources

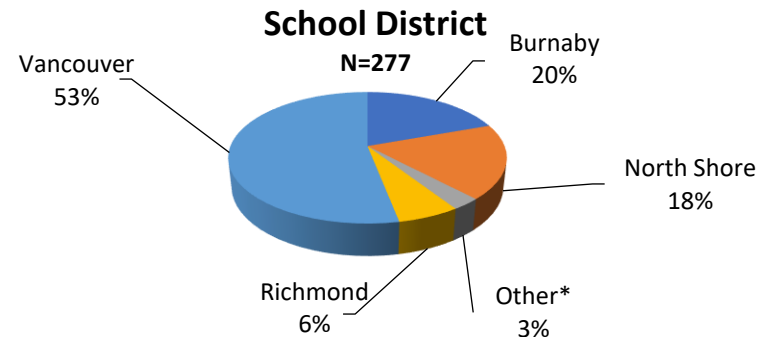
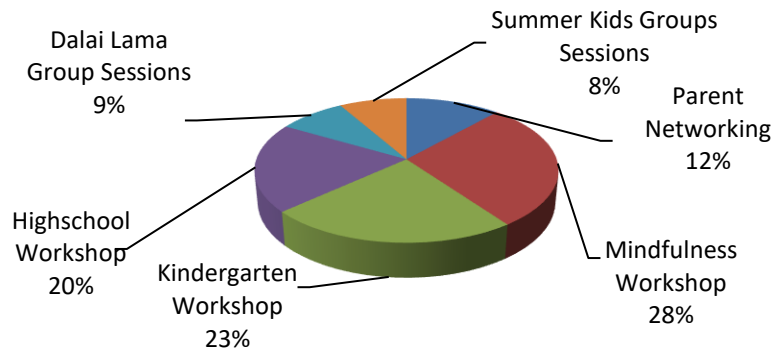


Figure 3: School Districts

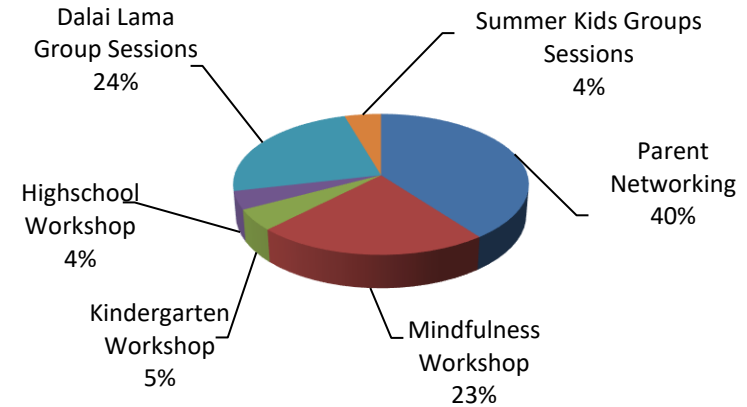
Breakdown # of Groups/Workshops

n=60



Breakdown # of Participants

n=287

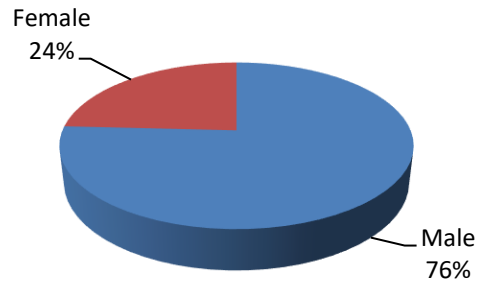


Analysis of Program Utilization - Groups

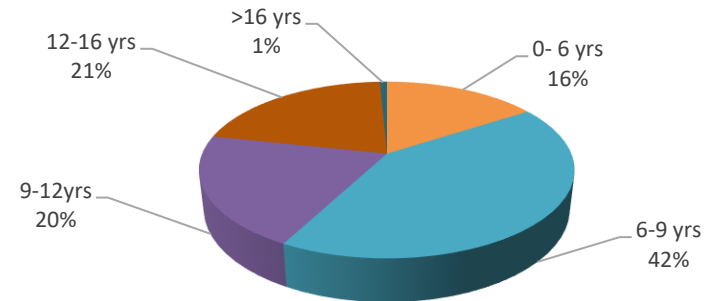
- More groups were offered in 2021/2022. In addition to the Parent Networking groups, the Stepping Stones program also offered a new Parent Mindfulness series. Stepping Stones also partnered with the Dalai Lama Centre and offered a series called “Skills for Families for Life.”
- Kindergarten Transition and Highschool Transition workshops were offered in September and January to provide information to parents supporting their children through these transition periods.
- 13 Stepping Stones clients attended 3 different children’s groups in the summer in both Vancouver and the North Shore.

Groups:	2021-2022	2020-2021
Total # sessions of groups/workshops	60	38
Total # participants in groups/ workshops	287	268

Gender
N=277



Age Groups
N=277

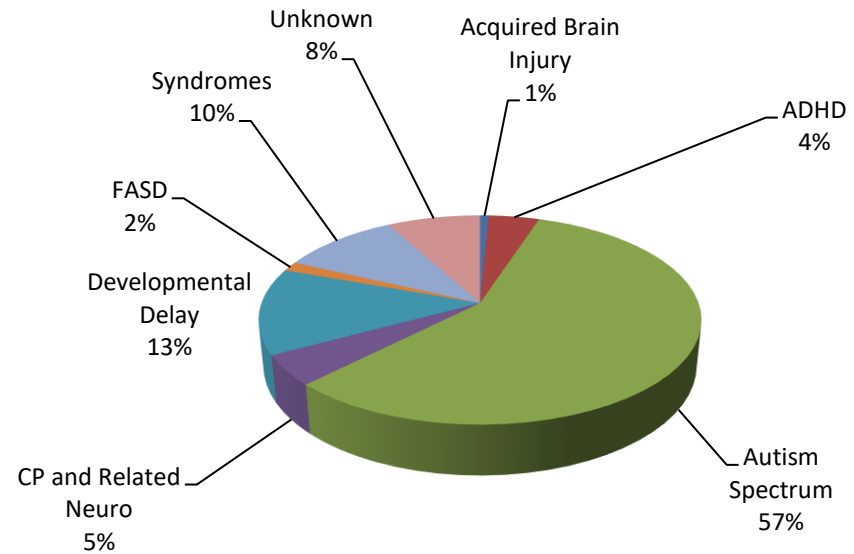


(Source for Demographic Charts: Salesforce)

Analysis of Demographics

- Children identifying as male make up 75% of Stepping Stones clients (consistent with previous years in the program)
- In the 2021/2022 fiscal year no Stepping Stones clients identified as trans, non-binary, or other
- Clients with an Autism Spectrum diagnosis make up 57% of Stepping Stones participants, which is 20% increase in the past 2 years.
- Clients with an 'unknown' diagnosis refers to children who are undiagnosed or waiting for an assessment.

Primary Diagnosis
N=277



STATUS REPORT 2021-2022 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
Client: Centre services on our needs and preferences	Target: Offer at least one sibling group by March 2022	Discontinue: In-person groups continued to be challenging during Covid-19 pandemic. Due to limited staffing, focus was on supporting clients and parents/caregivers.
	Target: Hold at least one parent advisory committee meeting by March 2022	Achieved and ongoing: Parents and caregivers were provided information about piloting a parent advisory committee. A group of parents volunteered and were consulted on a date and time that worked for them. Date was selected for May 10 th , 2022 and included in Psychosocial newsletter.
Internal Processes: Increase collaboration between teams	<p>Target: Meet with Key Worker, Community Brain Injury, and Adult Services program leads by fall 2021 to identify gaps in service for these youth that the BCCFA programs can fill by collaborating, and develop a timeline for this programming.</p> <p>Participate in or contribute to at least one BCCFA youth transition activity by March 2022.</p>	<p>Completed. Stepping Stones partnered with CBIPCY and Adult Services to develop a workshop to offer to youth aged 17-19. An invitation was sent out to families and there was minimal interest. The workshop resources remain available for the future to offer to other youth in the program who may be interested.</p> <p>Of note, those youth who were open to participating in the workshop were provided the opportunity for one-on-one support.</p>
Internal Processes: Strengthen external partnerships	Target: Complete community partner/stakeholder survey at the end of 2021/2022 fiscal year.	Delayed. Will determine list of key external partners and solicit feedback in 2022/2023.

Area for Improvement	Action Plan	Results
Innovate: Enhance use of technology	<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. Two printed consent forms for group and photo (optional) still in current use. • One Excel spreadsheet and one Word form currently maintained (client master and email listing) 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: During the first year of the pandemic, Stepping Stones parents were provided opportunities to share feedback about their preferred time to access group services. At that time, parents indicated a preference for early evening – 5-6:30pm. Now that the majority of pandemic restrictions have been lifted, parents are back working in offices, and children have after school activities, we are hearing from parents that they would appreciate a chance to attend groups later in the evening or during the day. In our 2022/2023 Performance Improvement Plan we will address the timing and structure of groups to improve access to service.

“I attend the lunchtime group most often, and found it such a lovely way to take a break and slow down during the day. A wonderful way to commit to taking a few moments for myself. I like the lunchtime time. I think I have noticed it happens on different days of the week, which I like - it's nice to move it around a bit so more people might have opportunities to attend. Love the Zoom format - no travelling or childcare!” – Parent Mindfulness Group Participant

“It was hard because I wanted to be present for my family at dinner time but I really wanted to take part in the group.” – Parent Networking Group Participant

“Love virtual. It's great to not have to worry about travel to parent-only appointments and meetings.” – Parent Networking Group Participant

“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.” – Parent Networking Group Participant

“I am so glad that we have this wonderful group meetings via Zoom. I was not be able to attend meetings in the past in person. There was not enough time for me to get from work to centre on time. Thank you for the great support!” – Parent Networking Group Participant

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	84% (48/57)	97% (39/39)	N/A
Clients are able to access services in the language of their preference	We were able to receive services in our preferred language	90%	All clients	88% (50/57)	92% (36/39)	N/A
Virtual care improves client access to service	We were able to access virtual services.	90%	All clients	84% (48/57)	95% (36/38)	N/A

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

Analysis:

In the 2021/2022 fiscal year, the Stepping Stones program worked in collaboration with the Key Worker program and Community Brain Injury Program for Children and Youth (CBIPCY) to offer a variety of groups. This was the first year that Stepping Stones groups were offered in partnership with CBIPCY and were open to CBIPCY clients. Stepping Stones also partnered with the Dalai Lama Centre to offer 5 session series called “Skills for Life for Families” which had 22 parents register. This is an effective use of resources and allows for a variety of groups to be offered to a wide range of parents.

“Stepping Stones = excellent workshops.” – 2021/2022 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2021-2022	2020-2021	2019-2020
Program group activities are cost-shared with other community programs to minimize overhead expenses	Whenever possible groups and workshops are provided with other agencies or programs	75%	Groups	100%	100%	100%

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis:

The Stepping Stones Program served 277 families in 2021/2022. With this volume of clients, the program can provide short term consultation for families but does not provide case management or explicit goal setting support for the majority of clients. Most Stepping Stones clients engage with the program through group participation. One of the Stepping Stones program Performance Improvement Plan targets is to pilot a short-term assessment and goal setting program with new families. With the launch of the parent portal in the 2022/2023 fiscal year, families will have the ability to view their assessments and goals.

“It was nice to be reminded of the strategies that actually support our children's development and to be advocates for a new way of being with our kids that is not so behavioural but is respectful of their development abilities.” - Parent Networking Participant

“I really like learning other approaches other than ABA, which seems like a common method when dealing with kids with challenging behaviours. Thanks.” – Parent Networking Participant

“The presentation had so many great strategies to manage behaviour. Also we had a chance to share our own experiences. In my mind ‘shifting our thinking’ is the most important to solve so many problems. Not to give up but see the things from different position.” – Parent Networking Participant

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 Stepping Stones program, children meet or exceed their individual goals	We have made progress toward our goals	90%	All clients	84% (48/57)	87% (34/39)	N/A
Parents had opportunities to network with other parents.	We had an opportunity to network	90%	Parent workshop participants	89% (37/42)	83% (114/137)	95% (152/160)
Clients will gain new knowledge by attending a workshop	I have gained new knowledge during this group	90%	Parent workshop participants	99% (58/59)	98% (57/58)	N/A
Clients will gain skills that they can apply in a work, home or school setting	I have gained at least one new idea/skill that I could apply in a work or home setting	90%	Parent workshop participants	97% (57/59)	98% (57/58)	98% (287/291)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis:

Stepping Stones has not had a consistent or secure source of funding during the lifespan of the program. This has meant that the program has had to adapt to numerous funding requirements over the years and the program has had to evolve accordingly. This may be one of the reasons that only 75% of families identify having a clear understanding of the supports and services available.

“Stepping Stones has been and will continue to be an absolute lifeline for our family. Margot supports not only us as parents but also our two children. We would not be able to do this without her. Thank you, Margot!” – 2021/2022 BCCFA Client Experience Survey

“The Stepping Stones team has done excellent in adapting to a more virtual presence to help our family. Of course it can never be as good as being able to meet in person, but it has helped our family just as much because the information provided is still excellent and Margot is very organized in offering advice and suggestions via email or Zoom or on the phone.” – 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
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	84% (48/57)	82% (32/39)	97% (32/33)
The Stepping Stones 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%	All clients	75% (43/57)	97% (38/39)	N/A
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%	All clients	91% (52/57)	97% (37/38)	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	90%	All clients	93% (53/57)	99% (79/80)	99.4% (166/167)
Each BCCFA program provides exceptional quality of service	We are satisfied with the quality of services we've received from the BCCFA	90%	All clients, via Client Experience Survey and Workshop Evaluations	97% (112/116)	99% (118/119)	98.2% (172/175)

2022-2023 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Client: Centre services on our needs and preferences	To improve <i>experience of persons served and experience of stakeholders</i> , develop and implement an ad-hoc parent advisory committee.	Hold at least two parent advisory committee meetings by March 2023.
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 beginning in September 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> , pilot short-term 1:1 client support.	Trial 1:1 support format with 5 clients by March 2023.
Internal Processes: Strengthen external partnerships	To improve <i>experience of stakeholders</i> , identify and survey key community partners and stakeholders of Stepping Stones Program.	Complete community partner/stakeholder survey at the end of 2022/2023 fiscal year.