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EARLY INTERVENTION PROGRAM

OUTCOMES MANAGEMENT REPORT
2022-2023

The Early Intervention Program receives funding from BC Ministry of Children and Family Development

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PROGRAM DESCRIPTION

The Early Intervention Program (EIP) is a community-based service for children with diverse abilities from birth to age five. The program supports children and their families living in the Vancouver, Burnaby, Richmond and North Shore regions.

Our values which include Family Centred Practice, Innovation, Kindness, Collaboration and Hope guide us in the delivery of service that enhance each child's development and promote participation in all aspects of their lives.

The EIP includes Occupational Therapy (OT), Physiotherapy (PT), Speech Language Pathology (SLP), and Social Work (SW) services. Services include:

- Coaching based services in-person in the home, community and clinic
- Resource information for families and parent workshops
- Toy & equipment library

Highlights:

- Joined the Sprouts Early Childhood Development Hub in Richmond to provide families with a space for clinic-based appointments
- Conducted a pilot project evaluating the accuracy of referrals from SLPs to the Autism Spectrum Diagnosis program
- Provided Autism assessments contracted by the BC Autism Assessment Network
- Provided outreach PT support to the Northwest Child Development Centre in Vanderhoof
- Participated in UBC Master of Occupational Therapy program research project "Autism spectrum disorder: Exploring early feeding challenges"
- Offered Occupational Therapy workshops online to allow families to access when convenient
- Integrated the F-words of childhood development into our family goal planning enabling staff to create a strength-based plan with families

PROGRAM UTILIZATION

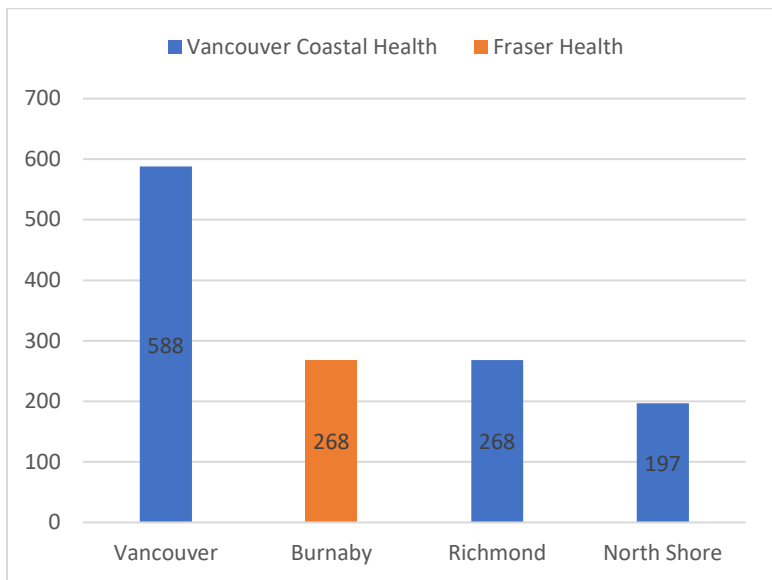


FIGURE 1: Number of Unique Children Served by Region*

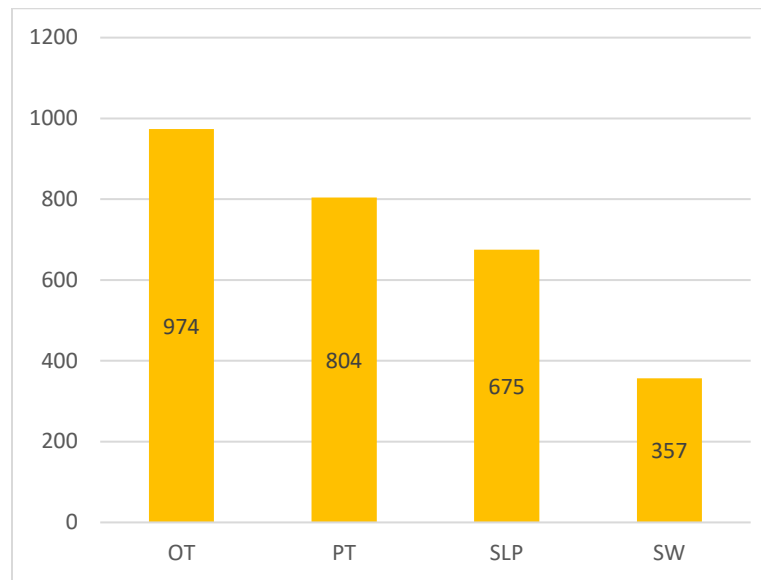


FIGURE 2: Number of Children Served by Discipline

Program Utilization Analysis – Children Served

- The EIP provided services to 1321 children this year
- Most children require more than one service to meet their needs

PROGRAM UTILIZATION

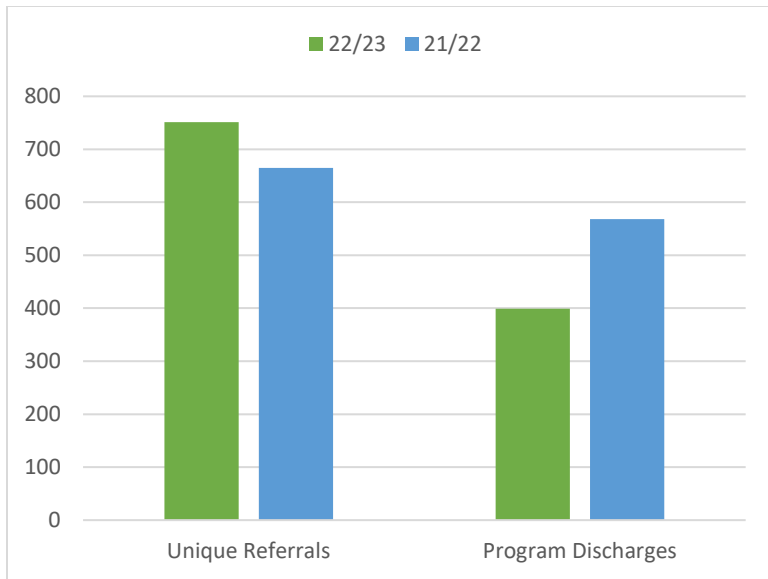


FIGURE 3: Program Utilization

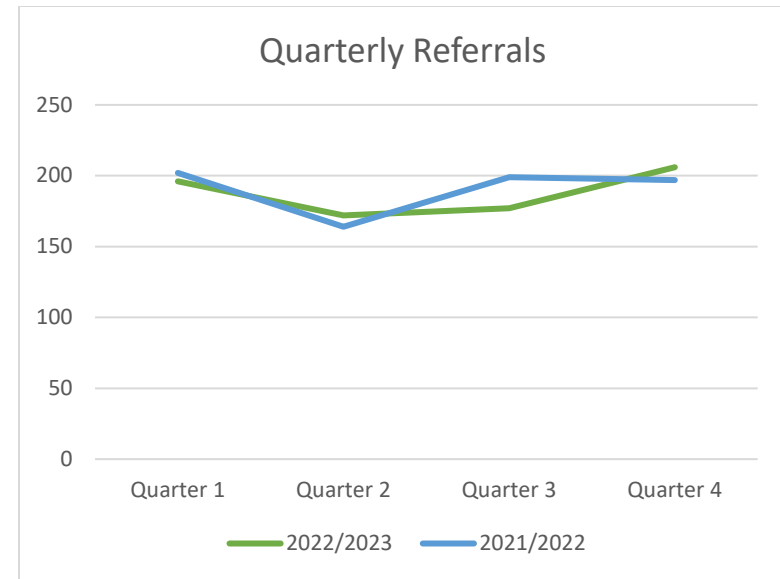


FIGURE 4: Referrals Received Quarter to Quarter

Program Utilization Analysis – Referrals

- Referrals have increased by 13%.
- Fewer children were discharged in 2022/2023 compared to the previous year (30% fewer program discharges).
- Referrals followed a similar pattern per quarter as they did last year.

DEMOGRAPHICS

Diagnosis Analysis:

The largest diagnostic categories include:

- **Developmental Delay:** This category includes children undergoing diagnostic investigations (waiting for Autism assessment, genetic testing, imaging), children with no known diagnosis, children that have not been assigned a diagnosis in our record system and children given the developmental delay diagnosis by their medical team. All children that are eligible for our program present with a functional developmental delay.
- **Autism Spectrum Disorder:** Autism is the second most frequent diagnosis reported, this percentage may be an under representation as many children are waiting assessment and therefore included in the above category. In addition, this does not capture children that have a different primary diagnosis such as a Syndrome or a Neuromuscular condition and have Autism as a secondary diagnosis.

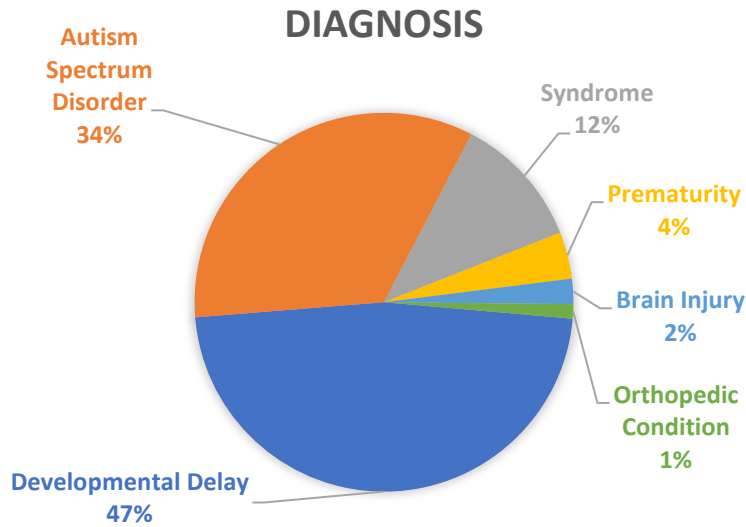


FIGURE 5: Global Diagnosis of Children Served

2022/2023

PERFORMANCE IMPROVEMENT PLAN

Area for Improvement	Action Plan	Results
Centre services on our needs and preferences	Engage and compensate parent advisory pool for feedback obtained regarding services.	Parent advisory pool has grown to 29 participants. Parents have been engaged in one project providing feedback on documentation and were compensated with a gift in kind.
	Complete F words training with CanChild, F words are integrated into key activity/ task.	All goals are being created by families and teams using the F words framework. Staff have started using the F words Profile and Goal Plan document to develop goals. Supplemental documents have been created to support the use of both documents.
Make it quick and easy for us to access services	Locate therapy space on the North Shore	EIT partnered with a community partner to obtain temporary space for clinic visits and screening appointments.
	Create user friendly resources for families and community partners to provide clarity on services available.	The website was updated to provide a clear overview of EIP program and services available.
	Parents will have access to their documents via the Parent Portal.	Staff have been trained on the use of the portal and are successfully uploading documents for families to access. Parents are being onboarded on an ongoing basis to support the use of the portal. Families that have signed up for the portal have access to their documents.
	Expand services that are offered to families with children with Autism Spectrum Disorder.	The SLP department has successfully referred 15 clients for assessment, all met the diagnostic criteria and were diagnosed with Autism. The pilot will continue until 20 referrals have been completed.

PERFORMANCE IMPROVEMENT PLAN

<p>Improve service delivery</p>	<p>Waitlist prioritization is based on client need.</p>	<p>OT/PT and SLP are all using the Needs Based Priority tool during screenings. All original referrals for these disciplines are using the scoring in addition to referral date and age to determine waitlist pickup.</p>
<p>Improve service delivery</p>	<p>Parents and staff will have access to information re: F words and Coaching when onboarded to the program.</p>	<p>Delayed. This will be continued into the next fiscal.</p>
<p>Create meaningful and flexible careers to recruit. retain talent and engage top talent</p>	<p>The program will be innovative in its means of recruiting and retaining talent.</p>	<p>Partnered with the Northwest Child Development Centre to share Physiotherapy services and provide outreach support which resulted in filling hard to fill positions.</p>

2022-2023 PROGRAM OUTCOMES

SERVICE ACCESS

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome
				2022-2023
Clients are able to access services in their preferred language	Percentage of respondents that answer “agree” or “strongly agree” to: we were able to receive services in our preferred language	95%	All clients	94%
Services are quick and easy for all clients to access	Percentage of respondents that answer “agree” or “strongly agree” to: It was quick and easy for us to access services	90%	All clients	69%
Reduce the time children spend waiting for service	Average wait to receive an initial service plan	2 weeks	All new referrals	6 weeks
	Total average wait time	6 months	All new clients	7 months

Service Access Analysis:

- The complexity of the clients served continues to increased. Children who have urgent support needs are prioritized and seen quickly.

“Service was quick to set up and solved our child's problem after first visit with advice on what to do at home” -Parent

However, the program continues to see increases in referrals without any increases in core funding since 2009 resulting in long wait times overall.

“Waitlists are too long”- Parent

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

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome
				2022-2023
All staff spend the majority of their time on direct service	All client-related time as a percentage of the total daily stats reported by staff.	75%	All EIP staff	82%

Efficiency Analysis:

- Staff spend the majority of their time in client related work. In addition to client appointments, service includes accessing funding for equipment and assessments, supporting key transition periods, report writing and collaborating with community partners to increase participation.

“They also helped me quickly found a preschool for my kid to attend so she could start to learn social life with other kids” -Parent

“With the help from BCCFA, my kid was able to receive funding for a EA in her preschool year” -Parent

“We received lots of support at kindergarten transition, access to government programs, and our daughters motor and social skills improved a lot” -Parent

“The OT and Supported Child Development worked together to get my child extra funding for our preschool so that he could get the support he needed and continue to attend our community preschool” -Parent

“This year my son is discharged from CFA EIT and Social work. They have prepared a very good discharge report and help to contact OT from VPT so my son is able to have a smooth transition”-Parent

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome
				2022-2023
Objective/Outcome	Percentage of respondents who ‘agree’ or ‘strongly agree’ to: I have gained new knowledge during this workshop/ group or training.	100%	All Workshop participants	100%
	Percentage of respondents who ‘agree’ or ‘strongly agree’ to: we have made progress towards our goals.	95%	All clients	88%
	Percentage of short-term outcomes that are rated as ‘achieved’	75%	All clients	83%

Effectiveness Analysis:

- Clients report making progress towards goals as a result of the varied interventions we provide.
- Goals are now being created using the F words for childhood development framework. This enables families to create meaningful goals based on their values which demonstrated an increase in positive outcomes.

“The workshops were informative. The ppt and handouts were helpful”- Parent

“I was very appreciative of the workshops and also the services provided in the EIP program for our son” -Parent

“Due to support from BCCFA (and collaboration with IDP), our daughter has gone from being low or not meeting many milestones to meeting almost all milestones”-Parent

“We learned a lot from them and my infant son made lots of progress following the plan they made for us”- Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome
				2022-2023
Families are satisfied with the services offered by the EIT program	% of respondents that answer "agree" and "strongly agree" to: We have a clear understanding of the supports and services available from the BCCFA	90%	All clients	81%
	% of respondents that answer "agree" and "strongly agree" to: We were involved in developing our goals, strategies and/or service plan	100%	All clients	94%
	% of respondents that answered "agree" and "strongly agree" to: services from the BCCFA have made a positive difference in our lives	95%	All clients	88%
	% of respondents that answered "agree" and "strongly agree" to: we were treated with respect and courtesy during our time receiving services from the BCCFA	100%	All clients	97%
	% of respondents that answered "agree" and "strongly agree" to: we were satisfied with the quality of services we've received from the BCCFA	95%	All clients	88%

Experience of Persons Served Analysis:

- Families continue to report that service from the EIT program is collaborative, family centered and results in improvements in their quality of life. However, families report that increased wait times negatively impact their experience.

“Everything went well. We understand that we had to wait to get the one on one support for our son but when it was available, we had it right away. It made a HUGE difference in almost every aspect of my son’s experience at preschool”

“Our child needs more help than there is availability for the Occupational therapist and the Speech Therapist at this time. The therapists are great at their job but they have too much work for the number of clients so we never get required attention” -Parent

“I honestly think you are all amazing people. I cannot tell you as a mother how good it makes me feel to know that these services are available for my son. Thank you so very much” -Parent

“I am so thankful to be part of the families that gets the support from this group. You have made us feel supported and we feel that we are not alone in this because there are people who will help us” -Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY STAKEHOLDERS

Objective/Outcome	Performance Indicator 2022-2023	Target	Measure Applied To	Achieved Outcome
				2022-2023
Program eligibility criteria are clear	% of respondents that agree or strongly agree: program eligibility criteria are clear	90%	all referring agencies	77%
Referral process is simple and easy to understand	% of respondents that agree or strongly agree: the referral process is simple and easy to understand	95%	all referring agencies	92%
Stakeholders are satisfied with services offered from the BCCFA	% of respondents that agree or strongly agree: I am satisfied with the services offered from the BCCFA	100%	all referring agencies	92%

Experience of Stakeholders Analysis:

- The clarity of the EIT program’s eligibility criteria is an area of challenge. Due to the complexity and diversity of the children we support it has been difficult to create clear guidelines that will respond to all situations. In response, our staff have spent more time collaborating with community partners to facilitate referrals and transfers between programs.

“There has been a notable improvement in relationships and increase in collaboration between the 2 agencies in the past few years (IDP + EIT). We appreciate the collaboration overall and in particular in PT referrals between agencies. This has greatly improved the service we both offer to families”- Community Partner

“Therapists are great at collaborating and at sharing resources. Love to hear from them what works and what doesn't work” - Community Partner

“Therapists are friendly and professional. They are caring and provide great experience to their families” -Community Partner

2023/2024 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Make it quick and easy for us to access services	Reduce wait times.	Explore new intake model collaborating with other agency programs. Referrals are processed quickly and transfers across programs occur seamlessly.
		Clients will be contacted by intake within 3 weeks of referral.
		Explore innovative service delivery options such as Therapy Aide lead drop-in groups to service clients on the waitlist.
Improve Service Delivery	Documentation is useful, efficient and family centered.	Staff and families will engage in goal meetings that result in a goal document with goals created using the F words framework.
	Families will have education regarding the services offered, how we provide them and the use of the F words framework during onboarding.	Parents will have access to recorded workshops that describe our program and services, the coaching model and the F words framework.
Expand services	Reduce referral barriers for families to the Autism Assessment Program.	Complete the ASD referral project. Partner with BCAAN to explore new referral process.
Create meaningful and flexible careers to recruit, retain and engage top talent	The program will be innovative in its means of recruiting and retaining top talent for program and leadership positions.	Vacancies are filled quickly reducing delays in service. Staff have opportunities for leadership.