

Family Counselling Support Services Program

OUTCOMES MANAGEMENT REPORT 2022-2023

The Family Counselling Support Services Program was funded by the Ministry of Children and Family Development in the 2022/2023 fiscal year.

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Program Overview:

The Family Counsellor Support Services program, established in fall 2018, is provided for families living in the Burnaby or New Westminster 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

2022/2023 Program Highlights:

- New Family Counsellor hired and began work in September 2022
- Subcontracted with private counselling program to support staffing gap
- Family Counsellor completed Acceptance and Commitment Therapy Level 1 Training
- Family Counsellor completed Connect Attachment Group Facilitator training
- New online referral form for Burnaby/New Westminster CYSN team

PROGRAM UTILIZATION

Program Utilization Data	2022-2023 (as of March 31, 2023)	2021-2022	2020-2021
Total New Referrals	25	22	6
Eligible New Referrals	25	22	6
Ineligible New Referrals	0	0	0
Discharged from Program	6	33	2
Active Clients (carried over to next fiscal year)	20	1	29
Total Clients Served	26	34	31

Table 1: Program Utilization

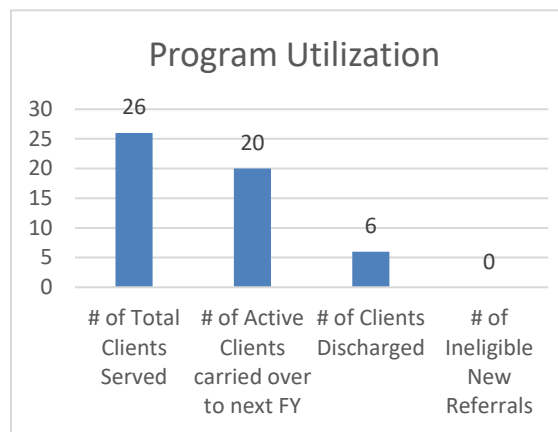


Figure 1: Program Utilization

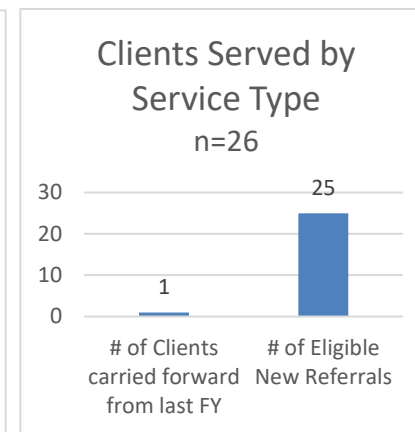


Figure 2: Breakdown of Service Type

Direct Service Delivered:	2022-2023 (as of March 31, 2023)	2021-2022	2020-2021
Total hours of family/client intervention (excluding groups)	420	404	801
Groups:	2022-23	2021-22	2020-21
Total # sessions of groups/workshops	5	0	0
# Hours	6.5	0	0

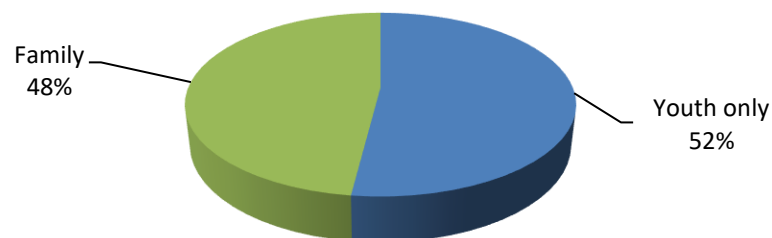
Table 2: Direct and Group Service Hours

Analysis of Program Utilization

- New family counsellor began in September 2022, so no clients were seen between April and mid-September
- 62% of direct service hours target met with staffing coverage for just 50% of the year
- One private counsellor was brought on as a sub-contractor to serve clients and address the waitlist
- Family Counsellor families were invited to attend Family Together Night in October and several parent workshops hosted by Key Worker and Stepping Stones programs

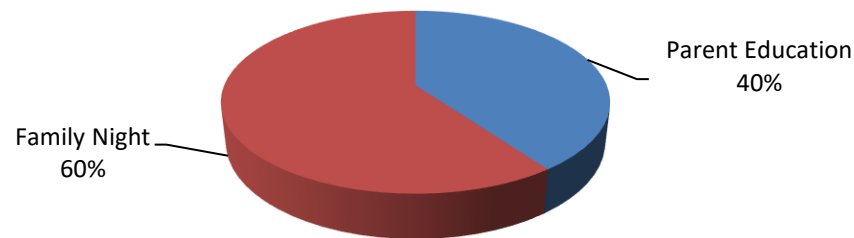
Counselling Interactions

n=250



Breakdown # of Groups/Workshops

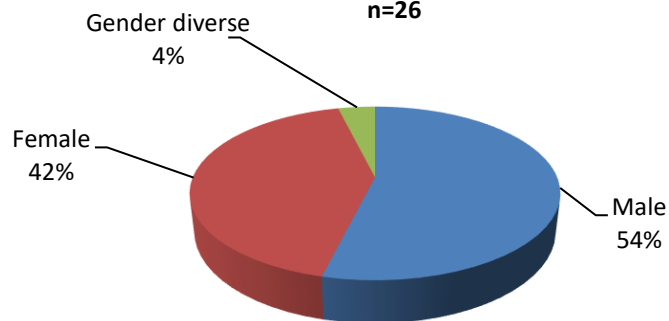
n=5



Clients Served

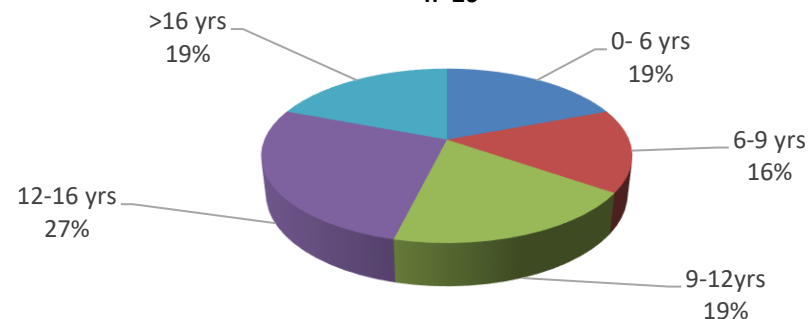
Gender

n=26



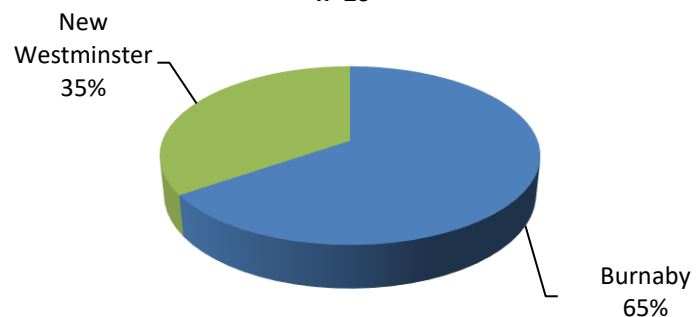
Age Groups

n=26



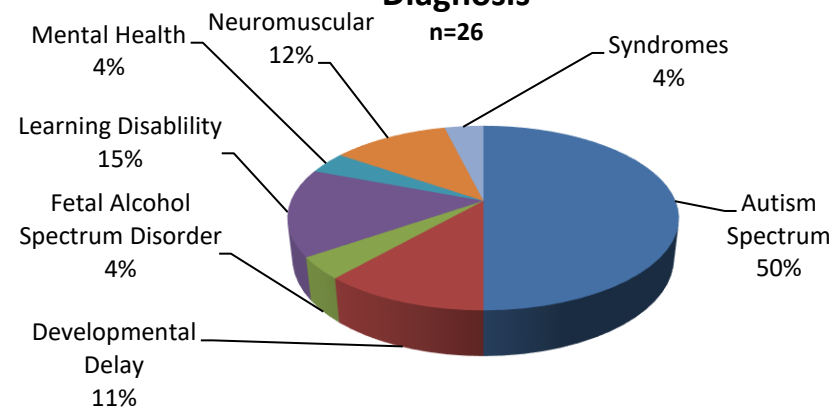
Geographic

n=26



Diagnosis

n=26



Analysis of Demographics

- Client demographic info remains relatively similar to previous years. No notable difference in gender and age demographics.
- 20% more clients from New Westminster when compared to previous year
- 25% less clients with autism as primary diagnosis compared to previous year

STATUS REPORT 2022-2023 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<p>To improve <i>access to service</i> and <i>efficiency for persons served</i>, streamline referral process from CYSN.</p> <p>Internal Processes: Innovate and Collaborate</p>	<p>Introduce online referral form to CYSN for all clients referred in 2022/2023.</p> <p>Family Counsellor attend bi-monthly team meetings with CYSN to discuss referrals.</p>	<p>Achieved: Online CYSN access only referral form has streamlined administrative process resulting in an improved user experience. From an operational lens, there has been a reduction of (1) admin time to onboard new referrals, (2) risk of manual entry errors (direct feed of data from CYSN to BCCFA Electronic Client Record System) and (3) data variability (use of data field descriptors and drop-down menu selection).</p> <p>Discontinued: Family Counsellor attended 1 CYSN Team Meeting. Will continue to do occasionally but bi-monthly attendance deemed unnecessary.</p>
<p>To improve <i>experience of persons served</i>, by implementing the F-Words framework into program processes and goal setting.</p> <p>Client: Centre services on our needs and preferences</p>	<p>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.</p>	<p>Delayed: To be continued in 2023/2024. Smaller programs such as the Family Counsellor program will begin their formal F-Words implementation in this calendar year, adapting BCCFA-wide language and templates created by the F-Words implementation committee. The Family Counsellor has trialed composing documentation including notes and goals in an F-words format.</p>

STATUS REPORT 2022-2023 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<p>To improve <i>efficiency for persons served</i>, improve data integrity and record keeping in Salesforce.</p> <p>Internal Processes: Excel</p>	<p>Incorporate historical program data from external tracking sheets into one Salesforce record.</p>	<p>Complete: Only one Excel spreadsheet maintained, for the purposes of reporting to CYSN liaisons. All data for this spreadsheet is gathered from Salesforce reports.</p>
<p>To improve <i>experience of stakeholders</i>, identify and survey key community partners and stakeholders of Family Counsellor.</p> <p>Internal Processes: Strengthen external partnerships</p>	<p>Complete community partner/stakeholder survey at the end of 2022/2023 fiscal year.</p>	<p>Ongoing: Moved to 2023/2024 performance improvement plan to implement formal opportunities for feedback. The Burnaby and New Westminster CYSN teams are regularly consulted throughout the year on an informal basis.</p>

SERVICE ACCESS

Analysis: One family who responded to the client experience survey and identified as a family counsellor program client stated that they were not able to receive service in their preferred language. At this point service has only been provided in English, as that is the main language spoken by the Family Counsellor. While interpretation service could be provided, that may not be ideal for this type of service provision.

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
Parents articulate the services were provided in a timely manner.	It was quick and easy for me/us to access services	90%	All clients	88% (7/8)	93% (12/13)	80% (4/5)
Clients are able to access services in the language of their preference.	We were able to receive services in our preferred language	100%		88% (7/8)	84% (11/13)	100% (5/5)

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

Analysis: Although the Family counsellor program was only staffed for 50% of the calendar year, we met 62% of direct service targets during the period of time we were staffed.

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
Family Counsellor will provide 675 hours direct services including individual and group sessions.	Direct service hours tallied from monthly reports.	675 hours	Family Counsellor daily statistics	420	403	801

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis: We are pleased to report that 100% of families responding to the client experience survey as family counselling clients agreed or strongly agreed with all statements set to measure whether families/caregivers have increased their knowledge and gained skills to help their child achieve their goals.

**The Family Counsellor program typically surveys families upon discharge from the program to gather feedback about their experience. In 2022/2023 all clients began service toward the end of September, and only a few had completed their 6-month service by the end of the fiscal year. Therefore, written comments from families are very limited for this report.*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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% (8/8)	100% (13/13)	100% (5/5)
	I have more awareness of hope for the future in our family			100% (8/8)	83% (10/12)	100% (5/5)
	I have gained added skills and strategies to manage daily challenges as a parent			100% (8/8)	N/A	N/A
	I have a better understanding of myself as a parent			100% (8/8)	N/A	N/A
	I am more aware of supports in my community			100% (8/8)	N/A	N/A
	I know ongoing connections to resources and supports in my community			100% (8/8)	N/A	N/A

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis: 100% of respondents strongly agreed with the statement that they were treated with respect and courtesy during our time receiving service from the BCCFA.

“Brandon has made a huge impact on our lives. I actually would say he saving them. His support is above hearing how hard it all is - he takes action. He is the shining light we need to hold on to hope.” – 2022/2023 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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% (8/8)	100% (13/13)	100% (5/5)
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%		100% (8/8)	93% (12/13)	N/A
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	95%		100% (8/8)	85% (11/13)	100% (5/5)
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% (8/8)	100% (13/13)	80% (4/5)
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% (8/8)	100% (13/13)	80% (4/5)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – STAKEHOLDERS

Analysis: During the 2022/2023 fiscal year there was a staffing gap for the Family Counsellor program. The previous counsellor left her position at the end of the previous fiscal year and recruitment for this program was challenging. Throughout the recruitment process the Leader of Social Work Services regularly communicated and consulted with the Burnaby/New Westminster CYSN Team Lead and liaison to share updates and get input.

Subcontracting:

In August 2022 the Leader of Social Work Services developed a proposal to subcontract with community therapists until the end of the fiscal year in order to utilize all staffing dollars and to provide clients awaiting services. During this process the Director of Operations for Children and Youth with Support Needs in the North Fraser Region was consulted and signed off on the contract amendment. In order to receive a full 6 months of service through this model, referrals needed to be received before October 1st and discharged prior to March 31st. Unfortunately only 1 referral was received in time to access service this way.

Meetings with CYSN:

The new Family Counsellor began work at the BCCFA in September 2022 and attended a CYSN team meeting in October 2022 to meet the team and discuss process. At that time, it was determined that regular presence of the Family Counsellor at those meetings was not necessary. Shortly after this meeting the CYSN partner team underwent staffing changes at this time and the long-time Team Lead retired. Regular meetings between BCCFA leadership and CYSN leadership paused while CYSN team members settled into new roles. Regular bi-monthly meetings resumed in 2023.

Referral form:

The Family Counsellor program launched an online web-to-lead referral form with a private link for the CYSN partner team. During the launch the CYSN team was consulted regularly and changes were made to the form based on their input.

BCCFA Strategic Priorities	Initiatives	Targets
Client: Provide trauma-informed services that are centered on our needs and preferences	To improve <i>experience of persons served</i> , develop framework for offering groups to Family Counsellor clients.	Take on practicum student between psychosocial programs to support with group development. Possibility of men's/father's group. Aim: offer at least one group by end of fiscal year and evaluate.
Internal Processes: Excel	To improve <i>experience of services received</i> , improve process for how FCSS families are surveyed and incorporate feedback into service delivery. Current state – Family Counselling clients receive annual BCCFA survey link. All BCCFA families have the option to respond, and many non-FCSS families respond to FCSS questions.	Send quarterly survey link to families who have recently been discharged from the Family Counsellor program, instead of annual BCCFA client experience survey. Aim: to improve number and quality of responses.
Internal Processes: Strengthen external partnerships	To improve <i>service access</i> and <i>experience of stakeholders</i> , develop consistent program intakes. Current state – Referrals tend to arrive in batches (ie. when new counsellor starts) and then complete service at the same time, leading to intakes every 6 months.	Work with CYSN partners to develop steady intakes. Pilot receiving 2 referrals/month which will be identified at CYSN team meetings. Aim: meet program targets while providing steady program intakes, staggered discharges, allowing for urgent referrals and extensions.