



# FASD Key Worker Program

## OUTCOMES MANAGEMENT REPORT 2022-2023

The FASD Key Worker Program was funded by the Ministry of Children and Family Development in the 2022/2023 fiscal year.

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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

## **2022-2023 Program Highlights:**

- 9 new eligible referrals (50% increase in referrals over previous years)
- 13 children and youth participated in individual art-focused social-emotional skill-building sessions
- 11 children and youth participated in summer life skills groups
- Developed FASD “info sheet” to share with parents and educators
- Key Worker completed FASCETS training (Fetal Alcohol Spectrum Consultation, Education, and Training Services)
- Key Worker completed “Expressive Play Therapy: A Holistic and Integrated Approach” training through Centre for Expressive Play
- Presented to NVIT Class in Indigenous Health, Wellness, and Addictions Program

# PROGRAM UTILIZATION

Program Utilization Data	2022-2023 (as of March 31, 2023)	2021-2022	2020-2021
Total New Referrals	22	N/A	N/A
Eligible New Referrals	9	6	6
Ineligible New Referrals	13	N/A	N/A
Discharged from Program	3	2	2
Active Clients (carried over to next fiscal year)	37	31	29
<b>Total Clients Served</b>	<b>40</b>	<b>33</b>	<b>29</b>

Table 1: Program Utilization

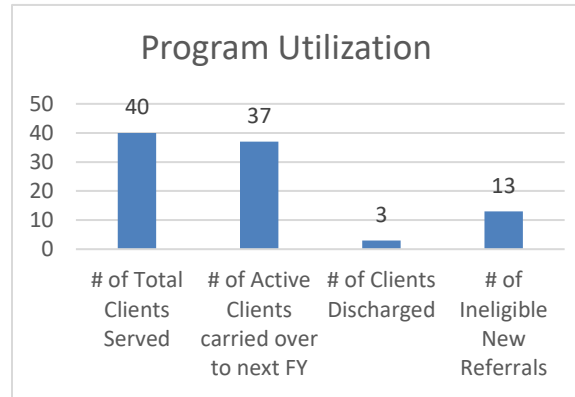


Figure 1: Program Utilization

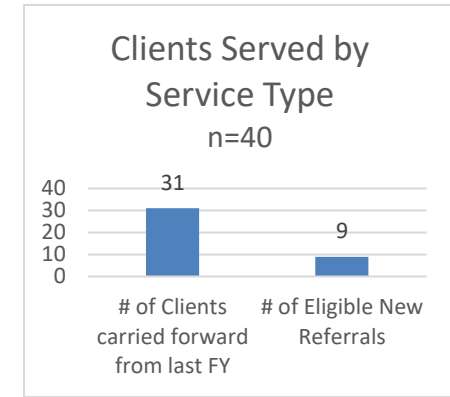
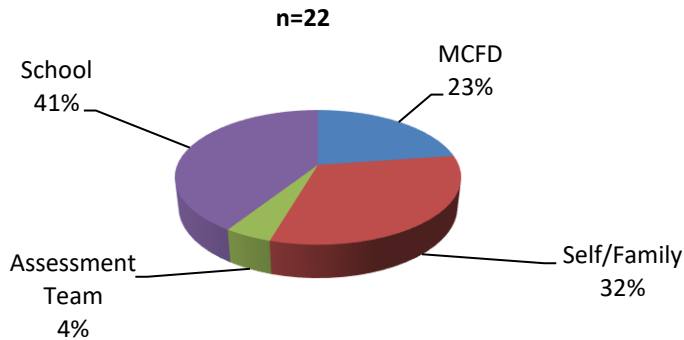


Figure 2: Breakdown of Service Type

(Source for Tables and Demographic Charts: Salesforce)

## Referral Sources



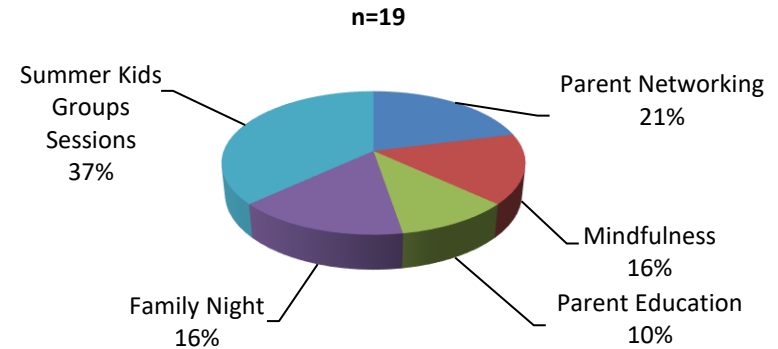
## Analysis of Program Utilization

- Direct service hours are lower in 2022/2023 due to staffing levels. Due to staffing shortage the Key Worker role has been covered at 0.4 FTE. Despite being only staffed at 40%, this program has been able to meet 50% of our total targeted direct hours and 65% of our targets for individual intervention.
- Notably, there have been 13 ineligible referrals in 2022/2023. This may be due to the availability of the online self-referral option. We have not previously reported on this statistic but are now able to better track these referrals through Salesforce.
- Key Worker families participated in children’s groups, parent education workshops, and Family Together Nights hosted in partnership with Stepping Stones.

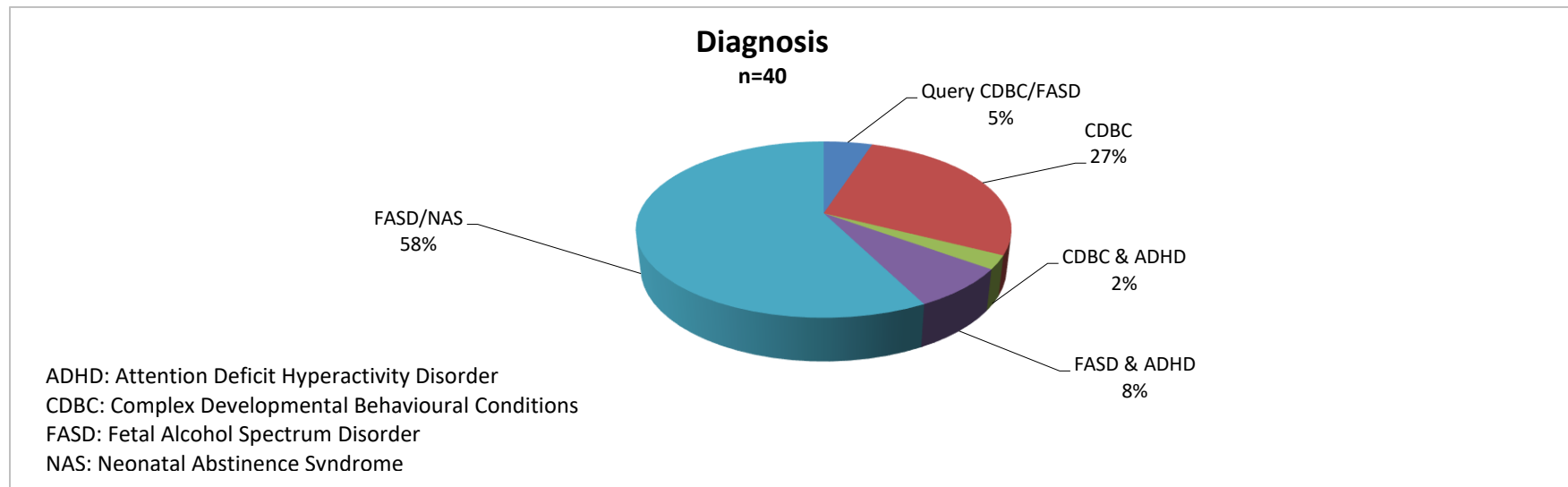
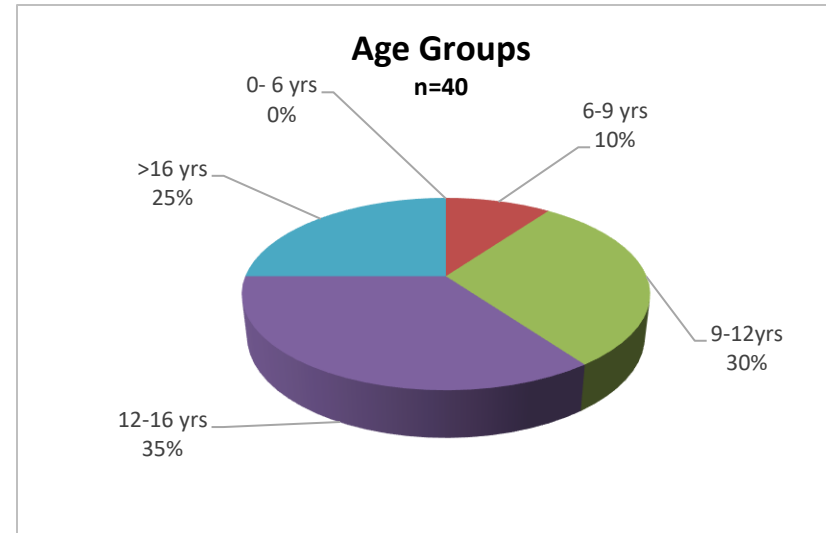
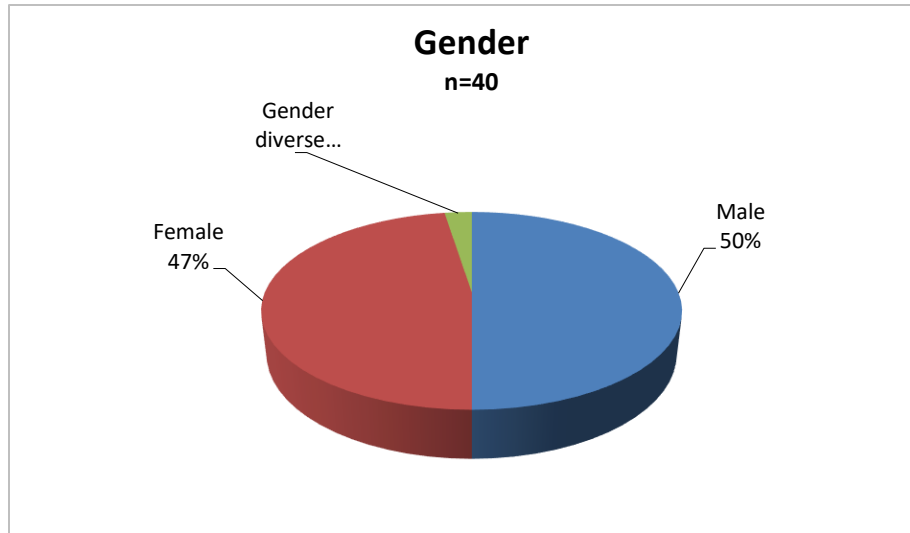
Direct Service Delivered:	2022-2023 (as of March 31, 2023)	2021-2022	2020-2021
Total hours of family/client intervention (excluding groups)	461.50	579.25	817.51
<b>Groups:</b>	<b>2022-23</b>	<b>2021-22</b>	<b>2020-21</b>
Total # sessions of groups/workshops	19	40	41
# Hours	13.75	84.75	230.16

Table 2: Direct Service Hours and Group Totals

## Breakdown # of Groups/Worshops



# DEMOGRAPHICS



#### Analysis of Demographic Information:

- 60% of clients in the Key Worker program are between the ages of 12 and 19. This speaks to the need of developing transition resources for children and youth who will be aging out of youth services and into the adult system of care.

# STATUS REPORT 2022-2023 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<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 clients will be introduced to F-words framework by October 2022.</p>	<p><b>Delayed:</b> To be continued in 2023/2024. Smaller programs such as the Key Worker program will begin their F-Words implementation in this calendar year, adapting BCCFA-wide language and templates created by the F-Words implementation committee.</p>
<p>To improve <i>experience of persons served</i>, offer groups at times that are convenient for parents.</p> <p>Client: Centre services on our needs and preferences</p>	<p>Provide opportunity for parent feedback on group times.</p> <p>Make changes to service delivery based on feedback.</p>	<p><b>Discontinued:</b> Key Worker families have previously participated in groups in conjunction with Stepping Stones program. Parents and caregivers who attended those groups were invited to participate in feedback surveys after each session. Group offerings in 2023/2024 will look different as the Stepping Stones program has been discontinued.</p>
<p>To improve <i>experience of persons served</i>, offer group programming specific to “tween” age group.</p> <p>Client: Centre services on our needs and preferences</p>	<p>Offer an after-school group series in fall 2022.</p>	<p><b>Discontinued:</b> For this year there was no after-school group series in the fall. Alternatively, 7 Key Worker youth participated in a Life Skills group in summer 2022, 8 Key Worker youth participated in individualized summer art programs, 4 Key Worker Youth participated in spring Break art sessions.</p>
<p>To improve <i>experience of stakeholders</i>, identify and survey key community partners and stakeholders of Key Worker Program.</p> <p>Internal Processes: Strengthen external partnerships</p>	<p>Complete community partner/stakeholder survey at the end of 2022/2023 fiscal year.</p>	<p><b>Ongoing:</b> Moved to 2023/2024 performance improvement plan to implement formal opportunities for feedback. Key community stakeholders are regularly consulted through Key Worker advisory committee.</p>

## SERVICE ACCESS

**Analysis:** In 2022/2023 the regular full-time Key Worker social worker was on maternity leave. Filling this maternity leave position at a full-time level proved to be difficult as the position was posted numerous times and no applicant had full time availability. Across the BCCFA temporary positions have been difficult to fill given the current labour market. The Key Worker program has been staffed at a 0.4 FTE for this year, which means the services may not have felt as accessible to families as they have in the past. This level of staffing has been especially challenging for supporting school meetings, as the timing of these meetings is not typically flexible. Despite being staffed at 40%, the program was able to meet 50% of the total target for direct hours, and 65% of the target for direct service with individuals.

*“A key worker only available 2 days a week is difficult.” – 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
Families and children can readily access services.	It was quick and easy for me/us to access services	90%	All clients	71% (5/7)	100% (12/12)	75% (9/12)
	We were able to receive services in our preferred language			100% (7/7)	100% (11/11)	83% (10/12)

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

**Analysis:** To supplement the direct hours provided by the Key Worker, families involved in this program are regularly invited to participate in groups in collaboration with other programs. This was especially crucial in 2022/2023 when the Key Worker program was working with reduced staffing. In order to maximize the Key Worker’s time to support individual children and families, the group component of the Key Worker program was provided by the Stepping Stones program. This year Key Worker families participated in 3 in-person family nights in collaboration with Stepping Stones. The Stepping Stones program also offered a summer group exclusively for Key Worker youth, and Key Worker children participated in 2 other children’s groups in the summer of 2022. Key Worker families were invited to attend all 19 group opportunities in 2022/2023 and participated in 16/19 groups.

Objective/Outcome	Performance Indicator 2021-2022	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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	84% (16/19)	100% (40/40)	100% (41/41)



## RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

### Analysis:

The Key Worker program had a lower response rate to the Client Experience Survey than in previous years. This is one factor in why the percentage of families identifying that they have made progress towards goals appears lower than the past 2 years reported. A program goal for 2023/2024 will be to introduce goal setting within an F-Words of Childhood Development framework, which will hopefully increase families' feelings of being involved in goal-setting. Despite low response to the Client Experience Survey, parents have provided comments and feedback by email throughout the year.

*“You have a very nice presence for both my child and the me. I like how you were able to steer the discussion so that I did not monopolize the time and the focus remained on my child, yet I felt heard and understood.” – Parent feedback via email*

*“Having a Key Worker has allowed us to understand the unique and beautiful ways [our child’s] brain works. Whenever something comes up, our KW will bring us back to “that’s the way the brain works” and we have our “Aha” moment. Our KW has helped those who work with [our child] daily (particularly at school) understand her better and develop strategies to work with her not against her. She has also helped us bring new people onto our home team.” – Parent feedback for BCCFA Annual 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
By participating in the Key Worker program, children meet or exceed their individual goals	We have made progress toward our goals	95%	All clients	71% (5/7)	100% (12/12)	100% (11/11)
Parents/caregivers are always involved in determining their child's goals and strategies	We were involved in developing our goals, strategies and/or service plan	95%		71% (5/7)	92% (11/12)	100% (12/12)
Parents/caregivers learn new strategies to support their children.	I have gained knowledge and/or skills in supporting my child with complex needs.	95%		67% (4/6)	N/A	N/A

## EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

**Analysis:** As reported above, the Key Worker program experienced a staffing shortage in the 2022/2023 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,” “services from the BCCFA have made a positive difference in our lives,” and “we are satisfied with the quality of services we’ve received from the BCCFA. Despite lower agreement with these statements, 100% of families responding to the Client Experience Survey agreed that they were treated with respect and courtesy during interactions with BCCFA. In the coming fiscal year, we will re-visit program policies, procedures, and client-facing documentation to make it easier for families to understand supports and services. The program will be fully staffed again beginning in September 2023.

*“We really enjoyed the recent Art therapy that [our son] had with Rosa. Rosa also sent me some amazing resources and also had in depth conversation with me about ways she can support [our son]. I hope Rosa remains a part of your team because in a very short time and on her first introduction to us she made a very strong and positive impact.” – BCCFA Client Experience Survey 2022/2023*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2022-2023	2021-2022	2020-2021
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	71% (5/7)	83% (10/12)	100% (12/12)
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	100%		58% (4/7)	92% (11/12)	100% (12/12)
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% (7/7)	100% (12/12)	100% (12/12)
Each BCCFA program provides exceptional quality of service	We are satisfied with the quality of services we've received from the BCCFA	90%		58% (4/7)	100% (12/12)	92% (11/12)

### 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 CYSN 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.

Community partners are essential to the success of this program, and our 2023/2024 Performance Improvement Plan will include a goal of gathering more formal feedback from Key Worker community partners.

*“Please accept our deepest appreciation and thank you for your presentation. It was so informative and left the students with a great deal to consider. Your resources were also very appreciated. It is very evident, your compassion for working with some of the most vulnerable peoples. Indigenous people require strong allies and you have identified yourself as one. Thank you for that.” – Community Partner Feedback*

## 2023-2024 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Client: Provide trauma-informed services centered on our needs and preferences	To improve <i>experience of services received</i> , clarify the supports and services available from the Key Worker program at the BCCFA.	Review all program documents, policies, and procedures by the end of August 2023. <ul style="list-style-type: none"> <li>– Update to include F-words language</li> <li>– Clearly outline available services</li> <li>– Identify opportunities to simplify and streamline a family’s experience</li> </ul>
Future: Grow our leadership serving children and youth locally and provincially	To improve <i>experience of persons served</i> , prepare to expand Key Worker program in response to provincial budget announcement.	By fall 2023, identify and plan for key areas where Key Worker program could expand. <ul style="list-style-type: none"> <li>– Groups</li> <li>– Collaborate and connect with other Key Worker programs</li> <li>– Increase educational opportunities</li> <li>– Develop presentations to be shared with school districts</li> </ul>
Internal Processes: Strengthen external partnerships	To improve <i>experience of stakeholders</i> , gather formal feedback from community partners and stakeholders of Key Worker Program.	In addition to 3 Key Worker Advisory committee meetings, provide way for community partners to provide written feedback about the program by end of 2023/2024 fiscal year.
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. Aim: offer at least one group by end of fiscal year and evaluate.