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EARLY INTERVENTION PROGRAM

OUTCOMES MANAGEMENT REPORT
2023-2024

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 or at risk for developmental delays 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 delivered in-person or virtually in the home, community and clinic
- Resource information for families and parent workshops
- Toy & equipment library

Highlights:

- Co-located with Hollyburn Family Services on the North Shore. Now able to offer clinic visits in North Vancouver
- Completed the pilot project evaluating the accuracy of SLP referrals to the Autism Spectrum Diagnosis program with a 95% accuracy rate
- Completed 30 Autism assessments contracted by the BC Autism Assessment Network
- Launched the Physiotherapy Student-Led Clinic in partnership with UBC
- Collaborated with Supported Child Development to centralize intake, which allows for a more seamless referral experience
- Incorporated Rehabilitation Assistant into our program to increase client access to services
- Developed a Social Work screening tool to allow clients to be waitlisted based on their support needs

PROGRAM UTILIZATION

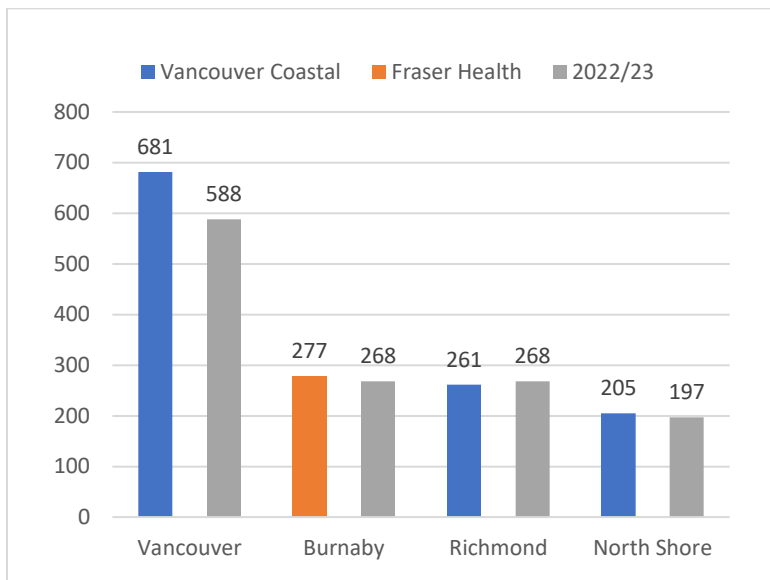


FIGURE 1: Number of Unique Children Served by Region

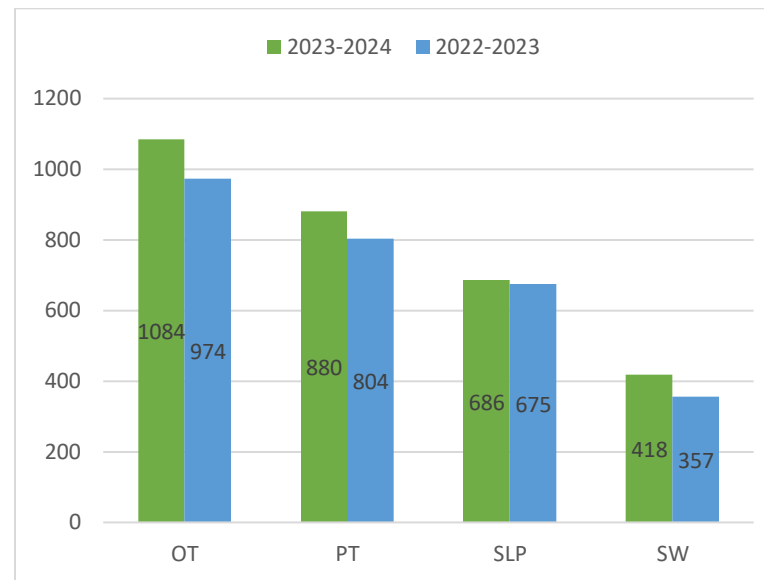


FIGURE 2: Number of Children Served by Discipline

Program Utilization Analysis – Children Served

The IIP provided services to 1424 children this year, an increase of just over 100 children.

- Vancouver saw the largest increase in children served.
- All disciplines saw an increased number of children served, OT and PT being the most significant. OT and PT received baseline funding increases, whereas fundraising dollars were allocated to SW services, all of which account for the higher numbers of children served.

Program Utilization Data	2023-2024	2022-2023
Children Served	1424	1321
By Region		
Vancouver	681	588
Burnaby	277	268
Richmond	261	268
North Shore	205	197
By Discipline		
OT	1084	974
PT	880	804
SLP	686	675
SW	418	357

TABLE 1: Program Utilization Data

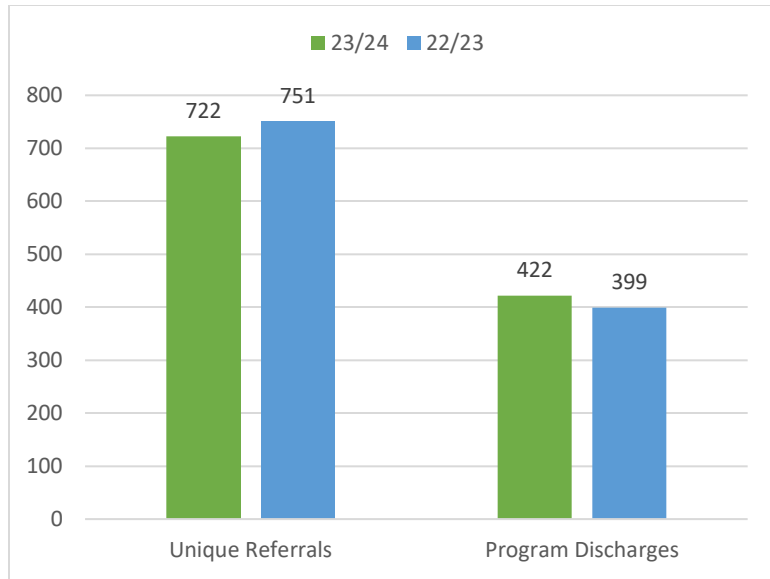


FIGURE 3: Program Utilization

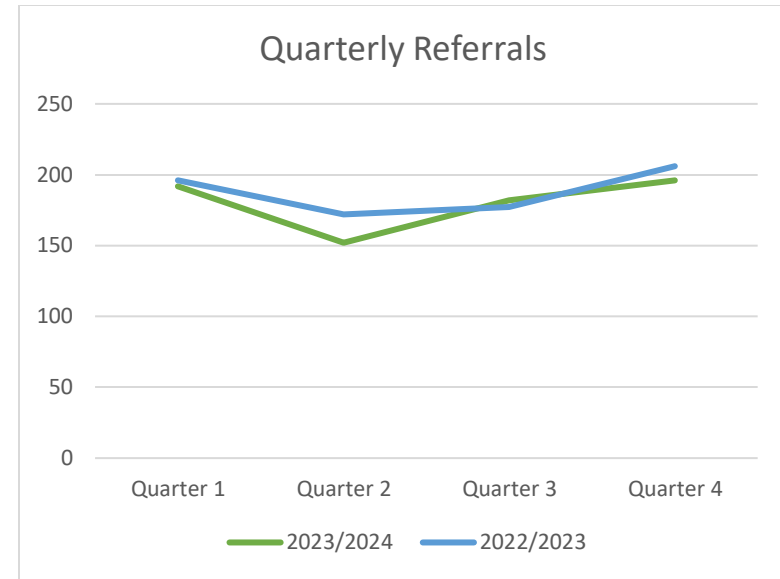


FIGURE 4: Referrals Received Quarter to Quarter

Program Utilization Analysis – Referrals

- Referrals have decreased by 4%.
- More children were discharged in 2023/2024 compared to the previous year (6% more program discharges).
- Referrals followed a similar pattern per quarter as they did last year.
- While slightly fewer children were referred to EIP, more children were served in this past year. This is likely because of the complex support needs of the children and families served in the EIP. They are requiring increased inter-team referrals and accessing multiple services simultaneously.

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 who 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 underrepresentation as many children are waiting for assessment and therefore included in the above category. In addition, this does not capture children who have a different primary diagnosis, such as a Syndrome or a Neuromuscular condition and have Autism as a secondary diagnosis.

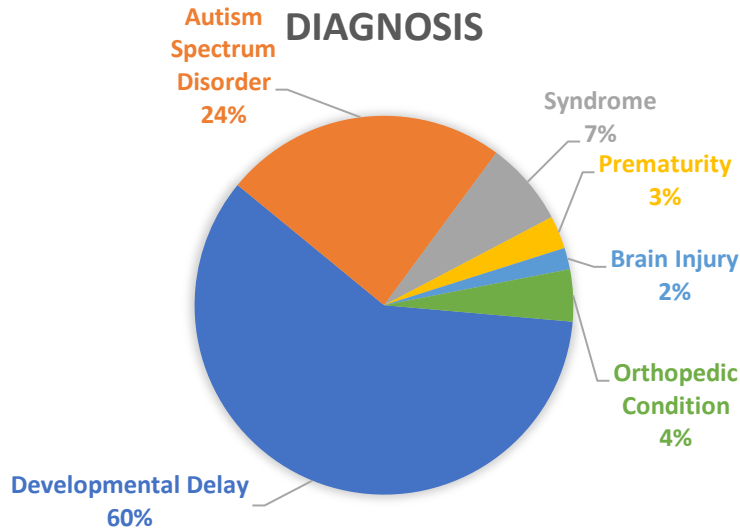


FIGURE 5: Global Diagnosis of Children Served

2023/2024

PERFORMANCE IMPROVEMENT PLAN

Area for Improvement	Action Plan	Results
Make it quick and easy for us to access services	Explore a new intake model that collaborates with other agency programs. Referrals are processed quickly, and transfers across programs occur seamlessly.	In partnership with SCD, intake was centralized, allowing families to complete one intake for multiple programs and reducing referral wait times.
	Clients will be contacted by intake within 3 weeks of referral.	By the end of fiscal clients were being contacted within 15 days of receipt of their referral.
	Explore innovative service delivery options such as Therapy Aide lead drop-in groups to service clients on the waitlist.	Two new innovative service delivery streams were launched. We now have our Student-Led Clinic, which serves children on the waitlist for a block of service. We also have a rehabilitation assistant who provides intensive bursts of service with guidance from a therapist.
Improve service delivery	Staff and families will engage in goal meetings that result in a goal document with goals created using the F words framework.	A Goal Plan document was created in collaboration with the Supported Child Development Program. Teams use this document with families to identify their priorities and goals using the F words framework.
	Parents will have access to recorded workshops that describe our program and services, the coaching model and the F words framework.	Differed. This will be a priority for our next plan.
Expand Services	Complete the ASD referral project. Partner with BCAAN to explore new referral process.	The referral project was completed with a 95% accurate referral rate. Conversations with BCAAN and the ministry continue regarding the referral process.

PERFORMANCE IMPROVEMENT PLAN

<p>Create meaningful and flexible careers to recruit, retain talent and engage top talent</p>	<p>Vacancies are filled quickly reducing delays in service. Staff have opportunities for leadership.</p>	<p>The Physiotherapy department has been fully staffed, with several positions filled by recent graduates. Five new positions with leadership opportunities were filled internally. This included a clinical lead position for OT, PT, SLP, and SW and the PT overseeing the Student-Led Clinic.</p>
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2023-2024 PROGRAM OUTCOMES

SERVICE ACCESS

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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%	94%	86%
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	81%	69%	74%
Reduce the time children spend waiting for service	Average wait to receive an initial service plan	2 weeks	All new referrals	2 Weeks	6 weeks	5 weeks
	Total average wait time	6 months	All new clients	6.8 months	7 months	7 months

Service Access Analysis:

The Early Intervention program has reduced the initial wait times (referral wait time and screening wait time) and provides parents with a plan for service within 3 months. However, wait times on our regular waitlist continue to average just under 7 months. In our client experience survey, parents provided feedback that the initial entry to the program was quick and efficient. However, the overall wait times for service remain longer than expected.

“Very fast service and very helpful and knowledgeable staff”- Parent

“We were assessed very quickly and the waitlist was a lot shorter than we expected. We really appreciate the flexibility.” -Parent

“We were contacting [sic] quickly after the referral from our doctor, and the waitlists were minimal for intakes.” -Parent

“The waitlist is very long. After assessment, still have to wait for a long time. All the wait time is at least a year.” - Parent

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

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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	77.4%	82%	67%

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’ve been very helpful and since our little one started preschool, the therapist at BCCFA have helped tremendously in making this transition easier.”- Parent

“BCCFA provided us with fairly rapid access to equipment which we appreciate.” -Parent

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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	76%	100%	99%
	Percentage of respondents who ‘agree’ or ‘strongly agree’ to: we have made progress towards our goals.	95%	All clients	92%	88%	81%
	Percentage of short-term outcomes that are rated as ‘achieved’	75%	All clients	81%	83%	73%

Effectiveness Analysis:

Many workshops are now available pre-recorded online. This was requested by families as they could obtain the information at times that were convenient for their family and without needing childcare. However, this mode of offering does not allow for the question period and may be responsible for the lower scoring than in previous years.

Staff use the principles of the F words framework to collaborate with families in creating meaningful goals based on their values which results in positive outcomes.

“We see improvement in our son’s gross motor development” – Parent

“Our child’s speech development and interactions with others has improved significantly” -Parent

“My baby was gross motor delayed, with almost 16 months and no walking. After BCCFA intervention, she started physiotherapy and now is walking.” – Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Families are satisfied with the services offered by the EIT program	We have a clear understanding of the supports and services available from the BCCFA	90%	All clients	87%	81%	78%
	We were involved in developing our goals, strategies and/or service plan	100%	All clients	97%	94%	86%
	Services from the BCCFA have made a positive difference in our lives	95%	All clients	91%	88%	82%
	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%	All clients	99%	97%	94%
	We were satisfied with the quality of services we've received from the BCCFA	95%	All clients	89%	88%	87%

Experience of Persons Served Analysis:

Families continue to report higher satisfaction levels with their experience compared to previous years. However, wait times at such a crucial stage in their child’s development continue to impact their experience negatively.

“We will be discharged from the program this year as our twins age out and we cannot be more thankful to have had the support from our team since they were 2.5-3 years old. Our OT, SLP and Physiotherapist team has given us knowledge to support our kids that we couldn’t have been able to seek out on our own. For that, we are forever grateful”- Parent

“All the services that BCCFA has given are really important for my son's development and I am pleased with your services.” - Parent

“Everyone is caring and so professional” – Parent

“Overall I'm grateful that BCCFA exists! I would love the wait times to be shorter to get therapists since as parents of special needs children, we are all racing against the clock. Time is so important and I find the waitlist to be too long. I just want to say thank you to the kind people on the team, it really make a huge difference!” - Parent

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY STAKEHOLDERS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Program eligibility criteria are clear	Program eligibility criteria are clear	90%	all referring agencies	71%	77%	81%
Referral process is simple and easy to understand	The referral process is simple and easy to understand	95%	all referring agencies	96%	92%	94%
Stakeholders are satisfied with services offered from the BCCFA	I am satisfied with the services offered from the BCCFA	100%	all referring agencies	75%	92%	87%

Experience of Stakeholders Analysis:

The clarity EIT program’s eligibility criteria is an area of challenge. Due to the complex support needs and diversity of the children we serve, it has been difficult to create clear guidelines that will respond to all situations. We are updating our website and collateral documentation to make it easier for community partners to decide when to refer. We will continue to meet with our community partners on a regular basis to respond to their questions and facilitate easy referrals.

“Straightforward referral process, timely responses.” - Referring Physician

“Your Early Intervention team is dedicated and easy to collaborate with. They are knowledgeable and great with families.”- Community Partner

When asked what could be improved, a community partner responded:

“Outlining clearer service eligibility criteria in accessible places (website, handouts for community partners/families) so that making the call on when or when not to refer is easier”

2024/2025 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Make it quick and easy for us to access services	Reduce wait times.	<ul style="list-style-type: none"> • Both Rehabilitation Assistant positions are filled, and clients have access to blocks of increased intensity of service. • Clients have access to groups while on the waitlist for all disciplines.
Excel- Deliver high quality, evidence-based services	Documentation is useful, efficient and family-centered.	<ul style="list-style-type: none"> • The new Goal Plan is used consistently across regions. • The program discharge report is family-centred. It reflects the client’s support needs and strengths and is rooted in their daily routines.
Connect clients to other people to share experiences and knowledge	Families will have the opportunity to connect and learn together	<ul style="list-style-type: none"> • Families will have access to group orientation as they onboard to the program. • Families have the opportunity to connect when attending groups while waitlisted for service.
Expand services Create meaningful and flexible careers to recruit, retain and engage top talent	Reduce wait times, create new and needed service streams	<ul style="list-style-type: none"> • Explore the option of expanding the student-led clinic to include OT
Collaborate	Community partners have the information they need to make decisions regarding referring to the EIP	<ul style="list-style-type: none"> • Eligibility criteria are clear and readily available. • Staff meet with community partners regularly to support questions regarding referrals.