



# Family Counselling Support Services Program

## OUTCOMES MANAGEMENT REPORT 2023-2024

The Family Counselling Support Services Program was funded by the Ministry of Children and Family Development in the 2023/2024 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 Westminister 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

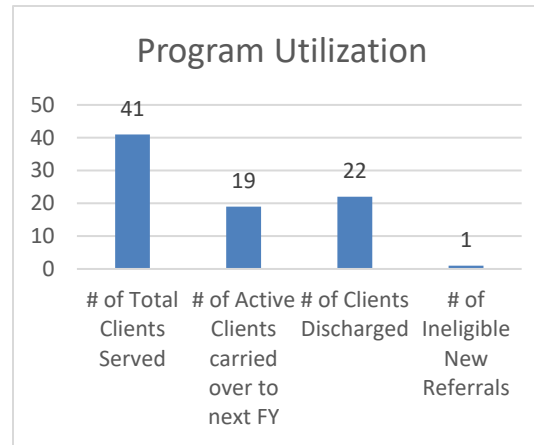
## **2023/2024 Program Highlights:**

- Achieved 115% of direct service hours target
- Updated Salesforce report to increase administrative efficiency
- Contract amended and opened to Maple Ridge/Tri-Cities for referrals as of January 2024

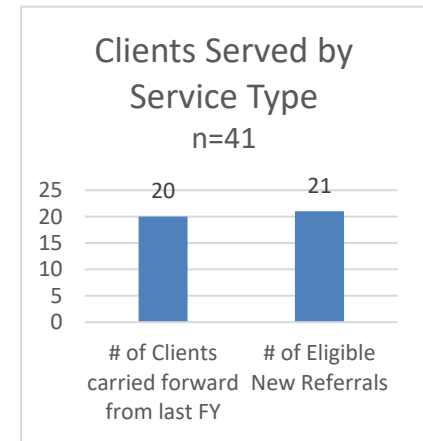
# PROGRAM UTILIZATION

Program Utilization Data	2023-2024	2022-2023	2021-2022
<b>Clients Served</b>	41	26	34
Eligible New Referrals	21	25	22
<i>Clients carried over from previous fiscal year</i>	19	20	1
<b>Referrals Received</b>	27	25	22
<b>Ineligible Referrals</b>	1	0	22
<b>Clients Discharged</b>	22	6	33

**Table 1: Program Utilization Data Table**



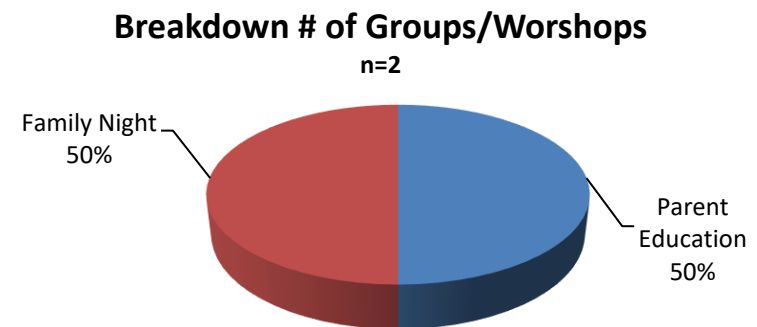
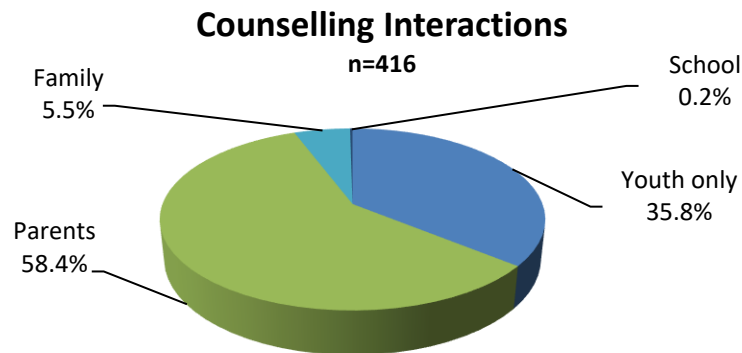
**Figure 1: Program Utilization**



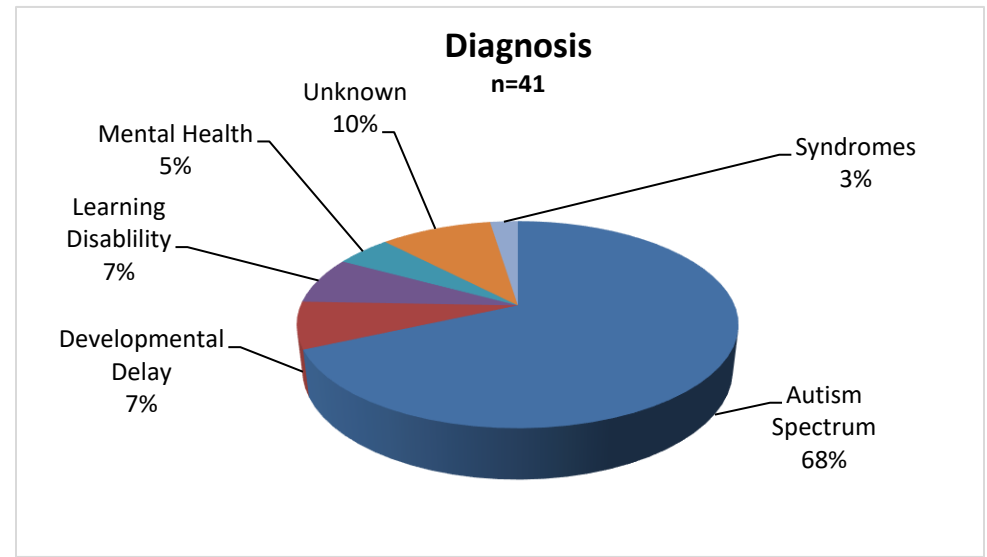
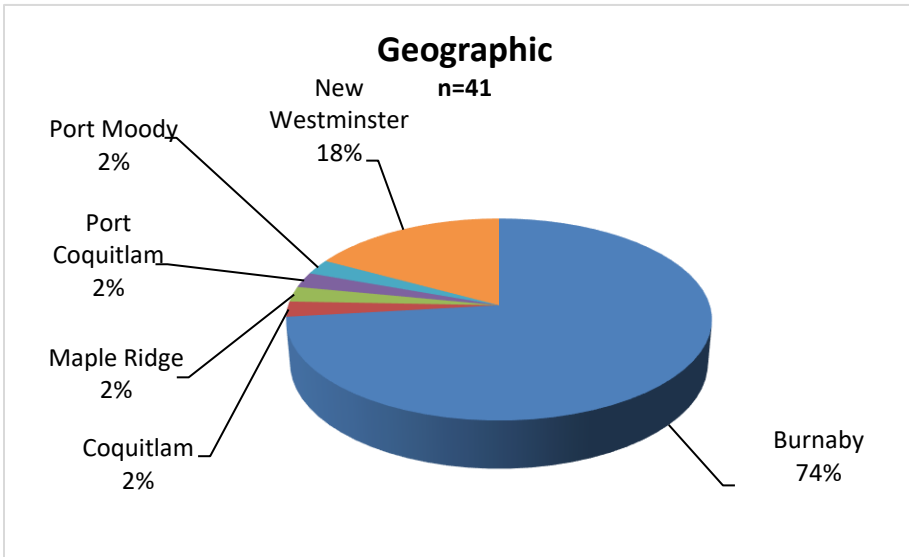
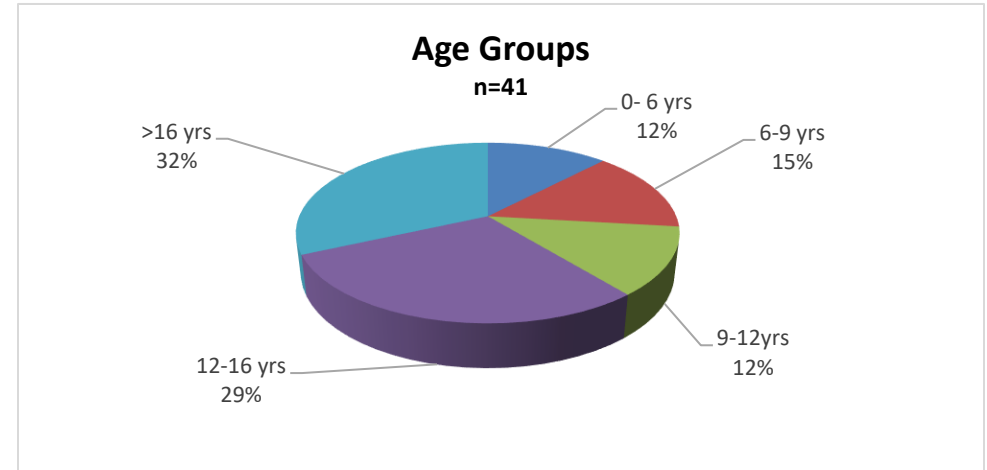
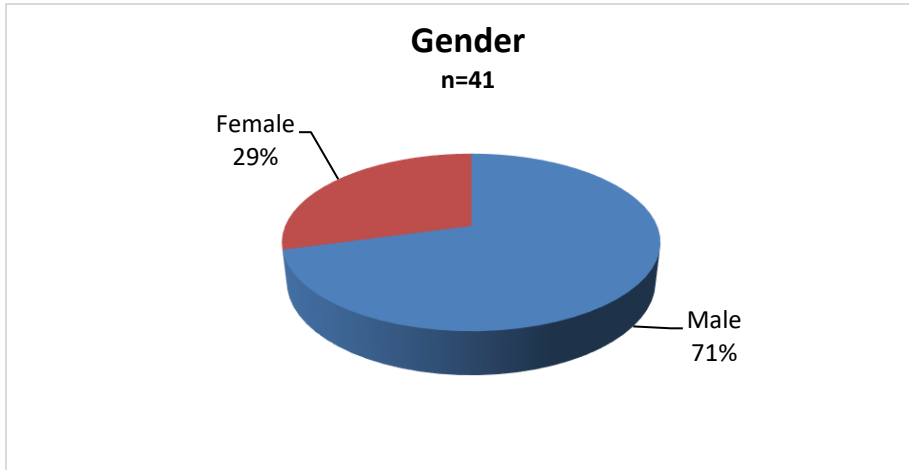
**Figure 2: Breakdown of Service Type**

## Analysis of Program Utilization

- This year we worked with our CYSN partners to develop a plan for continuous intake, and have averaged 2.5 number of referrals per month
- Have served 15 more client families than previous year, due to consistent staffing and continuous program intake
- Received 4 referrals from Port Moody CYSN office since expanding mandate in January
- In addition to the direct 1:1 family counselling services, Family Counsellor families were invited to attend a parent workshop hosted by Key Worker and Stepping Stones programs in April 2023 and Family Together Night in December 2023



## Clients Served



### Analysis of Demographics

- 25% more male identifying clients than previous year
- 10% of clients served from new region/referring office
- 61% of total clients referred between ages of 12-19, 15% increase from previous year

## STATUS REPORT 2023-2024 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 new clients will be introduced to F-words framework in the 2023/2024 fiscal year and have the opportunity to set goals with this framework as a tool.</p>	<p><b>Ongoing:</b> Participated in F-words training in fall 2023 and participated in ongoing BCCFA conversations about the role of F-words in Social Work and Family Counselling plans.</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 2023/2024 fiscal year.</p>	<p><b>Achieved:</b> Sent community partner survey in March 2024 and received 4 responses – 25% success rate. Survey was sent to all CYSN social workers who submitted referrals in 2023/2024 fiscal year.</p>
<p>To improve <i>experience of persons served</i>, develop framework for offering groups to Family Counsellor clients.</p> <p>Client: Provide trauma-informed services that are centered on our needs and preferences</p>	<p>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.</p>	<p><b>Discontinued:</b> student placement did not work out. Families invited to participated in wider psychosocial program group opportunities, no program specific group.</p>

# STATUS REPORT 2023-2024 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<p>To improve <i>experience of services received</i>, improve process for how FCSS families are surveyed and incorporate feedback into service delivery.</p> <p>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.</p> <p>Internal Processes: Excel</p>	<p>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.</p>	<p><b>Partially achieved:</b> this year family counsellor clients were provided a unique survey link instead of being sent the Centre wide survey to ensure all respondents actually received service from FCSS. Goal to send discharge survey at time of program discharge in 2024/2025 to attempt to increase response rate. Response rate in 2023/2024 = 13%. Target for 2024/2025 = 30%.</p>
<p>To improve <i>service access and experience of stakeholders</i>, develop consistent program intakes.</p> <p>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.</p> <p>Internal Processes: Strengthen external partnerships</p>	<p>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.</p>	<p><b>Achieved:</b> average of 2.25 number of referrals per month. Implemented referral receipt to allow tracking. Developed system to stagger referral locations.</p>

## SERVICE ACCESS

**Analysis:** This year 100% of families responding to the client experience survey agreed that service was quick and easy to access, was in their preferred language, and the location met the needs of their family. It is notable that the majority of survey respondents indicated that they receive service virtually, when the majority of overall service provision takes place in-person at the BCCFA Burnaby office. This may reflect the computer/digital literacy of the families who responded. Most of the written feedback to the client experience survey indicated that they wish that the service period was longer than 6 months. In 2023/2024, 8 service extensions were provided. Extensions are decided upon in collaboration with CYSN, and attempt to balance the ongoing needs of current clients while also creating access for new clients.

*“Hope the service period could be made longer from 6 months to 12 months upon each approval.” – 2023/2024 BCCFA Client Experience Survey*

*“Wish the services were longer.” – 2023/2024 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Parents articulate the services were provided in a timely and convenient manner	It was quick and easy for me/us to access services	90%	All clients	100% (5/5)	88% (7/8)	93% (12/13)
Parents are able to access services in the language of their preference	We were able to receive services in our preferred language	100%		100% (5/5)	88% (7/8)	84% (11/13)
Parents articulate there are enough option settings available for services were accessibility	Services were provided in a location that meet the needs of our family	100%		100% (5/5)	100% (8/8)	N/A





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

**Analysis:** This year the program exceeded our direct hours target by 103 hours. Service was offered steadily over the year and averaged 23 hours of service per family.

*“We appreciate our counsellor’s support for us as a family and individually. We also got funding to pay for swimming equipment for our son, who is living with medical complexities.” – 2023/2024 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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	778	420	403

## RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

**Analysis:** This year 100% of families reported making progress towards their goals. One of the parents that responded did not agree with the other “effectiveness” statements. They left a comment indicating that they would have liked to receive services for the whole family. Counselling is available to all individual members of the families that are referred to FCSS, and it is also an option for families to attend sessions together. In the coming year we will work to ensure all families are aware of their options for service.

*“Family counselling should have been for the family. It doesn’t work otherwise because there’s no accountability.” – 2023/2024 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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% (5/5)	100% (8/8)	100% (13/13)
	I have gained added skills and strategies to manage daily challenges as a parent			80% (4/5)	100% (8/8)	83% (10/12)
	I have a better understanding of myself as a parent			80% (4/5)	100% (8/8)	N/A
	I am more aware of supports in my community			80% (4/5)	100% (8/8)	N/A
	I know ongoing connections to resources and supports in my community			80% (4/5)	100% (8/8)	N/A
	I have more awareness of hope for the future in our family			80% (4/5)	100% (8/8)	N/A

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

**Analysis:** 100% of respondents agreed or strongly agreed with the statements relating to the program making a positive difference in their lives, quality of service, and respect and courtesy. We are proud that this is consistent with the previous year and intend to meet this standard again next year.

*“Brandon was very considerate and nice to support my needs.” 2023/2024 BCCFA Client Experience Survey*

*“Brandon is an asset.” 2023/2024 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
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% (5/5)	100% (8/8)	100% (13/13)
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% (5/5)	100% (8/8)	93% (12/13)
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%		100% (5/5)	100% (8/8)	85% (11/13)
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% (5/5)	100% (8/8)	100% (13/13)
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	90%		100% (5/5)	100% (8/8)	100% (13/13)

## EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNER STAKEHOLDERS

**Analysis:** During the 2023/2024 fiscal year we have had 5 meetings with our liaison at Burnaby/New Westminster CYSN. In these meetings we were review the current caseload and discuss process improvement opportunities. Based on feedback from the CYSN team, we developed an automated referral receipt to allow for CYSN social workers to track their referrals. We have also established a referral structure where minimum 2 referrals are sent to FCSS per month, allowing for continuous flow of referrals. This was our first year conducting a Community Provider Survey in addition to our consultation meetings.

*“I have heard first hand from multiple individuals and families who access counselling from Brandon that they are very happy with the counselling service. Often times, people make requests for further counselling with Brandon. He is known to think outside the box when counselling clients, and provides a safe and open space to share.” – 2023/2024 Community Partner Survey*

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome	
				2023-2024	2022-2023
Referring agencies have clear understanding of the Program mandate and are satisfied with the service.	I am satisfied with the services offered from the BCCFA.	85%	Referral sources	100% (4/4)	N/A
	Program eligibility criteria are clear.			100% (4/4)	N/A
	The referral process is simple and easy to understand.			100% (3/3)	N/A
	Family counsellor responded to the referrals made by our agency in a timely manner.			100% (4/4)	N/A
	Family counsellor worked collaboratively with me to facilitate discharge of the child from our agency.			100% (4/4)	N/A
	Family counsellor are accessible, making it easy to share information about a child/ youth, and available to provide assistance and support as needed.			75% (3/4)	N/A

## 2024-2025 PERFORMANCE IMPROVEMENT PLAN

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.	<p>Work with CYSN partners to determine best way forward. Possibility of men's/father's group. Aim: offer at least one group by end of fiscal year and evaluate.</p> <p>-Meeting with CYSN team to discuss group plans set for May 27<sup>th</sup>, 2024.</p>
Internal Processes: Excel	To improve <i>experience of services received</i> , improve process for how FCSS families are surveyed to provide more opportunities to incorporate feedback into service delivery in a timely manner.	<p>Send client experience survey link to families at the time of discharge.</p> <p>Current state – Family Counselling clients receive annual BCCFA survey link, but for many families this survey comes many months after they have been discharged.</p> <p>Aim: to improve number and quality of responses. Response rate in 2023/2024 = 13%. Target for 2024/2025 = 30%.</p>