



FASD Key Worker Program

OUTCOMES MANAGEMENT REPORT 2023-2024

The FASD Key Worker Program was funded by the Ministry of Children and Family Development in the 2023/2024 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

2023-2024 Program Highlights:

- Baseline funding increase from MCFD, added 0.75FTE Key Worker to the program in December 2023
- 7 youth participated in riding program with Southlands Therapeutic Riding with theme of “I Belong”
- KWSS hosted 12 attendees at a holiday Family Night
- KWSS hosted Spring Break group for youth in March 2024
- 3 Key Worker families contributed letters of support for BCCFA Foundry application
- Key Workers attended “F-words of Child Development” implementation training

PROGRAM UTILIZATION

Program Utilization Data	2023-2024	2022-2023	2021-2022
Clients Served	39	40	33
Eligible New Referrals	2	9	6
<i>Clients carried over from previous fiscal year</i>	31	37	31
Referrals Received	6	22	N/A
Ineligible Referrals	3	13	N/A
Clients Discharged	8	3	2

Table 1: Program Utilization Data Table

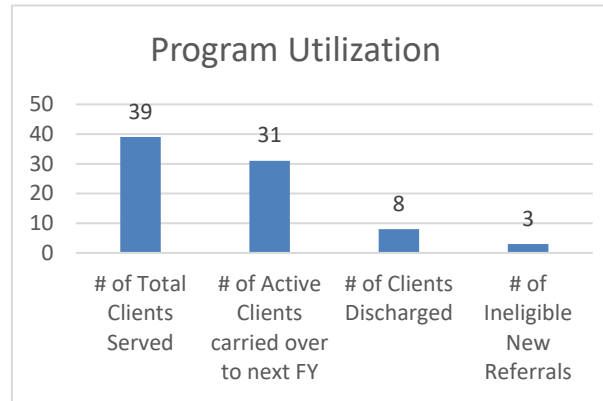


Figure 1: Program Utilization

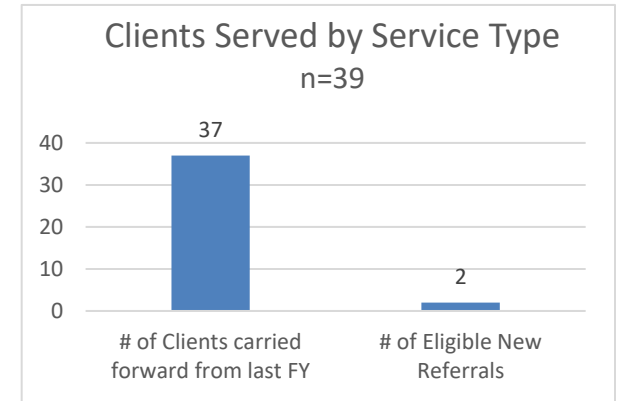
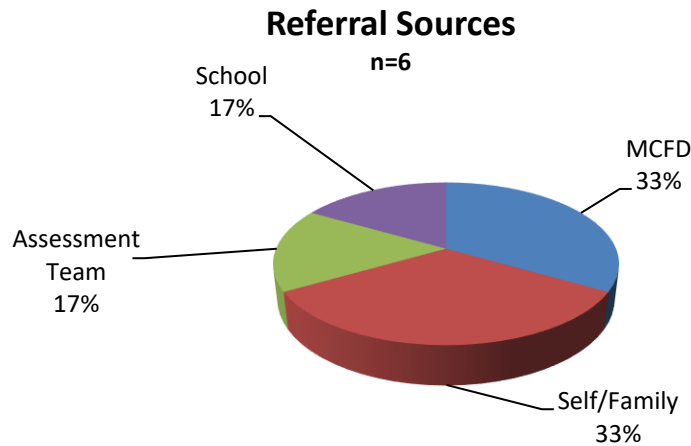


Figure 2: Breakdown of Service Type



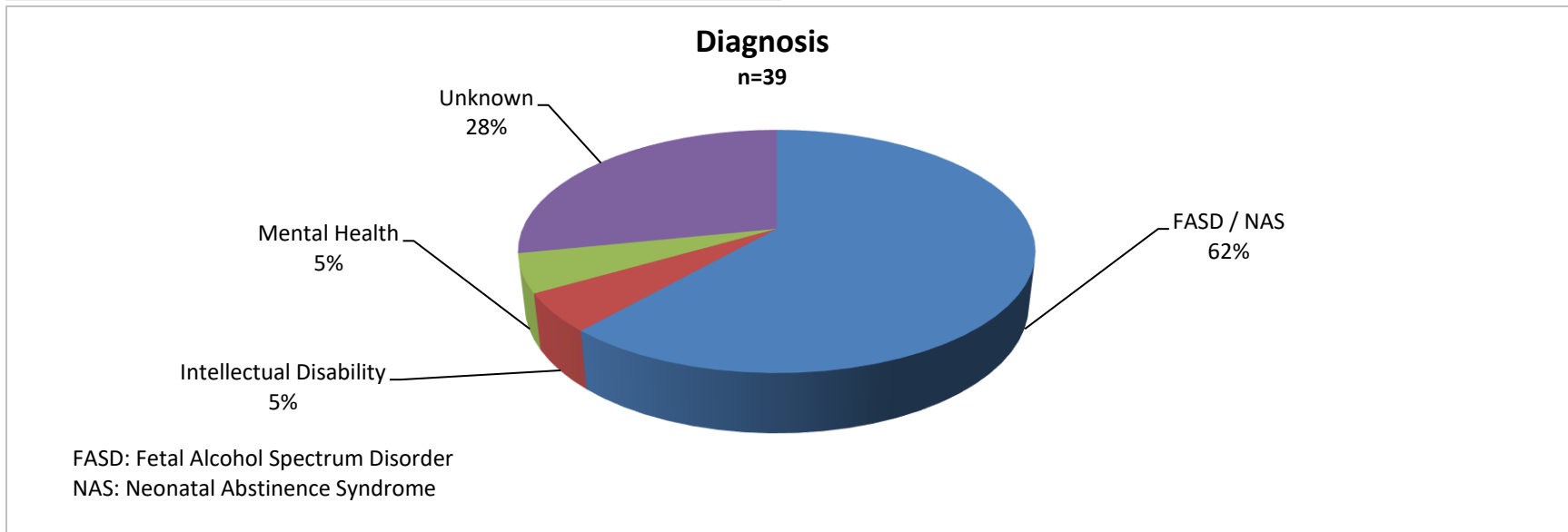
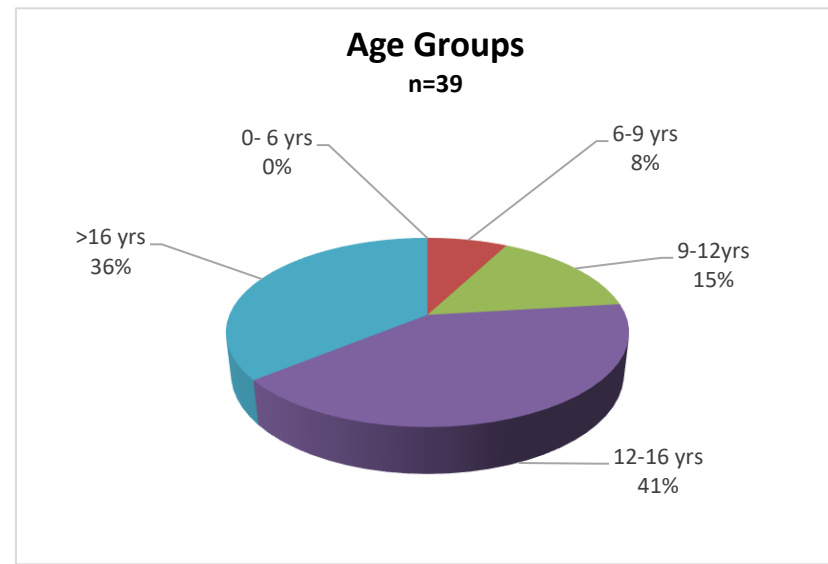
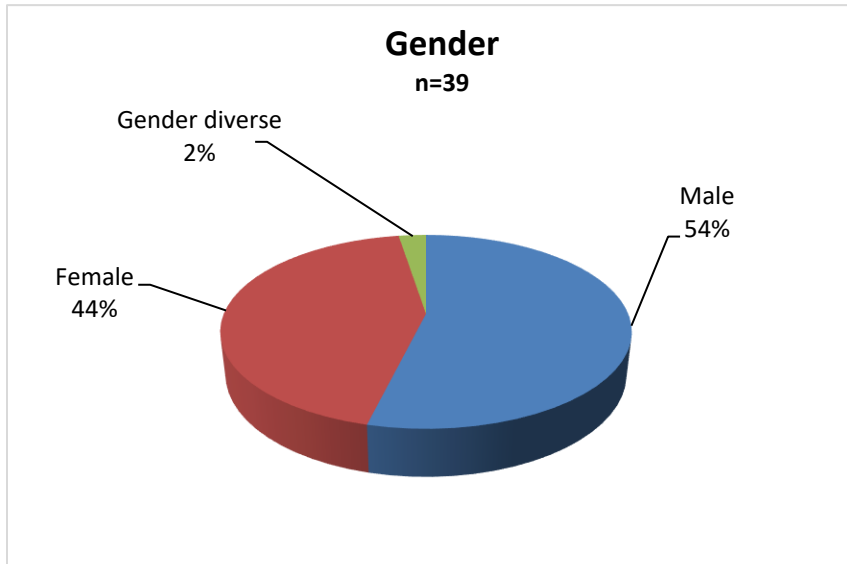
Direct Service Delivered:	2023-2024	2022-2023	2021-2022
Total hours of family/client intervention (excluding groups)	391.50	461.50	579.25
Groups:	2023-2024	2022-2023	2021-2022
Total # sessions of groups/workshops	4	19	40
# Hours	11.25	13.75	84.75

Table 2: Direct Service Hours and Group Totals

Analysis of Program Utilization

- Direct service hours are below target due to program staffing levels. We expect to reach direct service targets in the coming fiscal year.
- The number of groups provided this year was significantly lower due to the closure of Stepping Stones at the end of FY 2022/2023. These programs used to provide group opportunities in collaboration and were able to provide them more frequently. With the addition of a new staff member to Key Worker we intend to offer more group opportunities in 2024/2025.
- Groups offered in 2023/2024 included a summer art group, Family Together Night, and Spring Break group for youth.

DEMOGRAPHICS



Analysis of Demographic Information:

- 77% of clients in the Key Worker program were between the ages of 12 and 19 in this fiscal year.
 - Programming in the coming year will be primarily geared towards youth and youth-adult transition.
 - Outreach and education efforts will be directed toward elementary age to encourage new referrals to the program

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 clients will be introduced to F-words framework by October 2023.</p>	<p>Ongoing: Key Worker staff attended F-Words Implementation session hosted by CanChild at BC Children’s Hospital in November 2023. To be continued in 2024/2025.</p>
<p>To improve <i>experience of services received</i>, clarify the supports and services available from the Key Worker program at the BCCFA.</p> <p>Client: Provide trauma-informed services centered on our needs and preferences</p>	<p>Review all program documents, policies, and procedures by the end of August 2023.</p> <ul style="list-style-type: none"> – Update to include F-words language – Clearly outline available services <p>Identify opportunities to simplify and streamline a family’s experience</p>	<p>Ongoing: Preliminary review complete in 2023/2024. With the new funding and additional Key Worker staff joining the program in December 2023, the focus this year will be to update materials to include this additional resource.</p>
<p>To improve <i>experience of persons served</i>, prepare to expand Key Worker program in response to provincial budget announcement.</p> <p>Future: Grow our leadership serving children and youth locally and provincially</p>	<p>By fall 2023, identify and plan for key areas where Key Worker program could expand.</p> <ul style="list-style-type: none"> – Groups – Collaborate and connect with other Key Worker programs – Increase educational opportunities – Develop presentations to be shared with school districts 	<p>Ongoing: New Key Worker joined the program in late fall 2023. Key Workers have developed group schedule for first 6 months of upcoming fiscal year. Plans to collaborate and connect with other Key Worker programs, increasing educational opportunities, and developing presentations to be shared with school district carry over.</p>

STATUS REPORT 2023-2024 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<p>To improve <i>experience of stakeholders</i>, gather formal feedback from community partners and stakeholders of Key Worker Program.</p> <p>Internal Processes: Strengthen external partnerships</p>	<p>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.</p>	<p>Complete: Sent Community Partner survey to key partners Burnaby including advisory committee. Response rate was low, only one response for Key Worker. We will continue to send community partner surveys, but recognize the need to continue to seek feedback in other ways.</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. Aim: offer at least one group by end of fiscal year and evaluate.</p>	<p>Deferred: Did not have student applicant with this area of interest.</p>

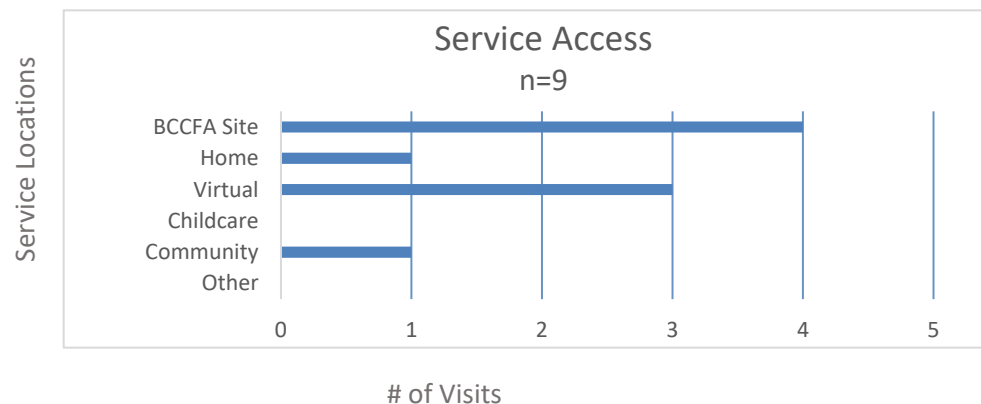
2023-2024 PROGRAM OUTCOMES

SERVICE ACCESS

Analysis: In 2023/2024 the regular full-time Key Worker social worker was on maternity leave between April and September. The position was staffed at a 0.4 FTE level during this time. During this time the Key Worker focused on individual direct interventions with families and aimed to be as available as possible to client families, but it is possible that the overall reduction in program hours contributed to families' sense of lack of ease in accessing service. Additionally, clients of the Key Worker program used to benefit from group opportunities provided by the Stepping Stones program, but since this program closed in the previous fiscal year these opportunities were not available in 2023/2024 and led to reduced group and educational opportunities. The full-time Key Worker returned in September and an additional 0.75 FTE Key Worker joined the program in December 2023 and we hope to see perception of access to the program improve in the coming year.

"I feel our Key Worker is accessible should I need assistance." – 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	67% (6/9)	71% (5/7)	100% (12/12)
Parents are able to access services in the language of their preference	We were able to receive services in our preferred language	90%	All clients	100% (9/9)	100% (7/7)	100% (11/11)
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	90%	All clients	78% (7/9)	71% (5/7)	N/A



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

Analysis: The Key Worker Program has been staffed by a single social worker from its inception in 2009 until December 2023 when the program received new baseline funding. The permanent 1.0 staff member was on leave between April 2023-September 2023 and coverage was only available 2 days per week during this period of time, greatly reducing the program’s ability to meet direct time stat targets, particularly in group and training/education settings. While we were able to add a new 0.75FTE Key Worker in December 2023, the first few weeks of this staff member’s time were devoted to orientation to the program and population group which also impacted the direct stats. The addition of this staff member will be a great asset to the program in coming year and we expect to see our direct time stats be much closer to the targets for FY 2024/2025. We know the staffing transitions have been challenging for families and hope that consistent staffing over the next year will contribute to increased program efficiency.

“Keeping the same key worker is ideal as they develop an understanding of the family over a long period of time.” – 2023/2024 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator 2023-2024	Target	Measure Applied To	Achieved Outcome		
				2023-2024	2022-2023	2021-2022
Key Worker will provide 1124.75 hours direct services including individual and group sessions and training and education.	Direct service hours tallied from monthly reports	1124.75 hours	All clients	402.75	475.25	622.50

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis: Due to staffing levels, as well as the closure of the Stepping Stones program in the previous fiscal year, there were less opportunities for families to network this year which is reflected in the responses to the client experience survey. Our program improvement plan for this year includes offering more opportunities for families to connect with each other. We will also be reviewing all family-facing documents to simplify language around goals by incorporating F-word language, with the intention of increasing families' understanding of their goal plans.

“Suggestions for program improvement: More emphasis on adolescent kids and future planning. Peer groups for teens. Outings for teen peer groups. Opportunities for parents to chat while kids attend groups (rather than separate evenings).” - 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
By participating in the Key Worker program, 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	95%	All clients	78% (7/9)	71% (5/7)	100% (11/11)
	I have gained knowledge and/or skills in supporting my child with complex needs.			78% (7/9)	67% (4/6)	91% (10/11)
	We were able to network and meet other families through participating in the program			56% (5/9)	50% (3/6)	67% (7/11)
	My child/youth's behaviour indicates they have learned adaptive skills and strategies			56% (5/9)	67% (4/6)	N/A

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis: As reported above, the Key Worker program experienced multiple staffing changes in 2023/2024, including 6 months of reduced staffing. 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.” In fact, the percentage of families who agree with having a “clear understanding of supports and services available” has gone down in the last year. 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, client-facing documentation, and communication content and frequency to make it easier for families to understand supports and services.

“I’m unsure of what is that keyworkers actually do.”

“They have adapted their program to be inclusive to their aging program members and are making an effort to gear aspects of family nights for the teens.”

“I have had connection to BCCFA for approx. 13 years...always such a positive and helpful experience....Thank you!” – 2023/2024 BCCFA Client Experience Survey responses

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	95%	All clients	78% (7/9)	71% (5/7)	92% (11/12)
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%		44% (4/9)	71% (5/7)	83% (10/12)
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	100%		78% (7/9)	58% (4/7)	92% (11/12)
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% (9/9)	100% (7/7)	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%		56% (5/9)	58% (4/7)	100% (12/12)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNER 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. These community partners offer their input on program activities during advisory committee meetings. This year the Key Worker program sent out a community partner survey to a small pool of partners to solicit further feedback, but the response rate was low. In the coming fiscal year we will continue to request community input through the advisory committee and survey.

2024-2025 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.	<p>Review all client-facing program documents, policies, and procedures by the end of August 2024 and update as necessary.</p> <ul style="list-style-type: none"> – Update to include F-words language where applicable – Clearly outline available services <p>Identify opportunities to simplify and streamline a family’s experience</p>
Client: Provide trauma-informed services centered on our needs and preferences	To improve <i>efficiency</i> , the Key Worker program will increase community outreach and education to ensure appropriate referrals continue to be made.	By summer 2024 create a plan for connecting with community organizations with the goal of increasing FASD awareness, program awareness, and increasing program referrals. Outreach efforts will include school district, assessment centres, newcomer/settlement organizations, and other community groups.
Future: Grow our leadership serving children and youth locally and provincially	To improve <i>experience of persons served</i> , utilize increased baseline funding to expand supports for children, youth, and their families.	<p>By fall 2024, identify and plan for key areas where Key Worker program could expand.</p> <ul style="list-style-type: none"> – Groups, including opportunities for families to connect with each other – Collaborate and connect with other Key Worker programs – Increase educational opportunities