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Community Brain Injury Program for Children & Youth in BC (CBIPCY)

OUTCOMES MANAGEMENT REPORT
2025-2026

The Community Brain Injury Program receives funding from the Ministry of Children and Family Development.

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PROGRAM DESCRIPTION

Program Overview:

The Community Brain Injury Program for Children and Youth (CBIPCY) offers services to children and youth aged 0-19 with recently acquired brain injuries who lack third-party funding and require acute rehabilitation to facilitate their return home and to the community. To be eligible for this program, children and youth must be British Columbia (BC) residents with a primary diagnosis of acquired brain injury requiring acute rehabilitation and be referred within 12 months of their injury.

Services Include:

Funding and coordinating short-term rehabilitation services in a client's home community

- Connecting and coordinating ad-hoc interdisciplinary service teams across the province
- Supporting clients and families in their communication with schools
- Recruiting and onboarding new community service providers around the province

Highlights:

- Continued involvement in a research project in collaboration with BCCH and UBC
 - Applied for multiple grants (CUES, CIHR, Catalyst Grant)
 - Submitted Research Priorities Manuscript to peer review journals
 - Developed an infographic for research priorities
 - Started drafting research report
 - Survey completed, data collected and analyzed
 - Ethics approval for interviews; interview guide developed
- New parent and previous client added to advisory committee
- Updated all program documentation and service provider documentation to include the F-Words of childhood development framework
- Developed a system to track and triage neuropsychological assessment requests to the program
- Attended multiple sessions with BCANDS/Jordan's Principle to deepen understanding of supports for Indigenous clients

PROGRAM UTILIZATION

Program Utilization Data	2025-2026	2024-2025
Clients Served	189	167
Acute Clients	110	107
<i>Clients carried over from previous fiscal year</i>	37	39
Follow-Up	3	4
School Transition Clients	79	59
Referrals Received	96	94
Ineligible Referrals	22	24
Clients Discharged	136	74

Table 1: Program Utilization Data Table

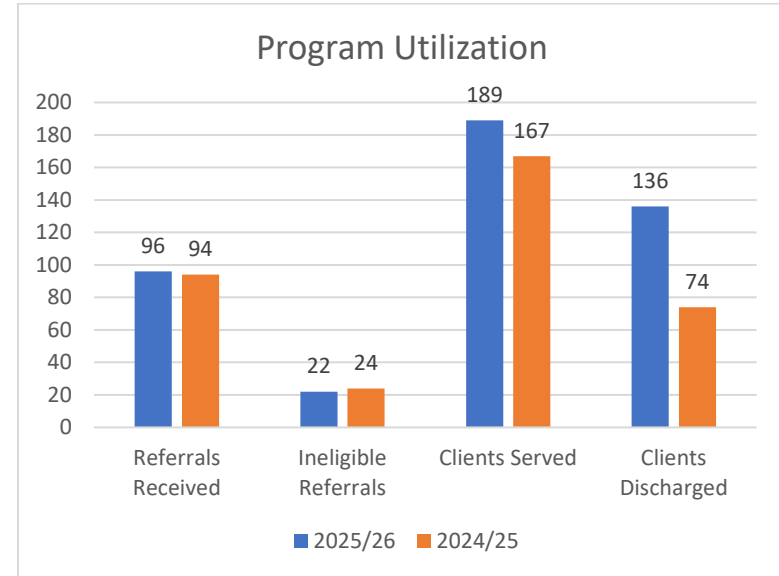


Figure 1: Program Utilization

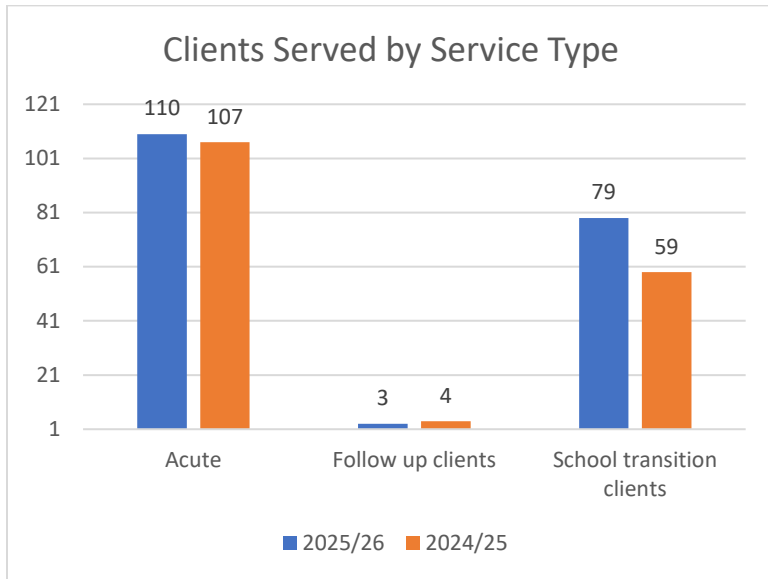


Figure 2: Clients Served by Service Type

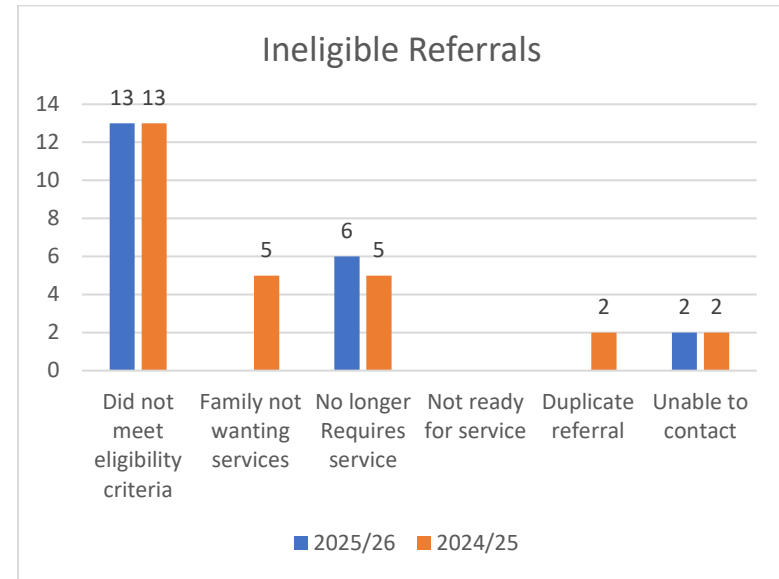


Figure 3: Breakdown of Ineligible Referral Reasons

Analysis of Program Utilization

- The total number of clients served, which includes acute clients, clients receiving follow-up services, and clients receiving school transition services, increased again this year, with 189 clients. The number of referrals remained stable, while the number of clients discharged this year increased significantly. The number of clients receiving school transition services increased, while the number receiving follow-up services remained nearly the same.

DEMOGRAPHICS

Acute Clients Served

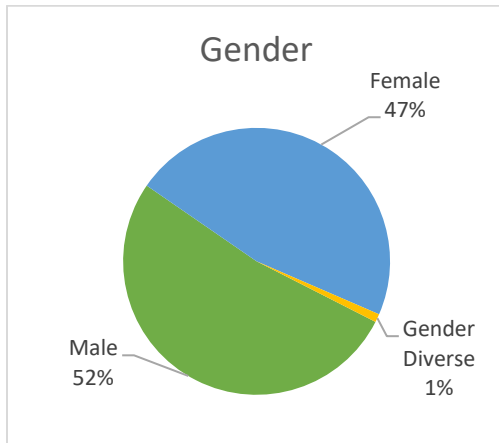


Figure 4: Gender

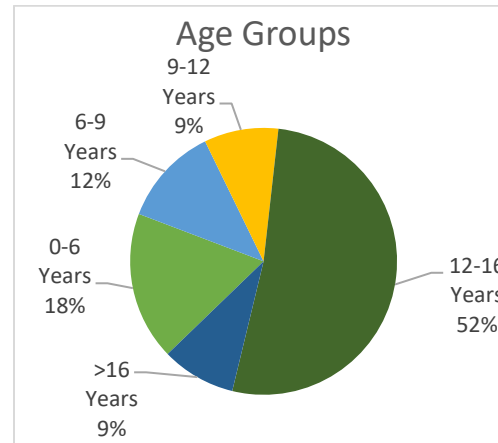


Figure 5: Age Groups

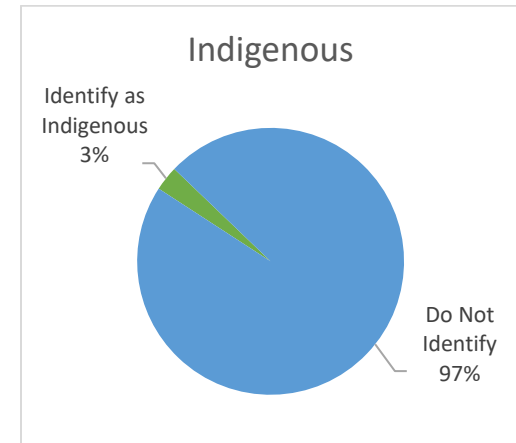


Figure 6: Identify as Indigenous

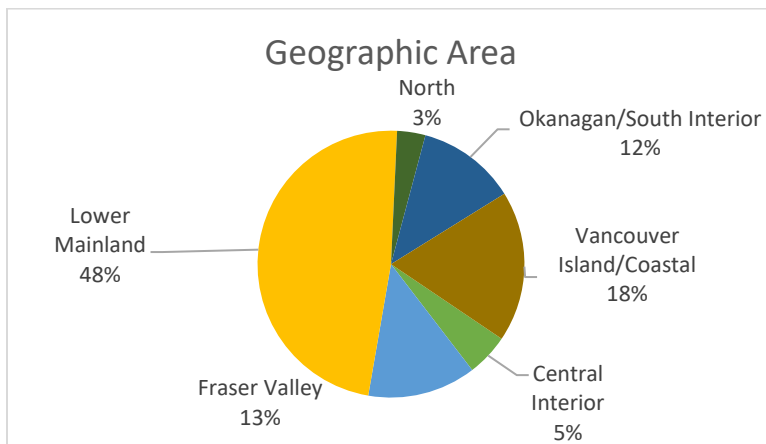


Figure 7: Geographic Area

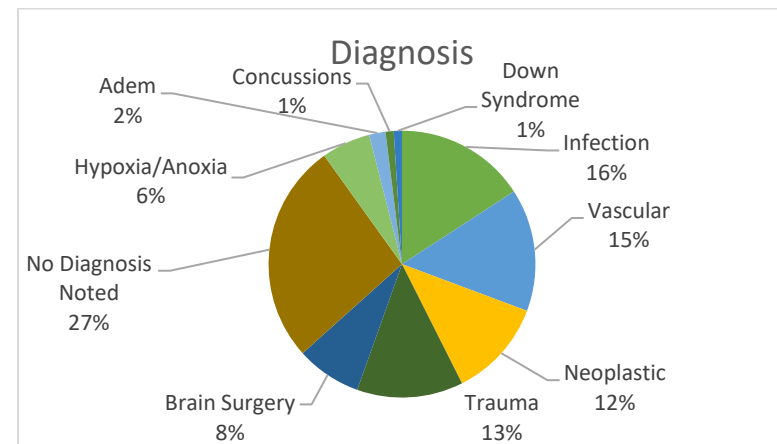


Figure 8: Diagnosis

Analysis:

- This year, the number of clients from both genders was relatively the same, and this year the largest age group was 12-16, in contrast to last year, which was 0-6 years old. The primary etiology of our clients' brain injury was infection, which is consistent with previous years. However, many children receiving school transition services did not have a diagnosis listed, which is why this category is over-represented, children discharge from acute services typically have medical documentation that describes the cause of the client's brain injury.

DEMOGRAPHICS

- The majority of our referrals are for clients living in the Lower Mainland, where we have numerous contractors available. Our referrals for clients in more challenging-to-serve areas, such as the North and Central Interior, have remained consistent with previous years. We continue recruiting contractors while relying on virtual services to support clients in these areas.

2025/2026 PERFORMANCE IMPROVEMENT PLAN

Area for Improvement	Action Plan	Results
<p>Delivering Exceptional and High-Quality Services:</p> <p>Integrate leading international service frameworks across all child and youth programs to enhance consistency, impact, and family-centred care</p>	<ul style="list-style-type: none"> • Update service provider document templates to incorporate the F-words Framework <ul style="list-style-type: none"> ○ Treatment plan document ○ Discharge summary <p>Provide collateral documentation to support using the F word language in the service provider’s goal writing</p>	<ul style="list-style-type: none"> • Internal documentation and external report templates have been updated to incorporate the F words of childhood development framework • Education regarding the F words of the childhood development framework is provided with new external service providers as they onboard.
<p>Delivering Exceptional and High-Quality Services:</p> <p>Expand program advisory committees to ensure that diverse client and family voices actively shape services</p>	<ul style="list-style-type: none"> • Recruit new family members to support the advisory group 	<ul style="list-style-type: none"> • A new parent was recruited to provide the parent/guardian perspective • A former client was recruited and added to the advisory group to provide the client experience perspective • Both will help shape future decision-making and improvement initiatives in the program
<p>Growing our Impact and Influence:</p> <p>Build strategic partnerships with organizations and communities to identify and address common challenges</p>	<ul style="list-style-type: none"> • The program coordinators will create education and offer to present to targeted school districts regarding Brain Injury, transitions and reintegrating into school to promote inclusion and advocate for client support 	<ul style="list-style-type: none"> • The coordinators connected with 2 school districts and determined that the information sharing would be more successful with individual schools • This goal will be continued with new targets in the new fiscal year

2025/2026 PROGRAM OUTCOMES

SERVICE ACCESS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Clients are able to access services in their preferred language	We were able to receive services in our preferred language	90%	All clients	96%	100%	100%
Services are easy for all clients to access	It was quick and easy for us to access services			100%	100%	100%
Parents articulate that there attending therapy sessions is easy	Services were provided in a location that meets the needs of our family			100%	100%	100%

Analysis of Service Access:

The program consistently receives high scores related to service access. The coordinators maintain continuous communication with families throughout service provision and support flexible service delivery to ensure the program meets the needs of families and clients. Virtual services continue to enable more remote areas to access services and create plans that fit families’ routines.

“She helped us find physio and OT therapists close to us that worked very well for our son. She was always available whenever we needed any assistance” Parent response, Client Experience Survey

“The prompt communication and regular follow up were incredibly helpful during a difficult time for us.” Parent response, Client Experience Survey

“she coordinated everything for us and it made it a much appreciated easy transition from the hospital to home with the services and therapy sessions all set up and running quickly.” Parent response, Client Experience Survey

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

Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Children/youth receive timely services	Average number of days from Referral to the coordinator making first contact with the family.	14 days	All clients	13	15	13
	Average number of days from Date of Intake to Program Start Date	14 days		17	22	17
	Average number of days from intake interview to completion of an initial service plan.	7 days		1	1	2

Analysis of Program Efficiency:

The program has met the target for referral-to-first-contact, demonstrating a commitment to short wait times for families. The average number of days from referral acceptance to the intake interview is higher than our goal. This timeline remains high because some clients unexpectedly remained in the hospital after intake was completed; these outlier data points skew the timeline. For children who did not have a change in their readiness for service, this timeline drops to 0. As seen in previous years, once the intake interview is complete, the service plan is in place very quickly, and families have information regarding upcoming services.

“Services started fairly quickly after we were discharged from QA. The coordinator was extremely responsive to my emails and accommodating to our needs and schedule.” Parent response, Client Experience Survey

“Coordinators are easy to connect with, responsive to questions, and help facilitate discharge from hospital.” Community Partner response, Community Partner Experience Survey

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Objective/Outcome	Performance Indicator Percentage of respondents who answered “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
By participating in the CBIPCY Program, families/caregivers have increased knowledge and have gained skills to be able to help their child achieve their goals	We made progress towards our goals.	90%	All clients	100%	100%	100%
	The Coordinator was flexible and responsive to my child/ youth/ family's needs.			100%	90%	100%
	The CBIP staff (e.g. Coordinator and/or Therapists) helped me better understand the impact of acquired brain injury on my child/youth's development.			100%	90%	93%
	I learned helpful ideas and skills to support my child/youth.			100%	90%	100%
	The services received have contributed to my child/youth participating in their routine and activities.			100%	90%	100%

Analysis of Program Effectiveness:

The program surpassed all targets in the effectiveness category. The coordinators and service providers prioritize family engagement in developing the plan and goals, ensuring that service delivery focuses on supporting the client’s participation in meaningful activities and routines.

“My daughter is now learning how to communicate more freely thanks to her speech therapy. She is less frustrated..” – Parent response, Client Experience Survey

*“Coordinator was helpful and responsive. Services were well tailored to my child’s needs..”*Parent response, Client Experience Survey

*“Thanks to a rehabilitation program that was tailored to my child, she was able to recover happily and enjoyably.”*Parent response, Client Experience Survey

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Objective/Outcome	Performance Indicator Percentage of respondents who answered “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Parents/Guardians are always involved in determining their child's goals and strategies	We were involved in developing our child/ youth's rehabilitation goals, strategies, and/or service plan	100%	All clients	100%	100%	100%
The CBIPCY 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%	All clients	100%	100%	100%
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%	All clients	100%	100%	100%
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%	All clients	100%	100%	100%
Each BCCFA program provides service	We are satisfied with the quality of services we've received from the BCCFA	90%	All clients	100%	100%	100%

Analysis – Persons Served:

The responses in the experience section of our client experience survey were overwhelmingly positive, with 100% scores across the board. The program is especially proud of the ongoing high scores, indicating that it has made a positive difference in our clients’ lives. The program has continued to improve over time, incorporating new frameworks and updating parent education to prioritize positive quality of life outcomes.

“During a time when I felt completely lost, they stepped in, organized everything, and guided us through the entire process. They were truly a godsend, and I have nothing but positive things to say about this program.” -Parent Response, Client Experience Survey

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNERS

Objective/Outcome	Performance Indicator Percentage of respondents who answered “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Referring agencies have a 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	91%	100%	100%
	The program eligibility criteria are clear.			91%	80%	83%
	The referral process is simple and easy to understand.			91%	100%	100%
	Coordinators responded to the referrals made by our agency in a timely manner.			91%	100%	100%
	Coordinators worked collaboratively with me to facilitate the discharge of the child from our agency.			91%	100%	83%
	Coordinators are accessible, making it easy to share information and provide assistance and support as needed.			91%	100%	100%

Analysis – Community Partners:

The program focused on providing clear information to our community partners about eligibility criteria, resulting in improved scores in this area. The remaining scores remained above our target, demonstrating a strong collaborative relationship with our community partners.

“The coordinators work very collaboratively with our team. I find that out of all community partners, they are the easiest to work with, with how organized and responsive they are!” – Community Partner Response, Community Partner Experience Survey

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – CONTRACTED SERVICE PROVIDERS

Objective/Outcome	Performance Indicator Percentage of respondents that answer “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Therapy service providers are satisfied with the support from the CBIPCY program.	I have a clear understanding of the Community Brain Injury Program's eligibility criteria.	85%	Contracted service providers	100%	95%	89%
	I have a clear understanding of the Community Brain Injury Program's duration of client services.			100%	95%	89%
	I have a clear understanding of the Community Brain Injury Program's goal for clients (i.e. transitioning clients to school and community-based services).			100%	100%	97%
	The Program Coordinators provide support and assistance when needed.			100%	100%	100%

Analysis – Contracted Service Providers:

38 contracted service providers responded to our Service provider feedback survey and scored the program above our target in all experience areas. Our highest scores were related to understanding the Program’s goal of supporting clients and the support received by our coordinators. We provided more information in our service provider handbook regarding the clarity of our eligibility criteria and the duration of services, and saw increases in these scores. As we onboard new service providers, we will ensure this information is provided thoroughly. These scores demonstrate the strong relationship that the coordinators and the program have developed with service providers throughout the province, enabling excellent care for clients and their families.

“I have had the pleasure of providing OT support through this program for more than 20 years. The coordinators are excellent and provide support to both the service provider and family.” Service Provider Response, Service Provider Experience Survey

“I have had an amazing experience with this program as a service provider. The guidelines and expectations are very helpful and clear. This program is so important and really is essential to bridging the gap for families settling back into new routines at home.” Service Provider Response, Service Provider Experience Survey

2026/2027 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
<p>Optimize services for improved accessibility and effectiveness: Implement and expand digital tools to improve accessibility and create a seamless user experience for clients and families</p>	<p>Digitize high school transition information into a padlet for families and clients transitioning to high school</p>	<ul style="list-style-type: none"> • Families and clients will have access to transition resources relevant to each health authority • Families and clients will be able to access transition information digitally, improving ease of access
<p>Strengthen partnerships and collaborations: Increase capacity across partner organizations and deepen collaborative ties</p>	<p>Develop and distribute an information package to school districts about CBIPCY and how the program can support at the individual school level</p>	<ul style="list-style-type: none"> • School districts across the province will have information about how CBIPCY can collaborate with schools to support clients
	<p>Provide primary health care centres with CBIPCY information and resources</p>	<ul style="list-style-type: none"> • Primary care centres will have the information needed to make referrals and engage with CBIPCY when appropriate