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EARLY INTERVENTION PROGRAM

OUTCOMES MANAGEMENT REPORT
2025-2026

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 5. 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 delivering services 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
- Student-led clinic services- short-term intensive OT, PT, SLP services offered by students under the supervision of their clinical educator
- OT, PT, SLP groups
- Resource information for families and parent workshops
- Toy & equipment library

Highlights:

- Student-led clinics were launched by the OT and SLP departments and collaborated with PT Student led clinic
- The program hosted multiple interdisciplinary parent workshops: Responsive feeding, Toileting and Kindergarten transition information
- Provided early educators with an AAC workshop to support clients
- The program hosted multiple interdisciplinary client groups: Music and Movement group, Communication and Play group, Gross Motor Group
- Our responsive feeding working group created new Responsive Feeding Resources that were shared across the province
- Monthly clinics were run, offering video gait analysis to support clients by providing suggestions for appropriate orthotic support, as well as tracking changes in gait over time
- Two PTs trained in the General Movement Assessment, 15 clients under 20 weeks were assessed, helping to prioritize early PT services

PROGRAM UTILIZATION

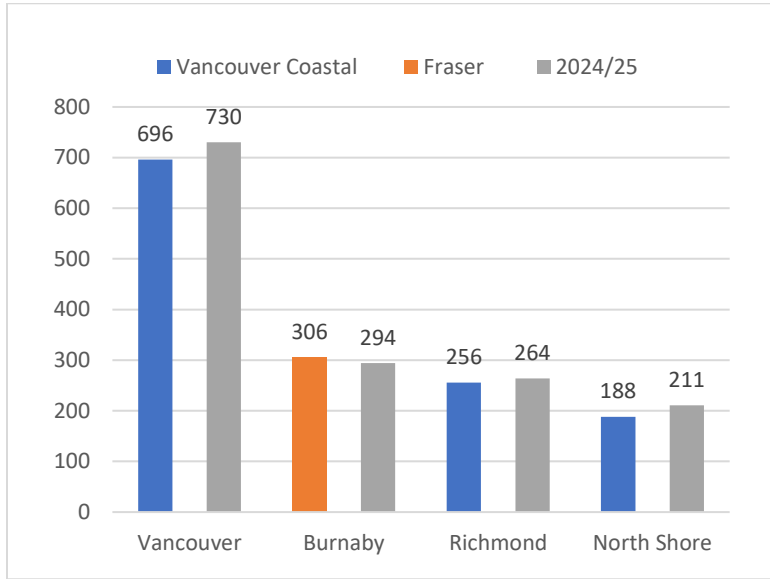


FIGURE 1: Number of Unique Children Served by Region

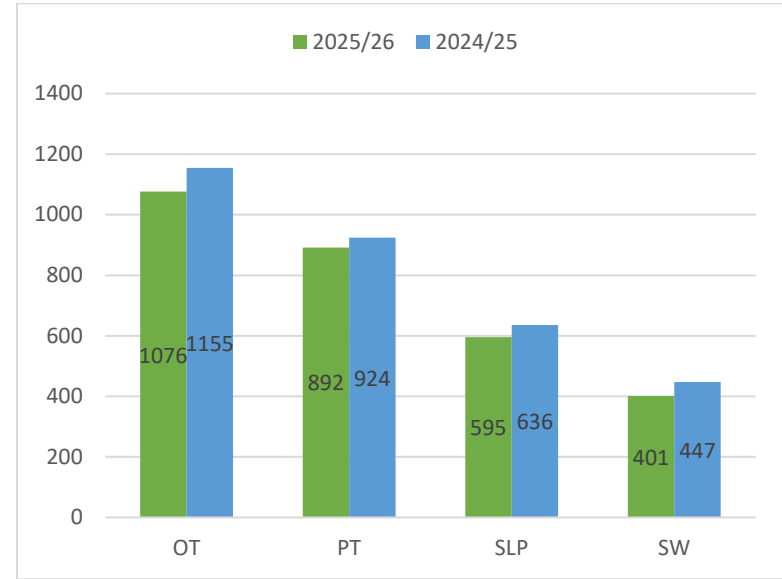


FIGURE 2: Number of Children Served by Discipline

Program Utilization Analysis – Children Served

The EIP provided services to 1446 children this year. All regions saw a modest decrease in clients served except Burnaby. OT is the most widely accessed service again this year. This is expected as our program is the only publicly funded program for this discipline in these regions for children birth to school aged. Both PT and SLP are available through other publicly funded programs.

Program Utilization Data	2025/2026	2024/2025
Children Served	1446	1499
Vancouver	696	730
Burnaby	306	294
Richmond	256	264
North Shore	188	211
OT	1078	1155
PT	895	924
SLP	595	636
SW	401	447

TABLE 1: Program Utilization Data

PROGRAM UTILIZATION

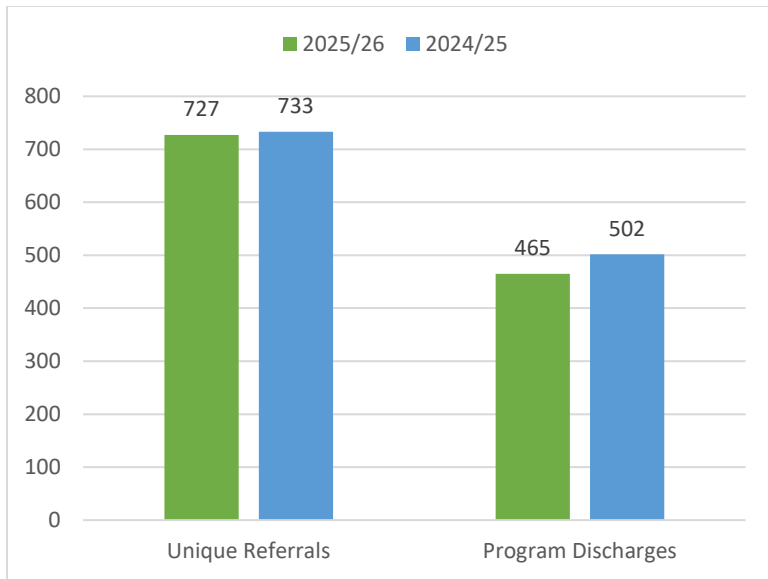


FIGURE 3: Program Utilization

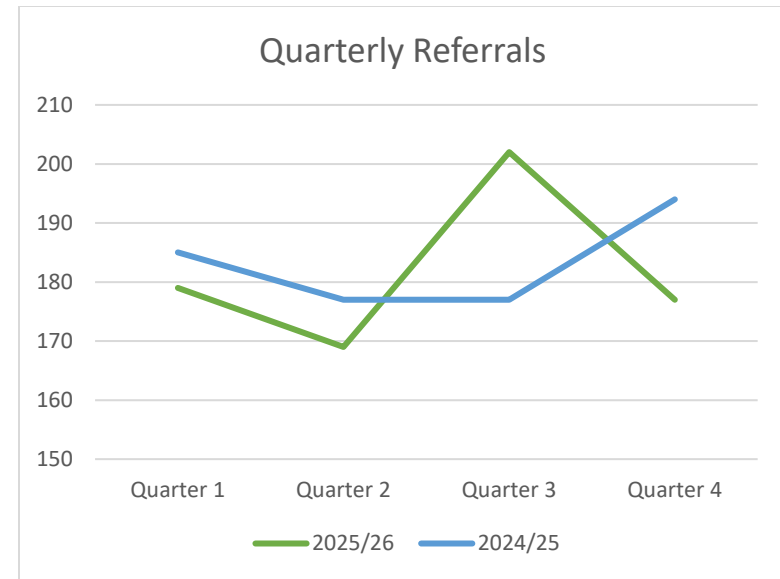


FIGURE 4: Referrals Received Quarter to Quarter

Program Utilization Analysis – Referrals

Unique referrals have remained stable, and fewer children were discharged than in the previous year. The program saw the most referrals in quarter three, which may be explained by community partners identifying clients eligible for referrals as a new childcare year begins or a burst of children being referred in their last year of eligible service.

DEMOGRAPHICS

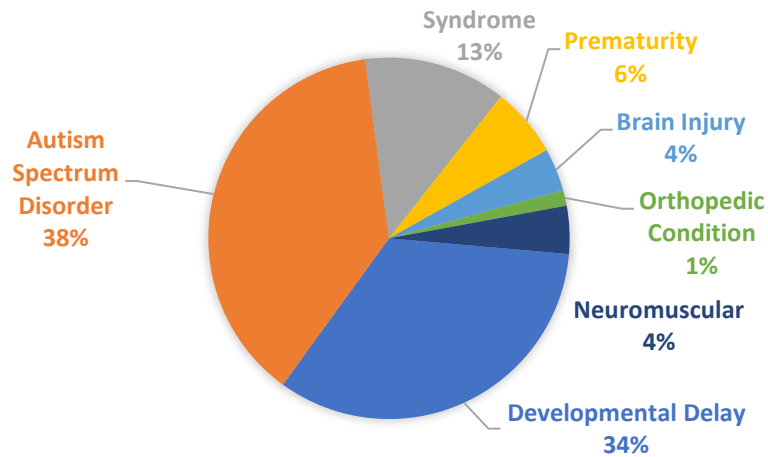


FIGURE 5: Global Diagnosis of Children Served

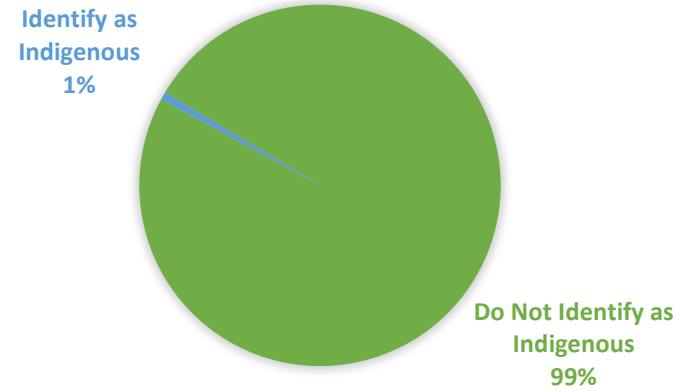


FIGURE 6: Clients Served that Identify as Indigenous

Demographics Analysis

The largest diagnostic categories remain the same as last year:

- Autism Spectrum Disorder:** Autism is the most frequent diagnosis reported. This percentage may still be underrepresented, as many children are awaiting assessment and therefore are included in the Developmental Delay 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.
- 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

Most of the clients we serve do not self-identify as Indigenous. Families are asked during our intake interview; however, it is only recorded if they volunteer the information and want it documented in the file. The program strives to support Indigenous Reconciliation and provide all clients with services that demonstrate cultural humility through a trauma-informed lens.

2025/2026 PERFORMANCE IMPROVEMENT PLAN

Area for Improvement	Action Plan	Results
<p>Delivering Exceptional and High Quality Services</p> <p>Reduce program wait times by optimizing workflows, increasing capacity and prioritizing services in alignment with REDI commitments</p>	<ul style="list-style-type: none"> • Reduce screening wait times by increasing offerings • Increase offerings for children on the waitlist to reduce the stress associated with waiting for services 	<ul style="list-style-type: none"> • Screening offerings have increased by opening up additional days per month and offering screens targeted for feeding to ensure clients with urgent feeding concerns are triaged quickly • Groups were offered by all disciplines, reducing wait times for first service • Clients had choices of services, including groups, workshops and student-led clinics, while waiting for 1:1 service
<p>Delivering Exceptional and High Quality Services:</p> <p>Expand program advisory committees to ensure diverse client and family voices actively shape services.</p>	<ul style="list-style-type: none"> • Trial an advisory group and recruit families to include a diverse group that can provide feedback on our processes, reporting, and service delivery. 	<ul style="list-style-type: none"> • Parents continue to be recruited to our advisory pool. This pool of parents is engaged when new initiatives are underway to obtain feedback.
<p><i>Growing our Impact and Influence:</i></p> <p>Deepen and expand services to address unmet needs</p>	<ul style="list-style-type: none"> • Launch OT and SLP student-led clinics. • Offer interdisciplinary student-led service as able with OT, PT and SLP. 	<ul style="list-style-type: none"> • OT and SLP student-led clinics were launched with great success • Interdisciplinary students were able to collaborate and consult regarding shared clients when placements overlapped

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	95%	All clients	99%	96%	94%
Services are quick and easy for all clients to access	We got support quickly	90%	All clients	80%	86%	81%
Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Reduce the time children spend waiting for service	Average wait to receive an initial service plan	14 days	All new referrals	14 Days	8 Days	2 weeks
	Total average wait time	6 months	All new clients	6.7 Months*	6.7 Months	6.8 months

Service Access Analysis:

Our wait times remained close to our targets; however, the total average wait time documented may be longer than our true average. This year, with the addition of multiple waitlist streams of service offered, many children accessed their first service within approximately 3 months. 66 children from the waitlist had a burst of service through the Student-Led clinics in the last six months of the fiscal year. Many more children and families accessed our groups and workshops, improving their experience of waiting for caseload service. However, parents and guardians continue to report that wait times for 1:1 service are too long.

“It was very supportive from the beginning, from registration to first meeting. Concerns were quickly taken care of and the appointments scheduled.” Parent response, Client Experience Survey

“My only complaint is about wait times. The wait times are so long that it can take months before you see a therapist..” 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
All staff spend the majority of their time on client service	All client-related time as a percentage of the total daily stats reported by staff.	75%	All EIP staff	77%	66.5%	77.4%

Efficiency Analysis:

Staff spend the majority of their time on client-related work. In addition to client appointments, the service includes accessing funding for equipment and assessments, supporting key transition periods, report writing and collaborating with community partners to increase participation. This time also includes travel to clients, which ensures we can provide appointments in the home, at childcare locations, on playgrounds, at pools, and anywhere else that is appropriate for the goal the family is working towards.

“Our occupational therapist visited both our home and our child’s daycare to observe his eating and provided very helpful suggestions to both us and the daycare staff. We truly appreciated how thorough and supportive she was.” Parent response, Client Experience Survey

“I really liked that our OT was able to write up a JFE for us and we were able to purchase a number of supports for our son.” Parent response, Client 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
Families have increased knowledge and have gained skills to help their child achieve their goals	I have gained new knowledge or skill during this workshop/ group or training.	100%	All Workshop/ Group participants	100%	100%	76%
	We have made progress towards our goals.	95%	All clients	95%	92%	92%
Objective/Outcome	Performance Indicator	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Families have increased knowledge and have gained skills to help their child achieve their goals	Percentage of short-term outcomes that are rated as ‘achieved’	75%	All clients	63%	80%	81%

Effectiveness Analysis:

Multiple interdisciplinary groups and workshops were offered this year to support regular service, offer service while on the waitlist, or to support the kindergarten transition. These were very well attended and received by clients and families. Our short-term outcomes rated as achieved are below target, as the team incorporated new goal-planning meetings and documentation to support the goals. It is likely that the outcomes have been recorded in the client reports and not in the outcome section of their file. This will be an area for improvement in the next fiscal year.

“We are very happy with the Early Intervention Therapy Program. The team was kind, supportive, and professional. We have seen positive improvements, and we are very grateful for their help.” Parent response, Client Experience Survey

“We’ve seen notable improvements in our child’s development thanks to BCCFA’s support.” Parent response, Client Experience Survey

We’ve learned so much and are so grateful we get to be a part of this. I cannot imagine where we would be developmentally if it weren’t for this program.” 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
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	90%	93%	87%
	We were involved in developing our goals, strategies and/or service plan	100%	All clients	98%	95%	97%
	Services from the BCCFA have made a positive difference in our lives	95%	All clients	97%	96%	91%
	We were treated with respect and courtesy during our time receiving services from the BCCFA	100%	All clients	98%	99%	99%
	We were satisfied with the quality of services we've received from the BCCFA	95%	All clients	94%	92%	89%
	We have increased confidence to advocate for our child’s needs since being involved with the EIP	90%	All clients	92%	90%	Not Assessed

Experience of Persons Served Analysis:

Overall, parent feedback scores are close to or meet our targets, indicating that parents appreciate the holistic interdisciplinary support they receive from the EIP. The F-words of childhood development framework is used with the family throughout their time in the program, ensuring that services are provided in a meaningful way based on the client and family’s unique strengths and support needs.

“I love that the sessions are really tailored to the family and their experience. I feel they are invested to the challenges we are experiencing and helps us work towards providing the best strategies to help make sure our child will thrive at life. Everyone was so responsive, ... I feel seen and heard..” Parent response, Client Experience Survey

“As a parent, being able to set goals together around the areas that concerned me and work toward them has given me great peace of mind. It has also reduced my anxiety, knowing that after achieving each goal, we can prepare for and move on to the next steps smoothly and without difficulty.” 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
The program eligibility criteria are clear	The program eligibility criteria are clear.	90%	All referring agencies	50%	74%	71%
The referral process is simple and easy to understand	The referral process is simple and easy to understand.	95%	All referring agencies	92%	87%	96%
Partners are satisfied with the services offered by the BCCFA	I am satisfied with the services offered by the BCCFA.	100%	All referring agencies	75%	87%	75%

Experience of Community Partners Analysis:

Scores from our community partners are lower than we’ve seen in the past. The feedback was related to the transition from hospital to community care and the challenges with clarity regarding the time until the child will be picked up to caseload, and differences in eligibility across community programs. This will remain an area for improvement in the next fiscal year.

“Therapists and social workers are skilled, collaborative, on the forefront of evidence based practice and easy to work with.” Community Partner Response, Community Partner Experience Survey

“Be clearer after you accept a child for Early Intervention Therapy how long until you will start seeing them for therapy - the gap in services from when kids leave hospital is not clearly communicated to us (hospital staff) or families.” Community Partner Response, Community Partner Experience Survey

2026/2027 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Delivering Exceptional and High-Quality Service	Establish robust processes for gathering and analyzing quality data to drive informed decision-making and continuous service enhancement	<ul style="list-style-type: none"> • All clients have goals recorded in their files • Short-term goals reflect the concerns and hopes parents have for their children • Goals are created collaboratively with families • 75% of short-term outcomes are rated as achieved
	Reduce program wait times by optimizing workflows, increasing capacity, and prioritizing service in alignment with REDI commitments	<ul style="list-style-type: none"> • Groups and Parent workshops are offered on a continual rotating basis • All families waiting have the opportunity to access a waitlist service • Parents report they received support quickly
Growing our impact and influence	Build strategic partnerships with organizations and communities to identify and address common challenges.	<ul style="list-style-type: none"> • Eligibility and wait times are clear for community partners • Community partners report a seamless referral and transfer process