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PEDIATRIC OUTREACH THERAPY PROGRAM

OUTCOMES MANAGEMENT REPORT
2025-2026

The Pediatric Outreach Therapy Program receives funding from BC Ministry of Children and Family Development

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PROGRAM DESCRIPTION

The Pediatric Outreach Therapy Program (POTP) provides therapy services for children with or at risk for developmental delays in underserved communities throughout the province.

The POTP includes Coordination, Occupational Therapy (OT), Physiotherapy (PT), Speech Language Pathology (SLP), and Behavioural Consultation (BCBA) services. Services are provided through community visits and virtual services.

Five principles guide the team and the services they provide:

- **Community Led:** Each community knows their needs and gaps best. Co-creation of therapy services is essential for effective service delivery.
- **Relationship Centered:** Relationships are central to effective caregiver coaching. While our team may take time to build relationships, local partners can enhance our ability to connect and have a meaningful impact.
- **Sustainable:** Incorporating strategies to support recruitment and retention, as well as building local capacity, is essential.
- **Evidence-Based:** Therapy services should be evidence-based to ensure a high quality of care is provided to all families.
- **Advocacy:** We are already uncovering more gaps than our team can support, requiring ongoing advocacy for increased funding and resources locally.

Highlights

BCCFA Outreach Team:

- Served 613 clients
- Served 13 communities
- Increased our multidisciplinary outreach team from 4 to 5 clinicians, recruiting an additional Speech-Language Pathologist in May 2025 in response to community needs
- Partnered with Helicopters without Borders to support relationship-building visits and access to hard-to-reach communities
- Engaged with Len Pierre Consulting to review documentation and learn about practices that will ensure the team begins in a good way with Indigenous communities
- Provided mentorship to 12 staff throughout the province, supporting sustainability in their roles

Contracted Services:

- Served 48 children
- Private service providers were contracted to 5 communities in which they either had a pre-existing relationship, were located close to, or the community had fewer children needing service.
- Private service providers were able to ensure a client located in a remote community who had previously not had service and has a degenerative disorder received a power wheelchair, manual wheelchair and hospital bed through First Nations Health Authority. They are currently supporting the AHP application.
- A private service provider was able to complete a needs assessment to determine if children in a remote community require service. This was added to a pre-existing trip to that community funded by another source.
- Service providers were able to see an EIP-aged child in a remote location on the Island when the trip was partnered with a pre-existing visit for school-aged children funded by the Indigenous Band.

PROGRAM UTILIZATION

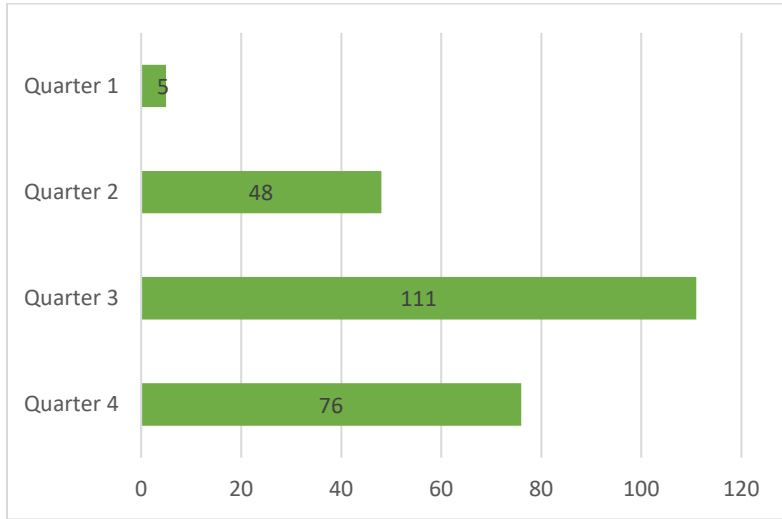


FIGURE 1: Referrals Received Quarter to Quarter

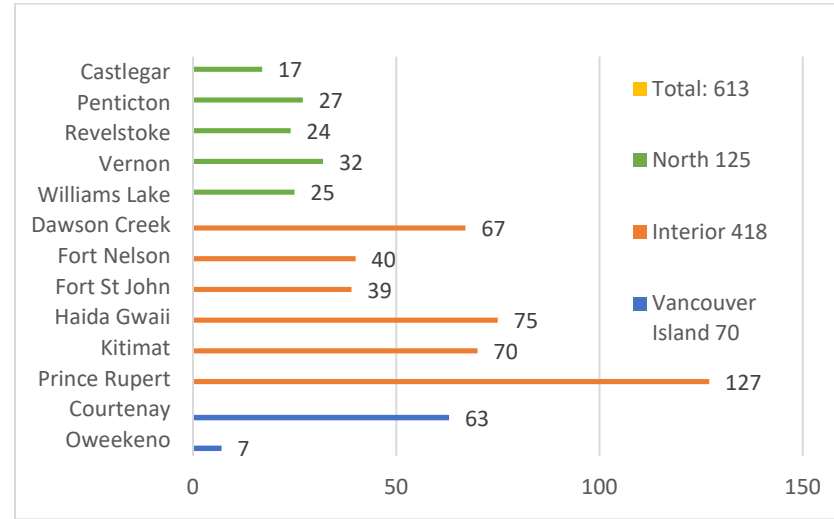


FIGURE 2: Number of Unique Children Served by Region

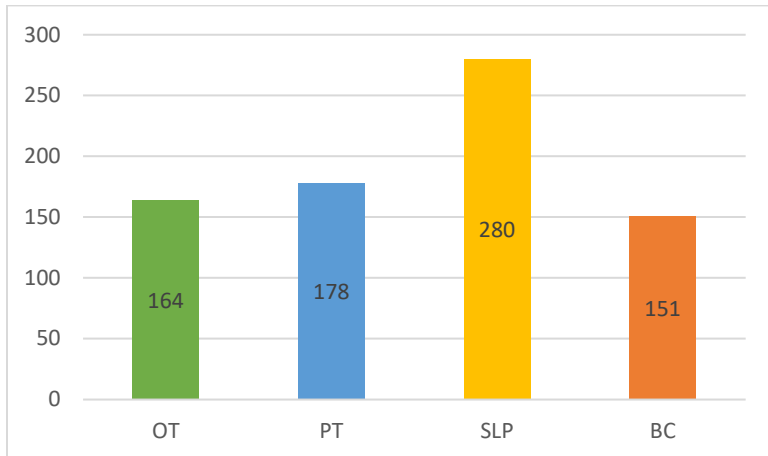


FIGURE 3: Number of Children Served by Discipline

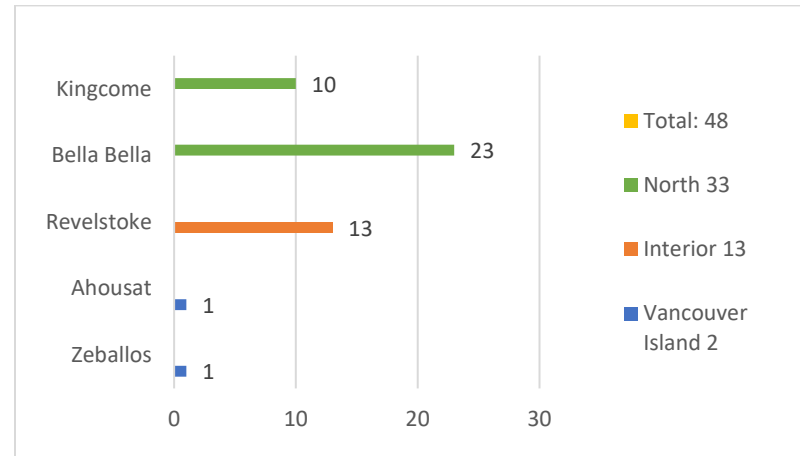


FIGURE 4: Number of Children served by Private Contractors by Region

Program Utilization Analysis

- The POTP provided services to 613 clients. This number includes clients on caseload as well as waitlist consults.
- The 3rd quarter received the most referrals, which may be associated with the point in the year when local agency waitlists are the longest, as staff have full caseloads and are unable to pick up more when a vacancy in their program occurs.
- The North received the most support, with 418 clients receiving a service. These agencies have reported ongoing challenges with recruitment and retention.
- Prince Rupert has the highest number of children served, as they are experiencing ongoing vacancies related to the development of a new FCC, and they serve a larger range of clients than most (children and youth aged 0-19 years old).
- SLP was able to serve the most children, as there are two SLPs on the team, and it is reported to be the most challenging vacancy to fill across the province.
- Private contractors provided support in areas that had fewer children and would require a shorter visit. Some trips were cost-shared with other funders as the contractor was already going to that area; in other areas, the funding had been lost, and the POTP program was able to fund a private contractor familiar with the community to continue visits.

DEMOGRAPHICS

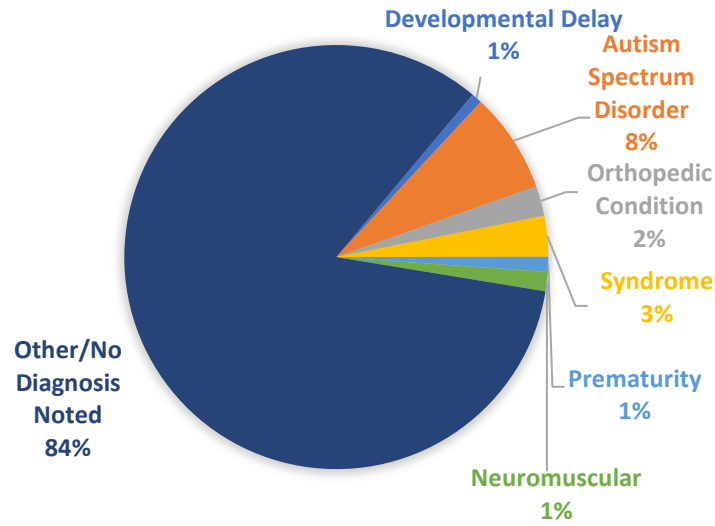


FIGURE 5: Global Diagnosis of Children Served

Demographic Analysis:

The majority of children served do not have a diagnosis noted in their file or one communicated to the team during referral or service. This category also includes children undergoing assessment or waiting for results to determine a diagnosis. The noted categories are likely underrepresented, as all children eligible for service will demonstrate a developmental delay.

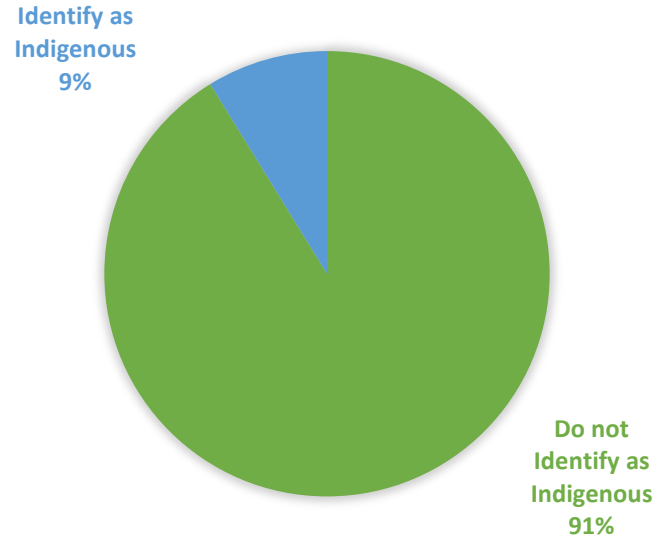


FIGURE 6: Clients Served that Identify as Indigenous

Fewer clients self-identified as Indigenous this year than last. A core value of this program is relationship-building; as such, when families share their cultural background and values with us, the team follows the family's lead in incorporating any practices or learnings into our service as much as possible.

2025/2026 Performance Improvement Plan

Area for Improvement	Action Plan	Results
<p>Delivering Exceptional and High-Quality Services:</p> <p>Obtain meaningful input from clients and families</p> <p>Establish processes for gathering and analyzing data to drive continuous service enhancement</p>	<p>Launch yearly surveys to obtain input from clients/families and community partners</p> <p>Review data processes using our CRM to ensure we are capturing information that helps improve services and allows for accurate output and outcome reporting</p>	<p>Client and Community Experience Surveys were launched and provided good feedback regarding their work with POTP</p> <p>Data collection remains complicated as we depend on the communities to provide information. However, we are collecting several consistent data points such as clients, communities served and outcomes achieved.</p>
<p>Delivering Exceptional and High-Quality Services:</p> <p>Expand the program advisory committee to ensure diverse client and family voices are actively shaping services</p>	<p>Recruit two parents/guardians from communities receiving service to join the POTP advisory group</p>	<p>We were successful in recruiting 3 parents/guardians to our advisory pool</p>
<p>Growing our Impact and Influence:</p> <p>Use data to identify and address critical gaps in service delivery where BCCFA is best positioned to make an impact</p>	<p>Create a service map of the province to identify areas where no services are being provided and assess if there are children who would benefit from therapy services</p> <p>Use contracted private service providers to support areas without agencies providing therapy services</p> <p>Partner with service providers familiar with these areas to establish relationships and create sustainable services</p>	<p>A service map has been created for the province, illustrating communities and whether they are receiving MCFD funding for services.</p> <p>Service providers have been contracted to support communities where appropriate and where it is most fiscally responsible.</p> <p>Our program has continued to partner with agencies, health units, Health Directors and other service providers to provide collaborative and sustainable services. We have provided mentorship to 12</p>

		therapists who are new to their roles or communities to support them in remaining in their roles.
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2025-2026 PROGRAM OUTCOMES

SERVICE ACCESS

Objective/Outcome	Performance Indicator Percentage of respondents who answered “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome	
				2025-2026	2024-2025
Families and Agencies have quick and easy access to service	Between visits, it was easy to connect to my therapist	90%	All clients	95%	Not Assessed
	It was easy for my agency to request support from the POTP	90%	All agencies	100%	Not Assessed
	The POTP allowed families to receive service faster than they would have otherwise	90%	All agencies	100%	Not Assessed

Service Access Analysis:

Our scores indicate that families and community partners found it easy and quick to access our service. In the past, anecdotal evidence suggested that a program such as POTP would help families receive support faster in areas with waitlists due to vacancies; our survey data confirms that.

“Therapists make themselves available by phone and email.” Parent response, Client Experience Survey

“Appointments were easy to make and schedule - even virtual ones.” 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
Staff spend most of their time on work related to their clients	Percentage of time spent in client related work	75%	All program staff	65%	63%
Outreach visits are easy and efficient	Average number of children served per visit	12 per discipline	All outreach visits	15	15
	Performance Indicator Percentage of respondents who answered “agree” or “strongly agree”	Target	Measure Applied To	Achieved Outcome	
				2025-2026	2024-2025
	The work required to prepare for the trip was manageable	90%	All Agencies	75%	Not Assessed

Efficiency Analysis:

Staff continue to exceed their target for the number of appointments per outreach visit. This demonstrates a commitment to supporting as many children and families as possible when travelling to a community. Our time in client-related work is lower than expected and, likely due to data entry challenges, it is suspected to be higher when considering the time in community, the time to travel to each community, follow-up virtual appointments, and documentation. This percentage is expected to increase with further staff education on stating their time. The program acknowledges that there is up-front work that communities must complete before outreach. This is to ensure we are learning about the community, agency, and client-staff relationships, and to enable us to provide service in a thoughtful, client-centred way.

“Now that we have an understanding of the program and have prepared documents, the preparation would be much less time consuming if the POTP team were to come again.” 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
Families and staff have increased knowledge and have gained skills to help their child or client achieve their goals	The ideas and tips from the therapist(s) were helpful	90%	All Clients	95%	Not Assessed
	My child has made progress with help from the therapist(s)	90%	All Clients	95%	Not Assessed
	Working with the therapist(s) has helped our family do more of the activities we enjoy	90%	All Clients	100%	Not Assessed
	The POTP helped to address gaps in therapy services	90%	All agencies receiving in-person visits	100%	Not Assessed
	Percentage of short-term outcomes that are rated as ‘achieved’	75%	All clients	50%	15 documented as “in progress”

Effectiveness Analysis:

Parents and Guardians reported that service from the POTP was helpful, addressed a gap they were experiencing and supported the participation of their child in meaningful activities. The outreach model inherently means that in person visits are less frequent, because of that it is essential that POTP staff provide families and community staff with ideas and suggestions that they can practice and build on in between outreach visits.

“This program has been very helpful for my family. Our son has benefited from the ideas and tips provided by our therapist.” Parent Response, Client Experience Survey

“Definitely filled a large need we were having. Saw actual improvements for a change! Very happy. Thanks!” Parent Response, Client Experience Survey

“The suggestions from the therapists was often things I hadn't considered, so the creativity and compassion was very appreciated. We've made as much progress as we have because of their help. Thank you!” 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
Families and clients have positive experiences when collaborating with POTP	Working with the therapist(s) has helped me feel more confident supporting my child	90%	All Clients	95%	Not Assessed
	I felt safe, and my family’s culture and values were respected	100%	All Clients	100%	Not Assessed
	Overall, we were happy with the support from the therapist(s)	95%	All Clients	100%	Not Assessed

Analysis – Persons Served:

Parents reported feeling supported and that the therapists were respectful of their culture and values. A core principle of the program is to provide service in a relationship-centred way. The team prioritizes learning about clients’ values and culture and building relationships with the families and their community supports to ensure our visits feel safe and that they are invited back.

“I am grateful to Ms Sara and Ms Tanya and to all the outreach therapist who understands children's behaviour well.” Parent response, Client Experience Survey

“We felt very supported by the team with our daughter.” 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
Working with POTP is a collaborative process for communities	I was involved in the referral and prioritization process with the POTP	100%	All Agencies	100%	Not Assessed
	I understood why my community received the prioritization score that it did	100%	All Agencies	100%	Not Assessed
	The information provided before the trip was clear and comprehensive	100%	All Agencies	100%	Not Assessed
Working with the POTP is a positive experience for communities	The services offered by the POTP made a positive difference	100%	All Agencies	100%	Not Assessed
	Local staff were satisfied with the support offered by the POTP	100%	All Agencies	100%	Not Assessed

Analysis – Community Partners:

The POTP received very high scores from community partners. A core principle of the program is that it is community-led. The program staff work collaboratively with community partners to ensure services are provided in ways consistent with their practices and to further strengthen the relationship between staff in the home agency and their clients.

“A positive experience for our organization, staff, and families from the minute we partnered with POTP. We have had nothing but excellent feedback from families.” Community Partner response, Community Partner Experience survey

“I can not say enough positives about our experience working with the POTP. The process was efficient and highly effective through referral, scheduling, assessments, collaboration, intervention plans, and ongoing communication. We were able to get through a challenging staff shortage. The POTP came in and fit into our organization seamlessly. The POTP is exactly what our province needs when addressing service gaps and supporting equitable access to services.” Community Partner response, Community Partner Experience survey

2026/2027 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Delivering Exceptional and High-Quality Services	Optimize services for improved accessibility and effectiveness Reduce program wait times by optimizing workflows, increasing capacity, and prioritizing services in alignment with REDI commitments	<ul style="list-style-type: none"> • The second travelling team is hired and offering visits by September • Priority 1 communities receive outreach visits once per quarter • Clients with high support needs receive monthly virtual follow-up
Growing our Impact and Influence	Deepen and expand services to address unmet needs Use data to identify and address critical gaps in service delivery where BCCFA is best positioned to make an impact	<ul style="list-style-type: none"> • The coordinator will increase time visiting communities without contracts or services to assess need and build service plans with the local staff • Continue to support existing relationships between contractors and communities by providing supplemental funding to provide service to eligible clients