

Family Counselling Support Services Program

OUTCOMES MANAGEMENT REPORT 2024-2025

The Family Counselling Support Services Program was funded by the Ministry of Children and Family Development in the 2024/2025 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 Westminster 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

2024/2025 Program Highlights:

- 42 families served, exceeding target of 30 families
- 20% increase in families served from Tri-Cities-Maple Ridge CYSN office
- 30% increase in monthly referrals
- Response rate to Client Experience Survey increased 2.5 times to 30% over previous year

"The family counsellor is very professional, respectful and empathetic, can understand quickly and tackle the issue right on spot, very profound and considerate, he has the natural ability to connect with special need kids with complex needs. Our family is very lucky and greatly to have this help. But it is unfortunate that the service duration is short and does not last as long as we need it. Wish we could have more time with FCSS, the counsellor is wonderful." - 2024/2025 BCCFA Client Experience Survey

PROGRAM UTILIZATION

Program Utilization Data	2024-2025	2023-2024	2022-2023
Clients Served	42	41	26
Eligible New Referrals	30	21	25
<i>Clients carried over from previous fiscal year</i>	21	19	20
Referrals Received	31	27	25
Ineligible Referrals	1	1	0
Clients Discharged	19	22	6

Table 1: Program Utilization Data Table

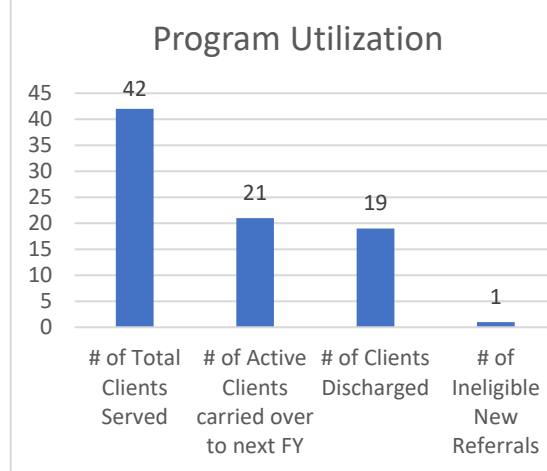


Figure 1: Program Utilization

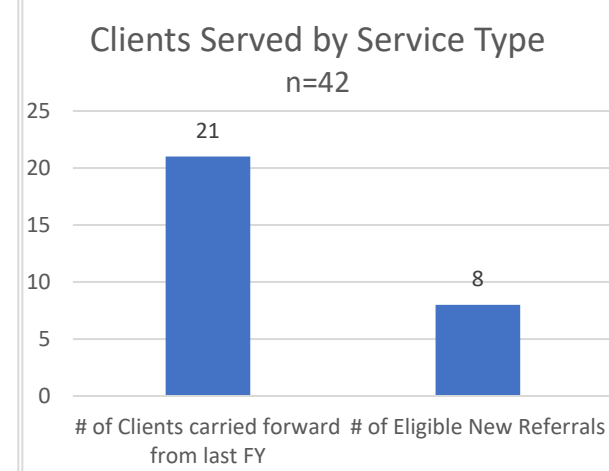
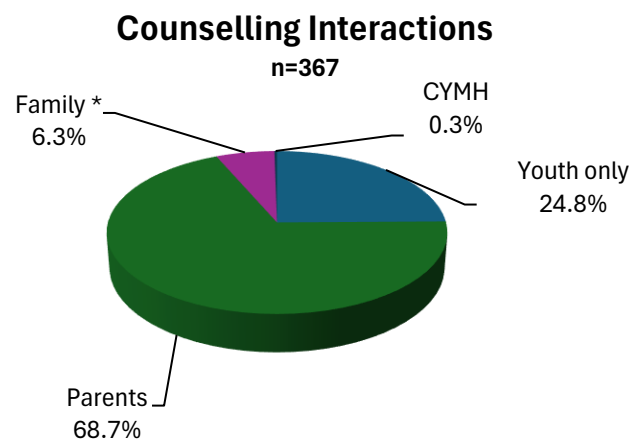


Figure 2: Breakdown of Service Type

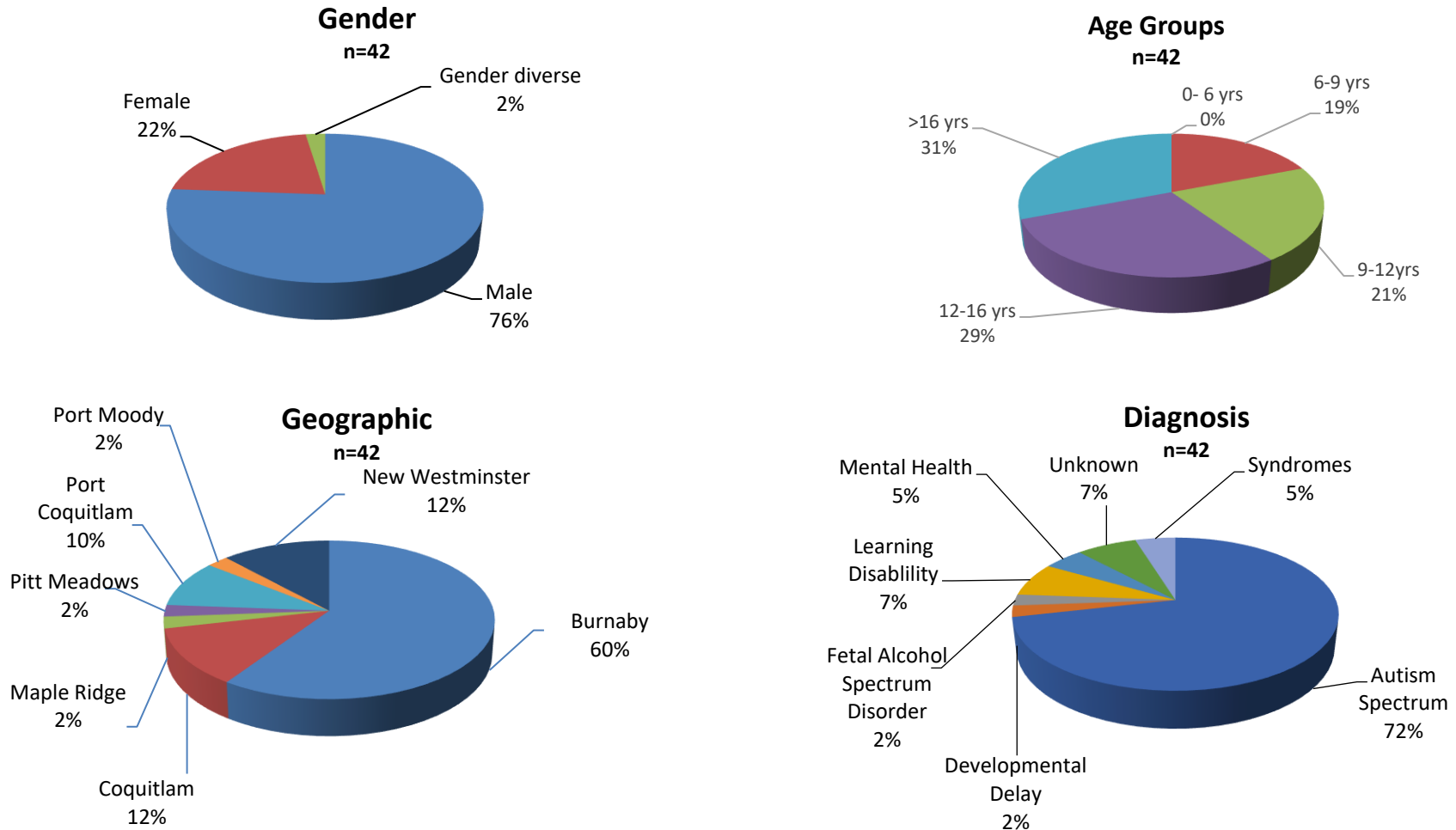
Analysis of Program Utilization

- This year we averaged 3.25 referrals per month which is a 30% increase from the previous fiscal year
- Individual counselling interactions were 12% lower this year than 2023/2024, which is explained by an 8 week parental leave taken by the Family Counsellor
- Despite this 8 week leave FCSS served 42 families, which is 1 additional family from the previous year and 40% higher than the target of 30 families served per year



DEMOGRAPHICS

Clients Served



Analysis of Demographics

- Percentage of male identifying clients has increased by 5% over previous fiscal year
- Partnership with Tri-Cities/Maple Ridge CYSN office has grown and program had 20% increase in referrals from those communities
- 72% of clients have a diagnosis of autism which is a 6% increase from the previous year

STATUS REPORT 2024-2025 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<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>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 27th, 2024</p>	<p>Partially achieved: Group possibilities were reviewed with CYSN referral team. CYSN office space offered as possible location. Family Counsellor took 8 week leave in the middle of the fiscal year with a plan to take another short leave in new fiscal year, so no program capacity to offer group this year. Plan to offer groups to FCSS clients during Counsellor's leave, summer 2025.</p>
<p>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> <p>Internal Processes: Excel</p>	<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>	<p>Achieved: Discharge survey sent to families at time of discharge during this fiscal year. Response rate increased to 31%, exceeding target by 1%.</p>

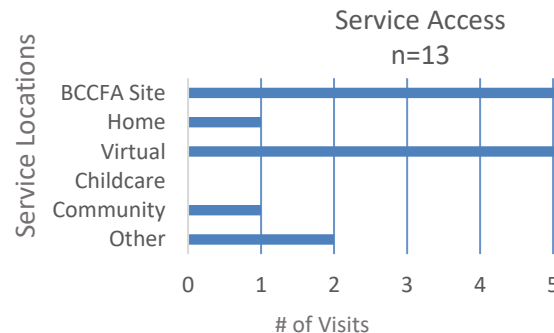
SERVICE ACCESS

Analysis: This year there was a notable drop in families agreeing or strongly agreeing with the statement “it was quick and easy for me/us to access services.” The waitlist for this program is managed by local CYSN offices, and each month our partner offices refer 3 clients. Once these clients have been referred to BCCFA, the average time between referral and first appointment is 27 days, although it is closer to 14 days when outliers with exceptional circumstances are removed from the equation. A goal for the coming year will be to review the waitlist process and determine whether there are any steps BCCFA staff can take to reduce clients’ perceived waiting time. Most of the written feedback on the client experience survey indicated that they wish that the service period was longer than 6 months. In 2024/2025, 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.

“Have quicker access to the service and the service can last longer.” - 2024/2025 BCCFA Client Experience Survey

“I feel safe and cared about when I am with staff. I appreciate the office is conveniently located in an adjacent neighbourhood to my own so it's easy to get to the office.” - 2024/2025 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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	69% (9/13)	100% (5/5)	88% (7/8)
Parents are able to access services in the language of their preference	We were able to receive services in our preferred language	100%		100% (13/13)	100% (5/5)	88% (7/8)
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% (13/13)	100% (5/5)	100% (8/8)



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

Analysis: This year the program was 30 hours below the direct service hours target. This is due to an 8 week leave taken by the Counsellor. Despite being below target, 42 families were served. This exceeds the program target of service to 20-30 families per year. With the exception of the staff leave, service was offered steadily over the year and averaged 20 hours of service per family.

"I am a social worker in Burnaby. I have had two kids supported with counselling by FCSS and I cannot say enough about how effective the Counsellor is with engaging with young people. The two kids are doing really well and are very appreciative of the counselling service." – 2024/2025 BCCFA Client Experience Survey

"This is the first time I have worked with a therapist through the lens of disability. It has helped me look at my family's situation with fresh eyes and I've been able to apply to coping and resiliency strategies that were eluding me in recent months." – 2024/2025 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator 2024-2025	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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	645	778	420

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Analysis: This year we achieved our goal of having more families respond to the client experience survey. Although the survey is anonymous, respondents do have a “respondent number” so responses can be connected throughout the survey. It is notable that one respondent consistently responded “strongly disagree” to almost all questions, but when linking these responses to comments made by the respondent with the same participant number it is clear that this person was providing feedback on their experience of CYSN more generally and not specifically the Family Counsellor program. Excluding this response, 100% of families agreed with the statement “we have made progress towards our goals.” Otherwise, the written feedback provided was overwhelmingly positive. Despite this positive feedback it is notable that percentage of respondents who stated they “agree” or “strongly agree” with effectiveness statements below have gone down this fiscal year, particularly with respect for knowing resources and supports in the community. This will be addressed in the performance improvement plan for next fiscal year.

“After just 2 sessions, I have noticed my son making an effort to be kinder towards his sibling.” - 2024/2025 BCCFA Client Experience Survey

“The best and most effective counselling service I have ever personally or professionally encountered.” - 2024/2025 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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	92% (11/12)	100% (5/5)	100% (8/8)
	I have gained added skills and strategies to manage daily challenges as a parent			83% (10/12)	80% (4/5)	100% (8/8)
	I have a better understanding of myself as a parent			83% (10/12)	80% (4/5)	100% (8/8)
	I am more aware of supports in my community			67% (8/12)	80% (4/5)	100% (8/8)
	I know ongoing connections to resources and supports in my community			58% (7/12)	80% (4/5)	100% (8/8)
	I have more awareness of hope for the future in our family			75% (9/12)	80% (4/5)	100% (8/8)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Analysis: Feedback from families has been very positive throughout the year, and most families agreed or strongly agreed with statements relating to their experiences of FCSS services, noted below. One category that received a notable lower response was “we have a clear understanding of the supports and services available from BCCFA.” Responses may depend on how families interpret the question – whether they are evaluating FCSS or BCCFA as a whole agency. As families are referred directly by CYSN, they may not have an understanding of the whole breadth of BCCFA programming.

“The Family Counselling we’ve received has helped keep us from the brink of complete breakdown and incapacity to function.” -2024/2025 BCCFA Client Experience Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
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	83% (10/12)	100% (5/5)	100% (8/8)
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%		67% (8/12)	100% (5/5)	100% (8/8)
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%		92% (11/12)	100% (5/5)	100% (8/8)
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% (13/13)	100% (5/5)	100% (8/8)
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%		92% (11/12)	100% (5/5)	100% (8/8)

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNER STAKEHOLDERS

Analysis: During the 2024/2025 fiscal year we have had 3 meetings with our liaison at Burnaby/New Westminster CYSN. The frequency of these meetings has decreased significantly over the last several years as program procedures have become more established. In these meetings we review the current caseload and discuss process improvement opportunities. Based on feedback from the CYSN team this year, we increased the referrals received to 3 referrals per month, which has allowed for a continuous flow of referrals from both referral offices (Burnaby/New Westminister and Tri-Cities/Maple Ridge). The community partner survey was sent to all 18 CYSN social workers who made referrals to the program in 2024/2025, making the response rate to the survey 11%.

“The Counsellor has a strong ability to connect with families and develop a therapeutic rapport with the parents and youth.” – 2024/2025 Community Partner Survey

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome	
				2024-2025	2023-2024
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%	All referring social workers	100% (2/2)	100% (4/4)
	Program eligibility criteria are clear.			100% (2/2)	100% (4/4)
	The referral process is simple and easy to understand.			100% (2/2)	100% (3/3)
	Family counsellors are accessible, making it easy to share information about a child/youth, and available to provide assistance and support as needed.			100% (2/2)	75% (3/4)

2025-2026 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Delivering Exceptional and High-Quality Services – Create a responsive service model through evidence and engagement	To improve <i>results achieved for persons served (effectiveness)</i> , ensure that families receive written discharge summaries that highlight potential supports and resources in the community.	<p>Goal: All families receive a discharge summary with potential supports and resources in the community.</p> <p>Measure: 90% of families responding to the client experience survey will agree or strongly agree with the statements: “I am more aware of supports in my community” and “I know ongoing connections to supports and resources in my community.”</p>
Delivering Exceptional and High-Quality Services – Optimize services for improved accessibility and effectiveness	To improve <i>service access for persons served</i> , BCCFA staff will aim to reduce the length of time between referral to BCCFA and intake.	<p>Meet with CYSN partners to understand the waitlist process on their side and better understand how long families are waitlisted prior to referral to BCCFA.</p> <p>Target: Reduce the length of time from referral to BCCFA to intake to an average of 21 days, down from an average of 27 days.</p>