

FASD Key Worker Program

OUTCOMES MANAGEMENT REPORT 2025-2026

The FASD Key Worker Program was funded by the Ministry of Children and Family Development in the 2025/2026 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/virtual/in-person 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

2025-2026 Program Highlights:

- Welcomed a new social worker to the team
- Participated in monthly provincial Key Worker drop-in meetings
- Increased involvement with CANFASD
 - Presented at CANFASD AGM and attended the CANFASD Conference (Toronto, October 2025)
- Key Worker staff completed targeted professional development:
 - Synergetic Play Therapy (Level 1)
 - Expressive Play Therapy (Sand Play 1 & 2)
 - FASCETS and CANFASD training (new staff)
 - BC Summer Institute (Dr. Ross Greene & Dr. Shelley Moore)
- Expanded community outreach through direct engagement with local agencies (e.g., CYMH, CYSN, Burnaby School District, Burnaby Family Life)
- Strengthened youth group participation, with consistent attendance and meaningful peer connections across multiple program periods
- Partnered with the STaRS program (Summer 2025) to offer equine therapy sessions in Vancouver
- Celebrated several long-term participants graduating from the program at age 19, many of whom had been enrolled since early childhood

PROGRAM UTILIZATION

Program Utilization Data	2025-2026	2024-2025	2023-2024
Clients Served	39	38	39
Eligible New Referrals	10	7	2
<i>Clients carried over from previous fiscal year</i>	21	23	31
Referrals Received	11	12	6
Ineligible Referrals	1	5	3
Clients Discharged	7	7	8

Table 1: Program Utilization Data

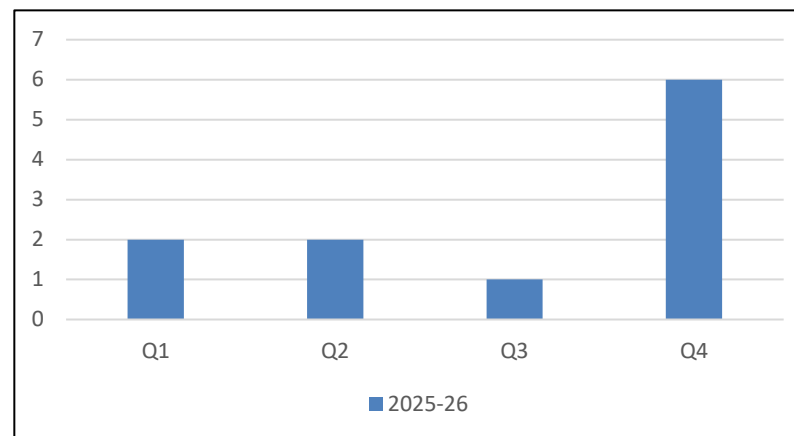
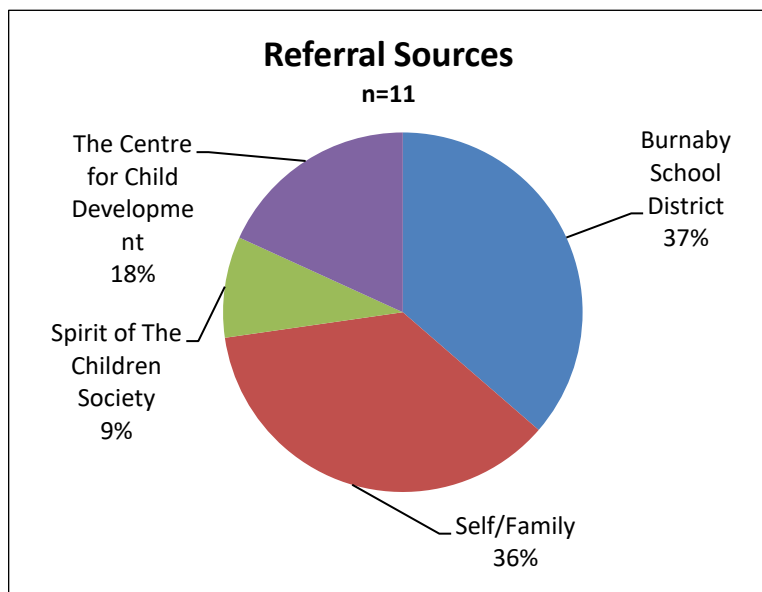


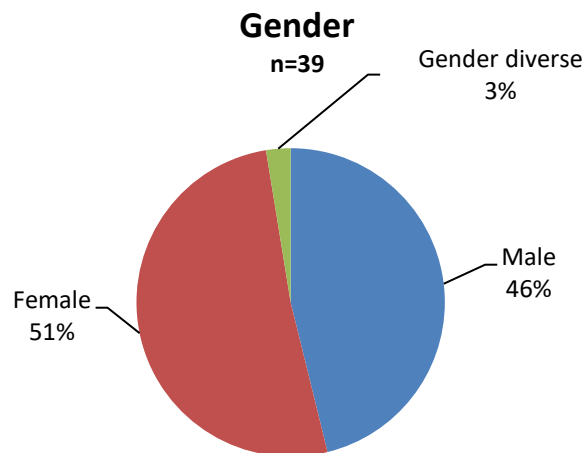
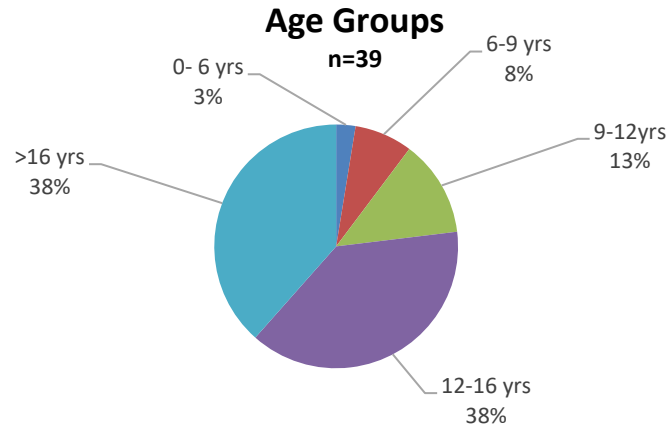
Figure 1: Referrals Per Quarter



Analysis: Program Utilization

Key Worker program staff significantly increased their community outreach in 2025/26. As a result:

- Eligible referrals to the program increased by 3 from the previous year, and by 8 from the year before that.
- We received 4 referrals from the Burnaby School District compared to 1 referral in the previous year.
- 6 referrals were received in the final quarter of the year, correlating with increase in community outreach presentations.



Analysis of Demographic Information:

- 76% of clients in the Key Worker program were between the ages of 12 and 19 in 2025-2026.
- This is consistent with previous years – the primary demographic of the Key Worker program is youth aged 12+.
- This aligns well with BCCFA's Foundry centre implementation in Burnaby which will serve young people aged 12-24, and families of Key Worker will be invited to participate in the advisory committees and focus groups for Foundry development.

Area for Improvement	Action Plan	Results
To improve <i>efficiency</i>, the Key Worker program will increase direct service hours and take steps to increase referrals. Delivering exceptional and high-quality services: Optimize services for improved accessibility and effectiveness	Increase direct service hours by minimum 50% – ensure all direct service work is being captured in daily stat collection – provide at least 1 additional group offering – provide at least 5 additional community presentations – meet with all 3 local FASD assessment centres to remind them of Key Worker services – promote services in Burnaby Interagency News 10 times	Ongoing: Direct service hours remained on par with direct service hours from previous year. There was a staffing transition period that required onboarding and training of new staff member and the time invested in this necessary training is not reflected in direct service hours. A variety of children and youth groups were provided. Key Workers increased their community education and training hours by 68% by presenting to numerous community service agencies including: Burnaby School District, CYMH, CYSN, and Burnaby Family Life).
To improve <i>efficiency</i>, the Key Worker program will review eligibility criteria to ensure all eligible clients are able to receive service. Growing our impact and influence: Deepen and expand services to address unmet needs	Key Worker program will review the eligibility criteria of “other Complex Developmental Behaviour Conditions”. Current state, program interprets this category to cover any CDBC conditions related to known or suspected pre-natal substance use exposure. However, CDBC is a very broad umbrella covering a wide range of diagnoses. BCCFA Key Workers will connect with 3 or more other Key Worker programs to understand how this category is interpreted.	Achieved: Key Workers discussed with other programs around the province at the monthly KW drop-in meetings and were able to get a sense of how other programs interpreted the criteria. It varies between programs. Direct discussion with MCFD about program criteria related to CDBC conditions and it remains open. Discussions about eligibility criteria are ongoing. Further conversations needed with BCCFA KWSS as programs differ greatly across programs and throughout the province.

STATUS REPORT 2025-2026 PERFORMANCE PLAN

To improve <i>efficiency</i>, BCCFA Key Worker program will partner with one or more other agencies that have Key Worker Program to offer joint group opportunity(ies). Growing our impact and influence: Strengthen Collaboration and Partnerships	A challenge for offering groups to the Key Worker families is that there is generally high desire for group offerings but low turnout for groups and events. Goal: to partner with Children's Foundation to offer one joint group opportunity. This will allow families to make new connections and will expand the pilot program.	Achieved: BCCFA KWs met with the Children's Foundation KW staff to meet, learn, and discuss potential collaborations. Plans currently on hold as Children's Foundation is going through CARF accreditation. Plan to reconvene in the fall. Ongoing - Key Workers have been working to expand group offerings with two full-time staff. KWs have planned/scheduled groups for the coming fiscal year, including new offerings to pilot.
To improve <i>results achieved for persons served (effectiveness)</i>, the Key Worker program will pilot individual play therapy sessions to teach adaptive skills and strategies. Growing our impact and influence: Deepen and expand services to address unmet needs	Families often share their challenges in accessing counselling for their children that accounts for their brain-based differences and this pilot is in response to that expressed need. – Identify 4 families to pilot program in summer 2025 – Offer 6 sessions of play therapy in fall 2025 Evaluate and determine plan to expand.	Ongoing: Key Worker has been working towards this goal by participating in several levels of Play Therapy training in 2025/2026 and building portable play therapy resources. Plan for 2026/2027 is to implement pilot within the program.

SERVICE ACCESS

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
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	100%	100%	67%
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%	100%	100%
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	80%	100%	78%

Analysis: 100% of clients responding to the client experience survey either agreed or strongly agreed with the statements that it was “quick and easy to access services” and that they were able to receive service in their preferred language. One respondent to the survey did not agree with the statement that services were provided in a location that met the needs of their family. This caregiver provided feedback that they wish the program could provide transportation for their youth. We are taking this feedback into consideration given that this type of connection can be helpful for families and create opportunities for relationship-building with youth, however our current level of accreditation does not permit our staff to provide client transportation. The Key Worker program provides service from a variety of locations and arrangements are typically made to meet families at a place of their choosing, which could be our Burnaby or Vancouver office, at their home, another location in the community such as their child’s school or community centre, or virtually. We will continue to endeavor to meet families in a location that is convenient for them.

“I don’t think there are any services available for my grandchild. I wish I get could get support getting them to physical education programs.” - Response to 2025/26 BCCFA Client Experience Survey

2025-2026 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2025-2026	Target (hours)	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
Key Worker will provide 1561 hours direct services including individual and group sessions and training and education.	Direct service hours to individual clients	1169	All hours logged by staff	647.50	695	402.75
	Hours provided in group/mutual aid interventions	195		41.50	46.5	18
	Hours attributed to providing community training and education	197		37.50	25.5	0
	TOTAL	1561		717.25	767	420.75

Analysis: In 2025-26, our total service hours remain below the targets set in our MCFD contracts for several reasons. First, there was a staffing transition in the 0.85 FTE Key Worker position, creating a brief gap between the previous Key Worker's departure and the new Key Worker's start date. There was a subsequent onboarding period where that Key Worker spent time in training, education, and orientation. This also involved the 1.0FTE Key Worker providing training to the new employee. In addition to this onboarding education, both staff members undertook professional development training that will enhance future direct service offerings.

Our performance improvement plan last year included a plan to increase awareness of the program and increase referrals for eligible participants, and as a result the Key Worker program increased Community Training and Education hours by 68% over the previous fiscal year. The initiative appears to have had the desired effect, as 70% of those hours took place in the final quarter of the year, and in the same quarter the program received 6 new referrals, compared to 1-2 referrals in previous quarters.

RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
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	80%	100%	78%
	I have gained knowledge and/or skills in supporting my child with complex needs.			100	100%	78%
	We were able to network and meet other families through participating in the program			80%	75%	56%
	My child/youth's behaviour indicates they have learned adaptive skills and strategies			80%	50%	56%

Analysis: The Key Worker program continues to demonstrate strong outcomes in supporting families and caregivers of children with complex needs, with most indicators meeting or exceeding the 95% target in 2025–2026 among responding participants. All respondents reported gaining knowledge and skills to support their child, and 80% indicated progress toward their goals, consistent with the previous year and an improvement from 78% in 2023–2024. Opportunities for networking also showed positive gains, with 80% reporting connection with other families, up from 75% in 2024–2025 and 56% in 2023–2024. Notably, perceived improvements in child/youth adaptive behaviour increased to 80%, a substantial rise from 50% the prior year. While the small sample sizes should be considered when interpreting results, the upward trends suggest continued program effectiveness and strengthened outcomes over time.

“Our Keyworker has been great in helping us understand what new services are available as our child's diagnosis continues to be refined.” – Response to 2025/26 BCCFA Client Experience Survey

“I was thankful to have an activity he could attend as there are very few able to accommodate him or that he is willing to attend.” – Parent feedback on summer 2025 teen groups

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

Objective/Outcome	Performance Indicator % of respondents who agree or strongly agree to	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 goals, strategies and/or service plan	95%	All clients	80%	100%	78%
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%		80%	100%	44%
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	100%		100%	100%	78%
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%	100%	100%
Each BCCFA program provides exceptional quality of service	We are satisfied with the quality of services we've received from the BCCFA	90%		100%	100%	56%

Analysis:

The Key Worker program continues to demonstrate strong performance across measures related to family-centred care and service quality, with most indicators meeting or exceeding established targets in 2025–2026. All respondents reported that services made a positive difference in their lives, that they were treated with respect and courtesy, and that they were satisfied with service quality, maintaining consistent results with the previous year and showing notable improvement from 2023–2024 in overall satisfaction. While 80% of respondents reported involvement in goal setting and a clear understanding of available supports (slightly below the 95% targets) these outcomes remain consistent with 2024–2025 and represent substantial gains from 2023–2024, particularly in clarity of information (up from 44%).

“My daughter would have preferred the Aquarium over Science World, but I know Science World is easier to get to via transit and having her use transit without me there is a goal of ours.” - Parent feedback on summer 2025 teen groups

“[Our Key Worker] helped us advocate for our child in meetings with the school supports and also helped us get our child involved in several group events over the year which was huge for our child who doesn't have a lot of social interaction with other kids his age.” - Parent feedback on summer 2025 teen groups

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 met twice in 2025-26, holding a virtual meeting in October and an in-person meeting in February. This was the first in-person meeting the committee has had since 2019. We took the opportunity to connect and review the Terms of Reference for the committee, including a membership review. Based on feedback from the committee, we will be adding a representative from Child and Youth Mental Health in the coming year.

2026-2027 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Delivering exceptional and high-quality services: Optimize services for improved accessibility and effectiveness	To improve <i>efficiency</i> , the Key Worker program will increase direct service hours and take steps to increase referrals.	Continued from 2025-26: Increase direct service hours by minimum 50%: – ensure all direct service work is being captured in daily stat collection – provide at least 1 additional group offering (new ideas include: virtual parent drop-in, younger kids SEL group, youth speaker series) – provide at least 5 additional community presentations – meet with all 3 local FASD assessment centres to remind them of Key Worker services
Growing our impact and influence: Deepen and expand services to address unmet needs	To improve <i>results achieved for persons served (effectiveness)</i> , the Key Worker program will pilot individual play therapy sessions to teach adaptive skills and strategies.	Continued from 2025-26: Families often share their challenges in accessing counselling for their children that accounts for their brain-based differences and this pilot is in response to that expressed need. – Identify 4 families to pilot program in summer 2026 Evaluate and determine plan to expand.