

# FASD Key Worker Program

## OUTCOMES MANAGEMENT REPORT 2024-2025

The FASD Key Worker Program was funded by the Ministry of Children and Family Development in the 2024/2025 fiscal year.

**2805 Kingsway  
Vancouver BC V5R5H9  
Tel: (604) 451-5511 / Fax: (604) 451-5651  
[www.bc-cfa.org](http://www.bc-cfa.org)**

# TABLE OF CONTENTS

<b>PROGRAM DESCRIPTION</b> .....	3
PROGRAM UTILIZATION .....	4
DEMOGRAPHICS .....	5
STATUS REPORT 2024/2025 PERFORMANCE IMPROVEMENT PLAN .....	6
<b>2024/2025 PROGRAM OUTCOMES</b> .....	7
Service Access .....	7
Resources used to achieve results for the persons served (efficiency) .....	8
Results achieved for the persons served (effectiveness) .....	9
Experience of services received and other feedback (persons served) .....	10
Experience of services received and other feedback (stakeholders) .....	11
<b>2025-2026 PERFORMANCE IMPROVEMENT PLAN</b> .....	12

### 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 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

### 2024-2025 Program Highlights:

- In 2024/2025 the Key Worker program made a sixfold increase in group and workshop offerings
- Direct time has increased by 82% from the previous fiscal year
  - 72% increase in direct individual client service
  - 158% increase in group intervention time
- Participated in monthly Key Worker drop in group
- Attended monthly provincial Key Worker meetings
- Attended FASD United Research Conference in Seattle, WA
- Key Worker staff completed relevant professional development training to support and enhance program operations
  - ACT for Caregivers group facilitation training
  - Synergetic Play Therapy training

# PROGRAM UTILIZATION

Program Utilization Data	2024-2025	2023-2024	2022-2023
<b>Clients Served</b>	38	39	40
Eligible New Referrals	7	2	9
<i>Clients carried over from previous fiscal year</i>	23	31	37
<b>Referrals Received</b>	12	6	22
<b>Ineligible Referrals</b>	7	3	13
<b>Clients Discharged</b>	7	8	3

Table 1: Program Utilization Data Table

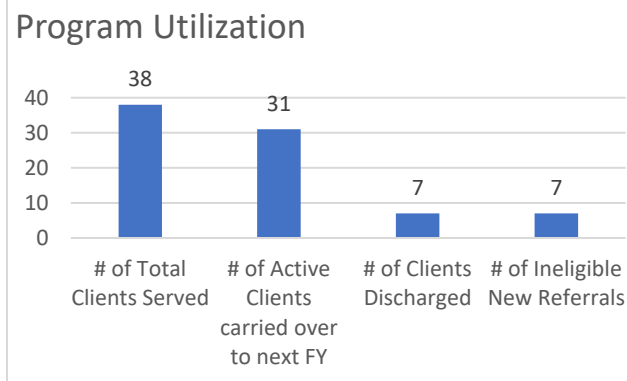


Figure 1: Program Utilization

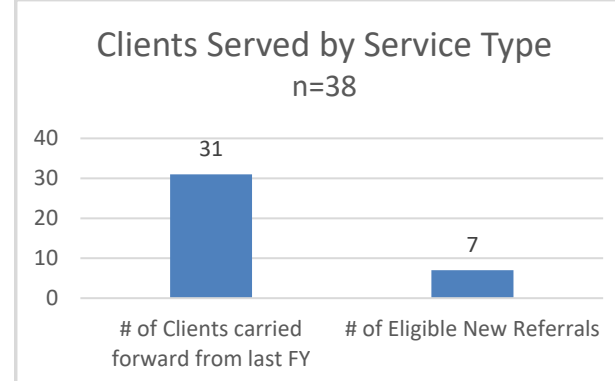
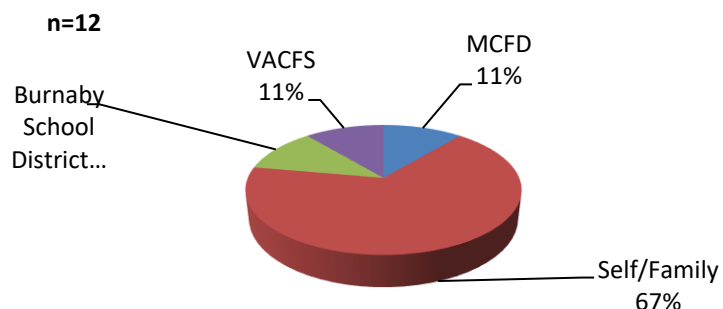


Figure 2: Breakdown of Service Type

## Referral Sources



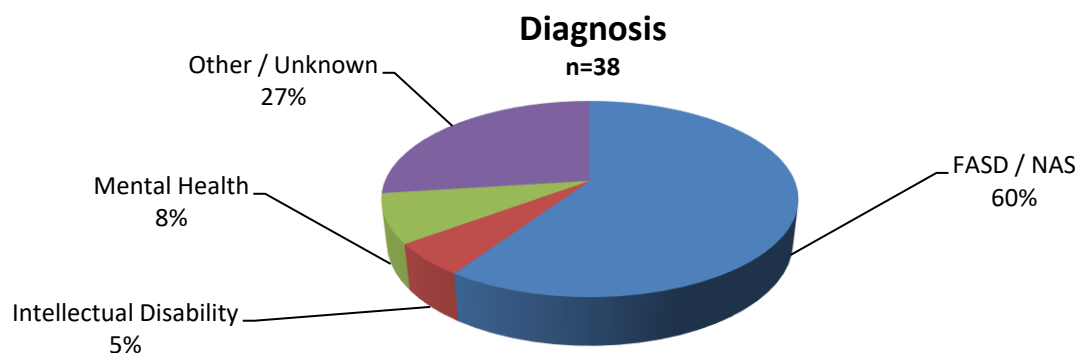
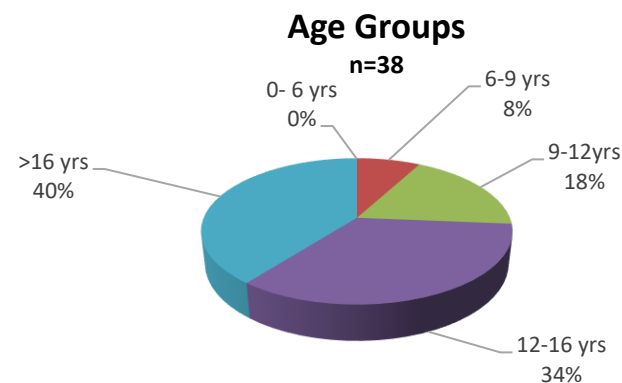
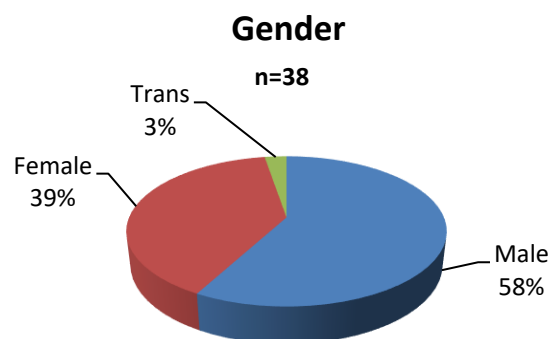
Direct Service Delivered:	2024-2025	2023-2024	2022-2023
Total hours of family/client intervention (excluding groups)	695	391.50	461.5
Groups:	2024-2025	2023-2024	2022-2023
Total # sessions of groups/workshops	29	4	19
# Hours	65	11.25	13.75

Table 2: Direct Service Hours and Group Totals

## Analysis of Program Utilization

- The program received 7 eligible referrals, an increase of 5 more eligible referrals than the previous year
- 4 of the 7 discharges were due to families moving out of the catchment area
- In 2024/2025 the Key Worker program made a sixfold increase in group and workshop offerings. These groups included direct client service groups for youth - a riding group, summer youth groups, and a spring break group for youth – as well as information sessions and workshops for providers in the community.

# DEMOGRAPHICS



FASD: Fetal Alcohol Spectrum Disorder

NAS: Neonatal Abstinence Syndrome

## Analysis of Demographic Information:

- 77% of clients in the Key Worker program were between the ages of 12 and 19 in 2024-2025.
  - This is consistent with previous years – the primary demographic of the Key Worker program is youth aged 12+
  - This aligns 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.

## STATUS REPORT 2024-2025 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
<p>To improve <i>experience of services received</i>, clarify the supports and services available from the Key Worker program at the BCCFA.</p> <p>Client: Provide trauma-informed services centered on our needs and preferences</p>	<p>Review all client-facing program documents, policies, and procedures by the end of August 2024 and update as necessary.</p> <ul style="list-style-type: none"> <li>– Update to include F-words language where applicable</li> <li>– Clearly outline available services</li> </ul> <p>Identify opportunities to simplify and streamline a family's experience</p>	<p><b>Ongoing</b> – A review of documentation was completed and minor adjustments were made. Key Workers made an effort to very clearly outline available services when meeting with new families. Provision of more group opportunities and regular monthly communication with families increased Key Worker presence and kept families informed of service options.</p>
<p>To improve <i>efficiency</i>, the Key Worker program will increase community outreach and education to ensure appropriate referrals continue to be made.</p> <p>Client: Provide trauma-informed services centered on our needs and preferences</p>	<p>By summer 2024 create a plan for connecting with community organizations with the goal of increasing FASD awareness, program awareness, and increasing program referrals. Outreach efforts will include school district, assessment centres, newcomer/settlement organizations, and other community groups.</p>	<p><b>Ongoing</b> – Key Workers connected with Burnaby School District Learning Support Services and MCFD's CYSN branch in Burnaby. The Key Worker program was also promoted through the bi-weekly Burnaby Interagency News.</p>
<p>To improve <i>experience of persons served</i>, utilize increased baseline funding to expand supports for children, youth, and their families.</p> <p>Future: Grow our leadership serving children and youth locally and provincially</p>	<p>By fall 2024, identify and plan for key areas where Key Worker program could expand.</p> <ul style="list-style-type: none"> <li>– Groups, including opportunities for families to connect with each other</li> <li>– Collaborate and connect with other Key Worker programs</li> <li>– Increase educational opportunities</li> </ul>	<p><b>Achieved, and ongoing</b> – Key Worker offered many more group opportunities in 2024/2025, including the highly successful group offered in partnership with the Southlands Therapeutic Riding Association, where families gathered and connected with one another. Key Workers also began attending monthly Key Worker drop in sessions.</p>

## SERVICE ACCESS

**Analysis:** Fiscal year 2024/2025 was the first full year the Key Worker Program had 2 regular staff, with an allocation of 1.75FTE. Although the client experience survey only received 4 responses this year (11% response rate) which makes it challenging to interpret the results, it appears that there has been an improvement in client perception of the timeliness and accessibility of services. This may reflect the increased availability of staff. The Key Worker program also offered more groups for youth in 2024/2025 which may also have influenced family perception of service access and availability.

*“Our Key Worker provided in-person support at our child’s IEP, and they were so engaged and helpful.” - 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	100% (4/4)	67% (6/9)	71% (5/7)
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% (4/4)	100% (9/9)	100% (7/7)
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	100% (4/4)	78% (7/9)	71% (5/7)

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

**Analysis:** As previously mentioned, the 2024/2025 fiscal year marked the first year where the program was fully staffed with new baseline funding at 1.75FTE social workers. This has greatly increased the capacity of the program and allowed for more consistent group offerings and increased community outreach. While our direct stat time is still below target, it has increased by 82% from the previous fiscal year, including a 72% increase in direct individual client service and a 158% increase in group intervention time.

While eligible referrals did increase in 2024-2025, we would like to see that number increase further in the coming fiscal year. Our intent with the increase in community training/workshops has been to increase awareness of the program and to make sure that eligible families are aware of and benefitting from the program. A goal for the coming year is to target assessment organizations

Key Worker staff also participated in a number of specialized professional development trainings in order to increase the capacity and scope of the program. This training included Acceptance and Commitment Therapy (ACT) for Caregivers group facilitation training through the Centre for Addiction and Mental Health, as well as Play Therapy training through the Centre for Expressive Therapy.

*“The social events that we have been able to bring our teen to over school breaks have been great. She enjoys attending.” – 2024/2025 BCCFA Client Experience Survey*

Objective/Outcome	Performance Indicator 2024-2025	Target (hours)	Measure Applied To	Achieved Outcome		
				2024-2025	2023-2024	2022-2023
Key Worker will provide 1518.25* hours direct services including individual and group sessions and training and education.	Direct service hours to individual clients	1287.25	All hours logged by staff	695	402.75	475.25
	Direct services hours provided in group/mutual aid interventions	138		46.5	18	14
	Hours attributed to providing community training and education	93		25.5	0	0
	TOTAL	1518.25		767	420.75	489.25

\*This is the first year where our direct service hour target has increased to correspond with new baseline funding.



## RESULTS ACHIEVED FOR THE PERSONS SERVED (EFFECTIVENESS)

**Analysis:** Although the numbers of responses to the Client Experience Survey were lower this year, it is encouraging to see that 100% of families are reporting that they have made progress towards their family goals and have gained knowledge and skills that support their child's complex needs. Several Key Worker clients have been diagnosed with autism in the last year and our Key Workers have been dedicating time to helping families understand the system and services available to them, as their children's needs feel increasingly complex.

*"With a new diagnosis for our teen of autism, our Key Worker has been great with letting me know about new program options and helping to navigate them." - 2024/2025 BCCFA Client Experience Survey*

*"I've experienced great support for dealing with extremely difficult issues with my child." - 2024/2025 BCCFA Client Experience Survey*

*"In future I would love to see even more group activities, and it'd be great if there could be some life experience classes where they learn about cooking or money or something." - 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
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	100% (4/4)	78% (7/9)	71% (5/7)
	I have gained knowledge and/or skills in supporting my child with complex needs.			100% (4/4)	78% (7/9)	67% (4/6)
	We were able to network and meet other families through participating in the program			75% (3/4)	56% (5/9)	50% (3/6)
	My child/youth's behaviour indicates they have learned adaptive skills and strategies			50% (2/4)	56% (5/9)	67% (4/6)

## EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – PERSONS SERVED

**Analysis:** Although the response rate to the survey was lower than the previous years, we have seen a noticeable and consistent increase in families responding to the survey who report having a clear understanding of the supports and services available from the BCCFA and feeling satisfied with the quality of the services they have received – 56% and 44% increases, respectively. This could be related to the additional staffing to the program and the ability to offer more group opportunities for the youth.

*“Everyone is really kind and helpful.” – 2024/2025 BCCFA Client Experience Survey*

*“Our Key Worker is just so helpful and great to talk to. The horseback riding was a huge success!!!” – 2024/2025 BCCFA Client Experience Survey*

*“Our Key Worker has a great bond with our teen.” – 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	95%	All clients	100% (4/4)	78% (7/9)	71% (5/7)
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%		100% (4/4)	44% (4/9)	71% (5/7)
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	100%		100% (4/4)	78% (7/9)	58% (4/7)
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% (4/4)	100% (9/9)	100% (7/7)
Each BCCFA program provides exceptional quality of service	We are satisfied with the quality of services we've received from the BCCFA	90%		100% (4/4)	56% (5/9)	58% (4/7)

## 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 continued to meet throughout the year, holding virtual meetings in May, October, and February. These community partners offer their input on program activities during advisory committee meetings. This year the Key Worker program sent out a community partner survey to a small pool of partners to solicit further feedback, but the response rate was too low to interpret. In the coming fiscal year we will continue to request community input through the advisory committee survey.

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.	Increase direct service hours by minimum 50% <ul style="list-style-type: none"> <li>– ensure all direct service work is being captured in daily stat collection</li> <li>– provide at least 1 additional group offering</li> <li>– provide at least 5 additional community presentations</li> <li>– meet with all 3 local FASD assessment centres to remind them of Key Worker services</li> <li>– promote services in Burnaby Interagency News 10 times</li> </ul>
Growing our impact and influence: Deepen and expand services to address unmet needs	To improve <i>efficiency</i> , the Key Worker program will review eligibility criteria to ensure all eligible clients are able to receive service.	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.

## 2025-2026 PERFORMANCE IMPROVEMENT PLAN

BCCFA Strategic Priorities	Initiatives	Targets
Growing our impact and influence: Deepen and expand services to address unmet needs	To improve <i>efficiency</i> , the Key Worker program will review eligibility criteria to ensure all eligible clients are able to receive service.	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.
Growing our impact and influence: Strengthen Collaboration and Partnerships	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).	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.
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.	Key Worker staff participated in several levels of Play Therapy training in 2024/2025. Plan for 2025/2026 is to implement pilot within the program. 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. <ul style="list-style-type: none"> <li>– Identify 4 families to pilot program in summer 2025</li> <li>– Offer 6 sessions of play therapy in fall 2025</li> <li>– Evaluate and determine plan to expand</li> </ul>