



Family Counselling Support Services Program

OUTCOMES MANAGEMENT REPORT
2025-2026

The Family Counselling Support Services Program was funded by the Ministry of Children and Family Development in the 2025/2026 fiscal year.

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PROGRAM DESCRIPTION

Program Overview:

The Family Counsellor Support Services program is provided for families receiving Child and Youth with Special Needs (CYSN) services from the Burnaby/New Westminster office or the Tri-Cities/Maple Ridge office. While the referral is based on the child, service recipients can be for couples, family units, siblings, and children/youth that have extra challenges.

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

2025/2026 Program Highlights:

- 43 families received service during the year, exceeding target of 30 families despite 6 month leave by program staff
- Completion of Grief and Loss Training for Professionals through the Living Through Loss Society
- Initiated consultation with external expert Dr. Rae Morris to enhance program quality and outcomes

PROGRAM UTILIZATION

Program Utilization Data	2025-2026	2024-2025	2023-2024
Clients Served	43	42	41
Eligible New Referrals	14	30	21
<i>Clients carried over from previous fiscal year</i>	29	21	19
Referrals Received	14	31	27
Ineligible Referrals	0	1	1
Clients Discharged	13	19	22

Table 1: Program Utilization Data Table

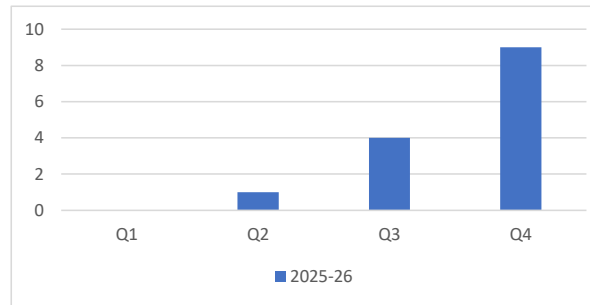


Figure 1: Referrals Per Quarter

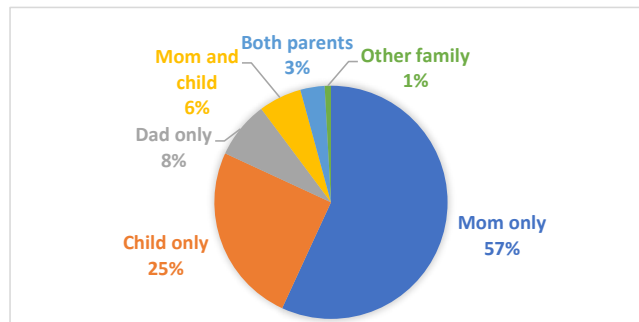


Figure 2: Direct Time Per Family Member

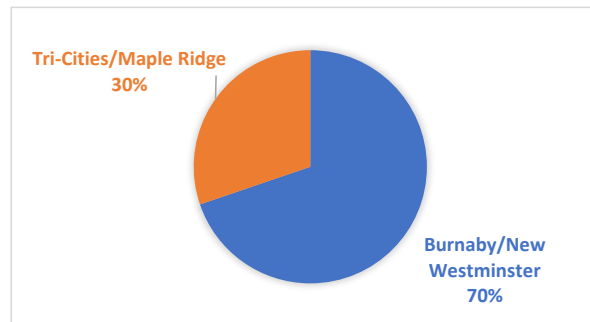


Figure 3: CYSN Office Referral Source

Analysis of Program Utilization

- The family counsellor was away for a 6 month leave spanning Q1 and Q2 of this fiscal year. We paused referrals during this time period and referrals increased significantly over the second half of the year.
- Despite this leave, 43 families received partial service during the 2025-26 FY
- Counselling interactions were primarily with mothers – 57% of all counselling interactions were with moms alone, 6% with mom and child, and 3% with both parents.

DEMOGRAPHICS

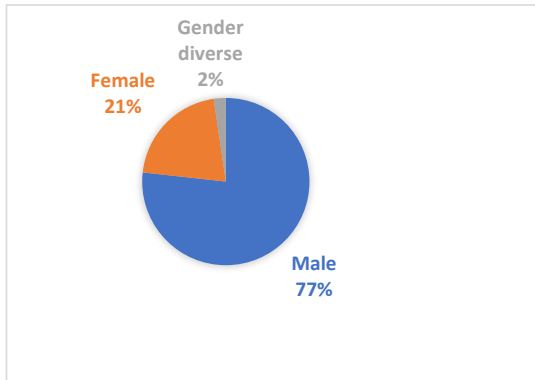


Figure 4: Client gender identity

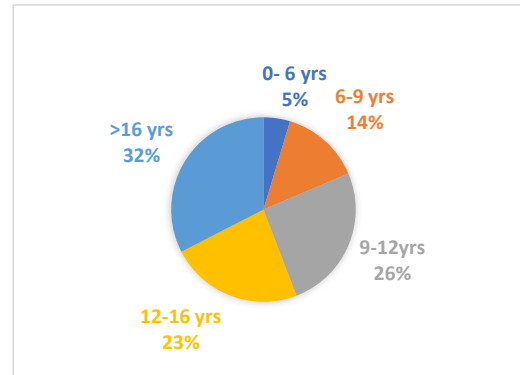


Figure 5: Age

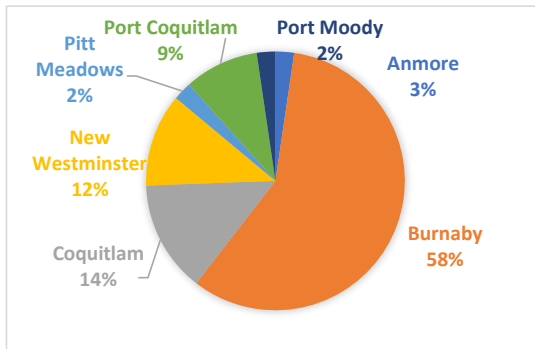


Figure 6: Client Home City

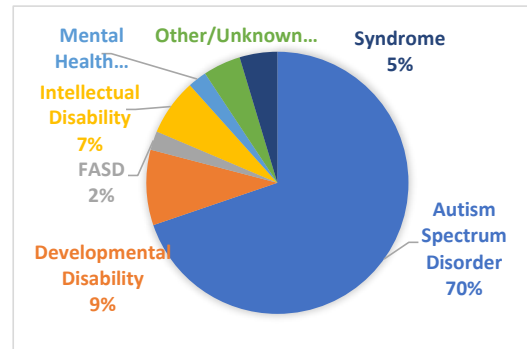


Figure 7: Diagnosis

Analysis of Demographic Information

Demographic information reported is for the child referred by CYSN, although services are provided for family members as well. There has been no significant change in participant demographics within the Family Counselling Program compared to the previous year.

- Youth aged 12–19 continue to represent the majority of referrals.
- Male-identifying youth make up the largest proportion of clients.
- Autism remains the most common diagnosis among clients.

STATUS REPORT 2025-2026 PERFORMANCE PLAN

Area for Improvement	Action Plan	Results
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. Delivering Exceptional and High-Quality Services – Create a responsive service model through evidence and engagement	Goal: All families receive a discharge summary with potential supports and resources in the community. 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.”	We did not end up measuring this statement in our 2025/26 parent survey. Very few participants were discharged during this time period due to the family counsellor being on leave for the first half of the year. Most participants started service mid-year and are just finishing their service period now. We are adapting this goal and will be measuring family statements related to their personal counselling goals instead of these more generic program outcome statements.
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. Delivering Exceptional and High-Quality Services – Optimize services for improved accessibility and effectiveness	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. 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.	We are pleased to see that families feel that once they are picked up for service from BCCFA they are able to access counselling services quickly. Our measurement of referral to intake is skewed this year due to counsellor leave, so families were on the waitlist for longer than typical during this time (with the awareness that they would be contacted by the counsellor at a specific time).

2025-2026 PROGRAM OUTCOMES

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	We were able to access service quickly after first hearing from the counsellor	90%		100%		
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%	100%
Parents are able to book appointments at times that work for their schedules	We were able to book appointments with the Family Counsellor at times that were convenient for us	90%		100%		
Parents are able to access services in the language of their preference	We were able to receive services in our preferred language	100%		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	100%		100%	100%	100%

Analysis: In previous years, the program asked clients to rate the statement, “It was quick and easy to access services.” This year, the statement was revised to “We were able to access service quickly after first hearing from the counsellor,” as this measure is more specific and within the program’s ability to monitor and influence. With this change, the results increased from 69% of families indicating that services were provided in a timely and convenient manner to 100% agreeing that services were timely and convenient. We also added a new measure of whether clients were able to book counselling appointments at times that were convenient for them and 100% of respondents agreed or strongly agreed with that statement.

2025-2026 PROGRAM OUTCOMES

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

Objective/Outcome	Performance Indicator 2024-2025	Target	Measure Applied To	Achieved Outcome		
				2025-2026	2024-2025	2023-2024
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	326.75	645	778

Analysis:

Program data indicates that counsellors averaged 54.4 direct service hours per month during active working periods, suggesting that without the 6 month leave in the family counselling role the program is on track to meet direct service hour targets outlined in the FCSS contract. While the Family Counsellor was on leave, family counselling clients – past, current, and those on the waitlist – were offered opportunities to participate in a 6 week Acceptance and Commitment Therapy (ACT) for Caregivers group at BCCFA. The purpose of Acceptance and Commitment Therapy/Training (ACT) for Caregivers, as developed by CAMH, is to support the mental health and well-being of family caregivers. This modality is developed specifically for those caring for individuals with neurodevelopmental or complex needs, by helping them better cope with stress and emotional challenges. Unfortunately, families from FCSS were either unavailable or not interested in joining the group sessions this year.

“He was able to inspire positive change in my son that I had been hoping to see for many years. Since beginning the sessions, I have seen my son become more open in communication, more willing to take responsibility in his life, and make a genuine effort to improve his relationship with his younger brother.” – Response to 2025/26 BCCFA Client Experience Survey

2025-2026 PROGRAM OUTCOMES

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
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	87.5%	92%	100%
Parents and youth participants in the Family Counsellor Program	The Family Counsellor Program has contributed to increased knowledge and/or skills in supporting my child with complex needs	90%	Caregiver Clients	87.5%		
	The Family Counsellor Program has contributed to my child/youth learning adaptive skills and strategies	90%	Youth Clients	75%		

Analysis: This year, parents were surveyed using revised questions to better differentiate between their perceptions of their own knowledge and skill development through counselling and their child's skill development. Although the sample size is small, this shift provides more specific insight into the distinct impacts of the program on both caregivers and youth. Initial findings suggest the value of continuing to refine outcome measurement to capture these perspectives more clearly. To strengthen data quality in 2026–2027, the program plans to survey all families at the time of discharge and introduce a youth-specific feedback mechanism, such as a dedicated survey link or alternative approach to better understand youth experiences. In addition, the program will incorporate more explicit goal setting and ongoing review within sessions to support families in identifying meaningful objectives and tracking their progress over time.

"It has helped my child greatly. My child speaks to the counsellor when my child won't speak to anyone else." – Response to 2025/26 BCCFA Client Experience Survey

2025-2026 PROGRAM OUTCOMES

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	100%	All clients	87.5%	83%	100%
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%		87.5%	67%	100%
BCCFA programs make a positive difference in clients' lives	Services from the BCCFA have made a positive difference in our lives	90%		87.5%	92%	100%
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%	100%	100%
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%		87.5%	92%	100%
Families report feeling a sense of belonging with BCCFA	We feel a sense of belonging at the BC Centre for Ability	100%		100%		

Analysis: Overall, respondents felt positively about their experience with the Family Counsellor Program. One person consistently did not agree with statements and provided context in the written comments. This parent appears to have had expectations of the program that are different than the counselling reality (ie. provision of specific tools only and less participation in self-reflection). Although this response was an outlier in our survey, we have taken this feedback into consideration and will develop a Performance Improvement Plan goal related to setting clear expectations together about what can be expected from the counselling experience.

Commented [EG1]: Last year: 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." -2025/2026 BCCFA Client Experience Survey

2025-2026 PROGRAM OUTCOMES

EXPERIENCE OF SERVICES RECEIVED AND OTHER FEEDBACK – COMMUNITY PARTNER STAKEHOLDERS

Analysis: We did not survey community partner stakeholders this year due to low participation in previous years. The Family Counsellor program gathers informal feedback through the year via quarterly meetings with CYSN partner liaisons, and the counsellor is in regular contact with all referring community social workers.

2026-2027 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 actively participate in setting goals with the Family Counsellor and regularly have opportunities to review these goals during sessions and at discharge.	By Q2, all clients will be provided a standardized orientation (verbal + written) at intake outlining: • Scope of counselling • Roles (family vs. counsellor) • Expected level of participation Beginning in Q2 each client experience will include formalized review points: • Early service check-in (e.g., 2–3 sessions in) • Mid-point review • Discharge summary discussion • Ensure discharge includes reflection on goal achievement and next steps.
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> , improve survey and data collection methods for the program.	In 2025/26 we will: • Implement a discharge survey at time of discharge, aiming for 50% completion rate • Create a youth-specific survey to gather input from youth participants, aiming for all youth to be offered an opportunity to program feedback during the year. • Create a QR code for both surveys to be posted in the clinical space.

2025-2026 PROGRAM OUTCOMES

Delivering Exceptional and High-Quality Services – Optimize services for improved accessibility and effectiveness	To improve <i>results achieved for persons served (effectiveness)</i> , increase skills in relevant counselling modalities.	The Family Counsellor will complete Couples Therapy training through the Gottman Institute to better support couples in counselling sessions, as 10% of direct time is spent with couples or pairs of family members.
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