Canadian Mental Health Association
British Columbia
Mental health for all

Confident Parents
Thriving Kids
Behaviour Program
Annual Report 2025–2026





CMHA BC thanks the Ministry of Health for funding the Confident Parents: Thriving Kids program.

CMHA BC – Vancouver is located on the traditional, unceded lands of the **xʷməθkʷəy̓əm** (Musqueam), **Skxwxú7mesh** (Squamish) and **səl̓ilwətaʔɬ** (Tsleil-Waututh) Nations.

CMHA BC – Victoria is located on the traditional, unceded lands of the Lekwungen (Songhees) and **Xʷsepsəm** (Esquimalt) Nations.

We hear and understand that Indigenous People, who have lived on these lands since time immemorial, have experienced and continue to experience trauma related to ongoing colonialism. We must all do what we can to decolonize by examining and enacting ways that our workplace culture, policies and practices can be made safe and equitable for Indigenous People. Learn how we can all take action by reading the Truth and Reconciliation Commission's Calls to Action. Read more about CMHA's commitment to reconciliation

BRITISH COLUMBIA

CONTENTS

Overview 3
How is the Program Delivered? 3
A Closer Look at the Behavioural Program Stream 4
A Brief History of GenerationPMTO 5
Outline of Interventions—Behavioural Program 6
Some of the Materials Sent to Program Participants 8
Behaviour Program Referral Statistics 9
Behaviour Program Outcomes 11
Program Highlights 13
Caregivers Share What They Enjoyed Most About the Program 14
About Mental Illness in Children and Youth 16



"After completing this course, I feel more confident in being able to handle different situations that arise and be able to help promote a better environment for my children."
— program participant

OVERVIEW

The Canadian Mental Health Association (CMHA) is a national charity that helps maintain and improve mental health for all Canadians. As the nation-wide leader and champion for mental health, CMHA promotes the mental health of all, and supports the resilience and recovery of people experiencing mental illness. In BC, mental health, substance use and addictive behaviour are within the scope of the organization. CMHA's BC Division provides mental health promotion and mental illness recovery-focused programs and services for people of all ages and their families.

Among these offerings, CMHA BC delivers Confident Parents: Thriving Kids, a family-focused phone-based coaching service effective in reducing mild to moderate behavioural and anxiety problems and promoting healthy development among children.

Since 2015, Confident Parents: Thriving Kids has been helping to empower parents and caregivers whose children aged 3–12 experience mild to moderate behavioural challenges. On March 28, 2019, CMHA BC officially launched a second program stream to help parents and caregivers with children experiencing anxiety challenges. Both the Anxiety and Behavioural streams of Confident Parents: Thriving Kids are telephone-based programs where trained coaches support parents in learning skills that will empower them as the primary change agent for their child.

"I appreciated the opportunity to take this program—thank you. My partner and I learned so much in each session, and how the information was shared made it easy to initiate the different techniques, and our child's behaviour changed in a positive manner." — program participant

In July 2022, the Big Worries Strong Spirit Program was launched. Building off the evidence-base and success of the Confident Parents, Thriving Kids – Anxiety program, the program was built to be inclusive and representative for Indigenous families who identify as BC First Nations, Métis, and Inuit, whose children aged 3–12 years are struggling with the experience of big worries, also known as anxiety.

Through coaching support, guidance and learning materials, the program motivates parents and caregivers to develop and practice new skills and techniques as they move step by step through the program stream most suited to their family's needs. The program is offered at no cost to BC families, and coaches are available to speak with parents in a series of regularly scheduled coaching sessions during day, evening, and weekend hours to meet each family's needs.



This unique early intervention program is proven to promote healthy child development and reduce moderate behaviour or anxiety problems. Available across BC, it improves access and meets an important service delivery need within the broader context of child and youth mental health.

HOW IS THE PROGRAM DELIVERED?

Confident Parents: Thriving Kids is delivered free of charge to parents and/or caregivers via telephone in the privacy of their own homes with day, as well as some evening and weekend hours, available to accommodate the needs of busy families. Telephone delivery of the program enables caregivers to participate from anywhere in BC.

Trained coaches help parents and caregivers develop and practice effective skills. Coaches help keep participants motivated, answer questions, and support their step by step progress through the provided materials. Coaches do not provide counselling or work directly with the child, but work to empower parents to become the primary change agent for their child.

A CLOSER LOOK AT THE BEHAVIOURAL PROGRAM STREAM

Confident Parents: Thriving Kids–Behaviour provides preventive and early interventions for families of youngsters aged 3–12 with mild to moderate behavioural problems and teaches techniques to better set healthy limits, problem solve, and encourage pro-social behaviour. These skills help parents support their children to manage challenges such as uncooperative or disruptive behaviour, not completing tasks, aggression, or defiance.

Anti-social behaviours can develop through negative reinforcement from parents and peer groups. The Confident Parents program is aimed at helping parents develop positive parenting practices to curb negative behaviour patterns, as opposed to coercive parenting practices, which can exacerbate difficulties.

The Confident Parents: Thriving Kids–Behaviour program is grounded in the Parent Management Training—Oregon Model. The program is comprised of five dimensions:

1. Encouragement of positive behaviour
2. Systematic, mild consequences for negative behaviour
3. Monitoring of children's activities, peers, etc.
4. Problem-solving to prevent problems and address day-to-day family living issues
5. Positive involvement in children's interests, activities, and social development

Supporting components of this model include giving good directions, observing and recording behaviour, identifying and regulating emotions, fostering communication through cooperation, and promoting school success. The program teaches parents key positive parenting practices.

Parents are provided with an accompanying manual and supporting materials including a video, reward tokens, and an incentive chart, which they work through with their coach. The intervention is designed to work incrementally, assisting parents in developing and practicing each skill before learning new strategies. To this end, parents are assigned home practice assignments after each session to increase their competency in each skill.



"A very useful program. Especially with accountability on both ends. I just wished I didn't have to wait so long to benefit from this. I would say that every parent could benefit with younger children. In terms of building better guidance and structure with kids."

A BRIEF HISTORY OF GenerationPMTO

The Oregon Social Learning Center (OSLC) has been developing and testing theory-based interventions since the 1970s. The goal has been to treat, reverse or prevent conduct problems in both children and youth. As their research of the Parent Management Training Oregon (PMTO) model gained international respect, OSLC established a network of affiliated organizations to enable other service providers and governments to implement the model.

In 1999, the Norwegian government approached OSLC with a request to develop the first nationwide implementation. OSLC deployed staff to train a set of specialists in Norway with the goal of establishing an empirically supported treatment program to serve families in every municipality through the nation. Both the national child welfare and child mental health systems were involved in this massive undertaking. In 2001, they founded Implementation Sciences International Incorporated (ISII), a non-profit corporation, to spearhead this initiative. ISII's goal is to provide professional training in the GenerationPMTO model and associated methods. Since then, ISII has trained mental health professionals worldwide in a number of implementations across the globe, including Iceland, the Netherlands, Uganda and Denmark, as well as a number of state-wide implementations such as Michigan and Kansas, as well as community system implementations in New York City, Minnesota, and Utah. Further, their work has served in the development of a prevention program for parents in Mexico City. Beyond the original scope of the program, pilot projects have also tested service provision for parents who have lost custody of their children for maltreatment, mothers in shelters because of domestic violence or homelessness, as well as adaptations for immigrant parents.

The GenerationPMTO model is unique in that it provides full community transfer from the purveyor (ISII) to the community site. This offers the community site opportunities to scale the program at a system-wide level without cumbersome licensing fees or cost structures. The approach includes thorough training of a progenitor generation of practitioners and then selecting key leaders from this group in order to begin establishing an infrastructure for long-term program growth. This approach has a robust evidence base to back its efficacy. Looking at the Norwegian implementation, ISII originally trained and certified 29 therapists. Research was conducted ten years after their certification and demonstrated that 92% were still certified and practicing GenerationPMTO. Further, more than 400 certified GenerationPMTO therapists had been trained independently of ISII and were actively providing the program for parents (Forgatch & DeGarmo, 2011).[1]

1. http://www.isii.net/2015SITEFILES/history.html

GenerationPMTO
Steps to successful parenting

"For anyone who is experiencing challenges with parenting, this [program] is an absolute life changer! The sessions are informative and the work you put in makes such a difference. I feel so much more confident in my parenting. I am more patient and calm during challenging times, and I love how easy the tools are to apply. I could go on and on gushing about this program"

— program participant

OUTLINE OF INTERVENTIONS—BEHAVIOURAL PROGRAM

Brief Offering

This brief offering is designed for parents with children exhibiting mild presenting behaviours and who have the ability to quickly grasp and apply new concepts, as indicated by their family impact and functioning scores in the intake interview. The brief intervention covers the five core parenting practices, and provides parents with role-play support and home practice assignments.

Enhanced Brief Offering

For parents who have completed the brief intervention and have still not seen a significant improvement in their child's behaviour or are experiencing specific problem areas, they are eligible to participate in one of three enhancement modules designed to supplement the content learned in the brief intervention. Enhancement modules include school success, dealing with siblings, and emotional regulation. Parents will continue with the same coach after the brief intervention and move into the enhancement module that is most relevant to their context.

Full Offering

The full intervention is designed for parents with children exhibiting more moderate presenting behaviours or who self-report significant concerns in terms of family impact and functioning. These parents require a more robust offering to address the comprehensive nature of the issues they are experiencing. The full intervention also covers the five core parenting practices, but delves into greater depth in each one, and allows for more time for the parent to develop competency in learning and applying the skills. Further, the supplementary content from each of the enhancement modules is also covered.

10 weeks	6 weeks	Brief Intervention for mild symptoms (6–week)	**Session 1:** Strengthening Your Family **Session 2:** Encouraging Cooperation with Directions **Session 3:** Encouraging Cooperation with Tokens **Session 4:** Setting Limits with Time Out **Session 5:** Encouraging Cooperation with Incentive Charts
	4 weeks	Enhancement Modules (4–weeks following brief intervention if required)	**Session 6:** What Matters Most **Module 1:** Strengthening Emotional Connections **or** **Module 2:** Promoting School Success **or** **Module 3:** Siblings
14 weeks		Full Intervention for moderate symptoms (14–week)	**Session 1:** Strengthening Your Family **Session 2:** Encouraging Cooperation with Directions **Session 3:** Encouraging Cooperation with Tokens **Session 4:** Recognizing and Regulating Emotions **Session 5:** Active Listening **Session 6:** Encouraging Cooperation with Incentive Charts **Session 7:** Setting Limits: Introduction to Time Out **Session 8:** Following Through with Time Out **Session 9:** Teaching Through Encouragement and Discipline **Session 10:** Problem Solving and Managing Conflict **Session 11:** Monitoring Children's Activities **Session 12:** Promoting School Success **Session 13:** Building Skills **Session 14:** Balancing Love, Work, and Play

Group Delivery Offering—Parenting Through Change (PTC™)

For families currently on the waitlist for the Brief Offering, the group delivery option is offered to families as an alternative intervention modality. This provides an opportunity for families to reduce their waiting time for service and engage in intervention with peers as an additional means of support and sense of community. Group delivery covers the core parenting practices and tools as in the brief offering and provides parents with home practice assignments. Up to 14 families participate in each group facilitated by two co-leaders for eight sessions as well as two booster sessions as additional opt-ins. Program workbooks and materials are similar to those in the brief offering.

8 weeks	Group delivery	**Session 1:** Working Through Change **Session 2:** Encouraging Cooperation **Session 3:** Teaching Positive Behaviour **Session 4:** Observing and Regulating Emotions **Session 5:** Setting Limits **Session 6:** Following Through **Session 7:** Encouraging Routines: Incentive Charts **Session 8:** Putting it All Together
	Boosters	**Problem Solving** **Promoting School Success**

"Before we took this program, we had tried to remove my [child]'s privileges due to his misbehaviour, and this action would turn into tantrum or more conflicts. Now, we have learnt to prepare for time out and then prepare for privilege loss only for a certain period of time. Surprisingly, it is easier for my [child] to cooperate now"



SOME OF THE MATERIALS SENT TO PROGRAM PARTICIPANTS

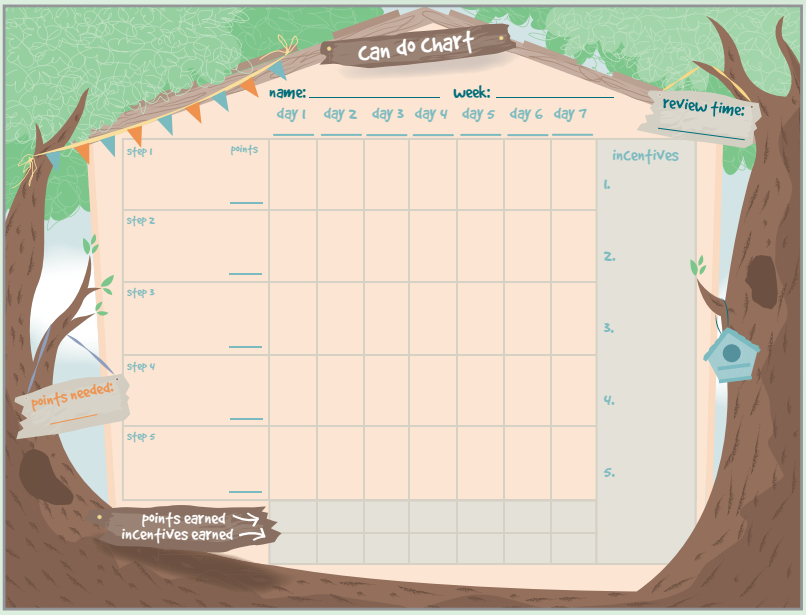




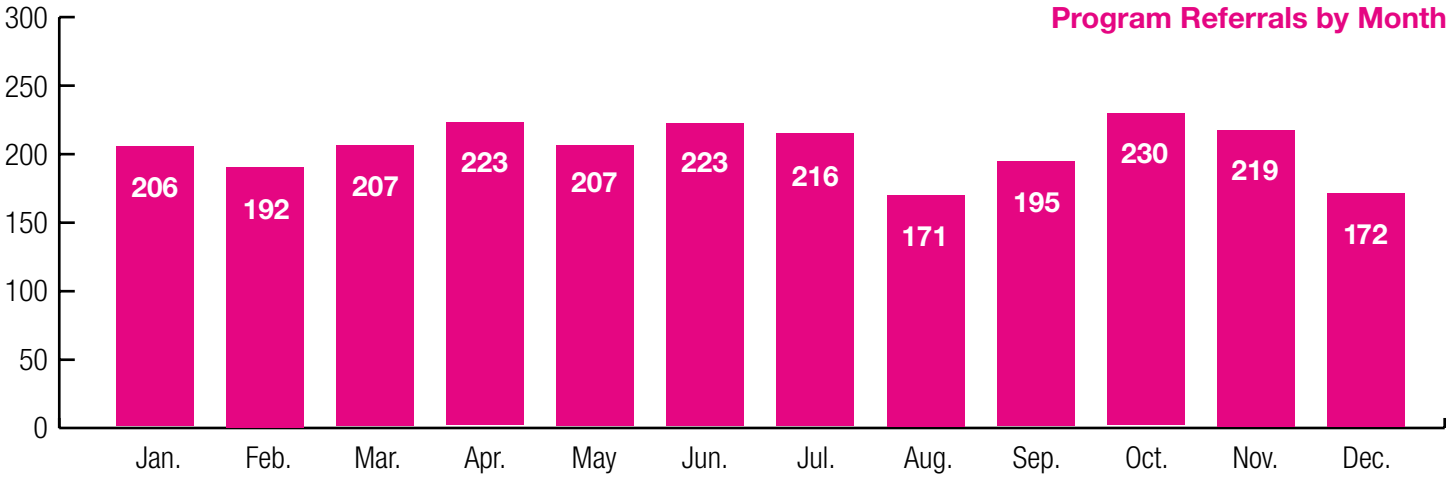


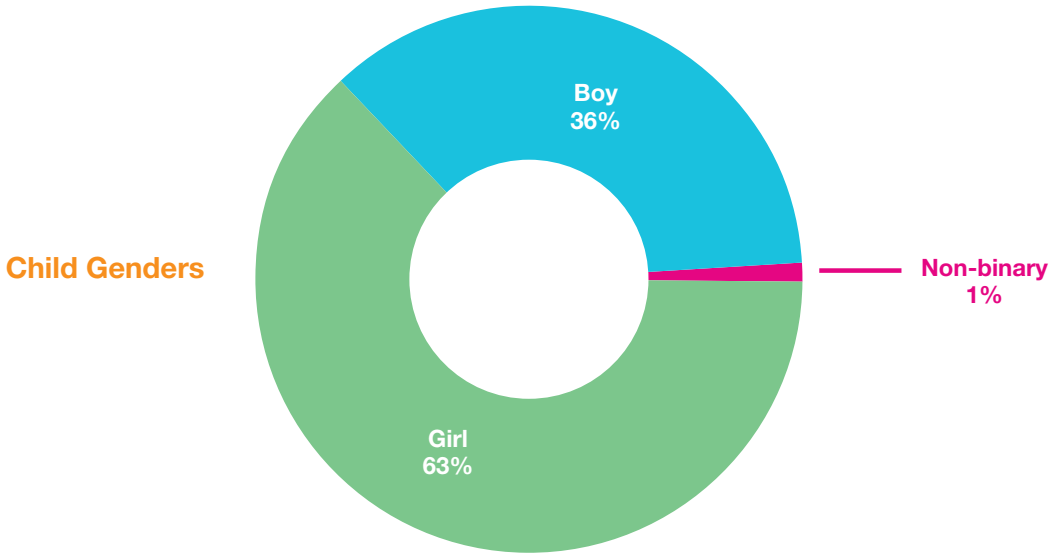






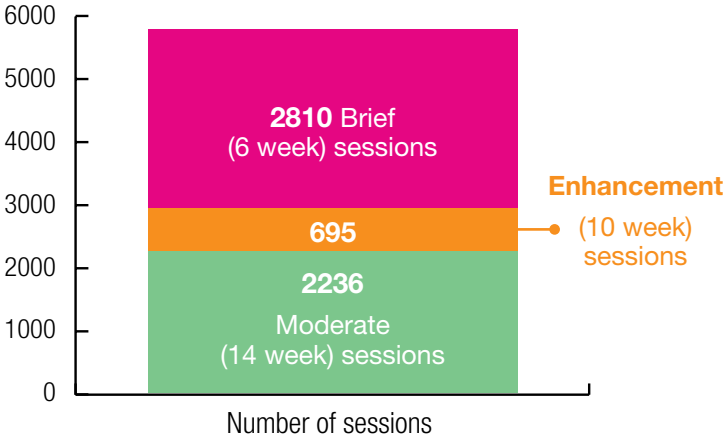
BEHAVIOUR PROGRAM REFERRAL STATISTICS





5741 The number of **coaching sessions delivered**

833 The number of **families served**

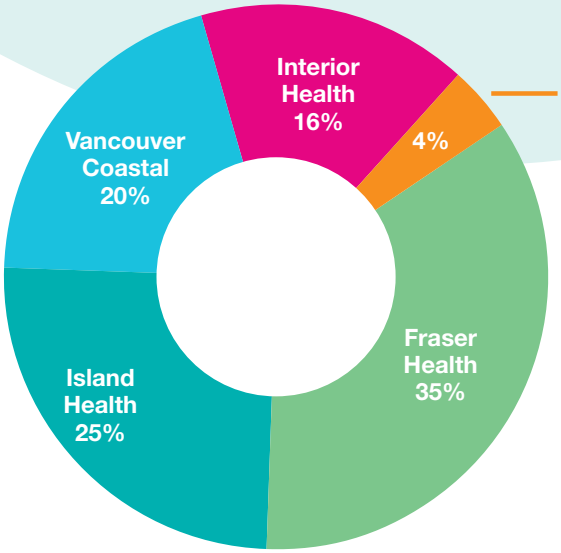


1564 The number of BCFPI **intake assessments completed**

12 to 16 months **Wait times** are measured from the time the intake assessment is completed and the start of coaching and are dependent on family and coach availability.



Referrals by health region



Referrals have come from 164 towns, cities, and communities across BC.

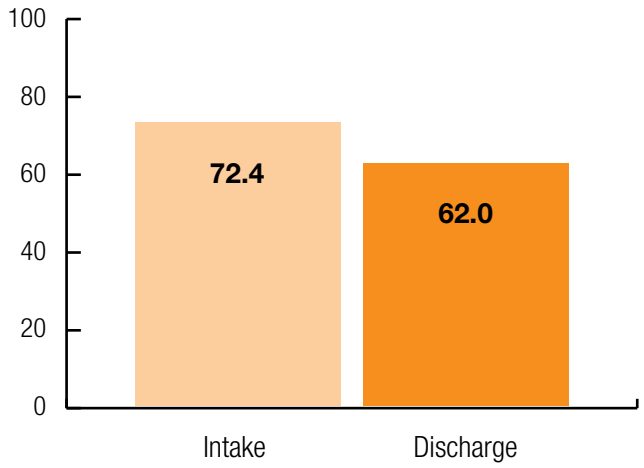
The Cities with the highest number of referrals from each Health Authority Across BC:

- **Victoria** – Vancouver Island region
- **Vancouver** – Vancouver Coastal region
- **Surrey** – Fraser
- **Kelowna** – Interior
- **Prince George** – Northern

BEHAVIOUR PROGRAM OUTCOMES

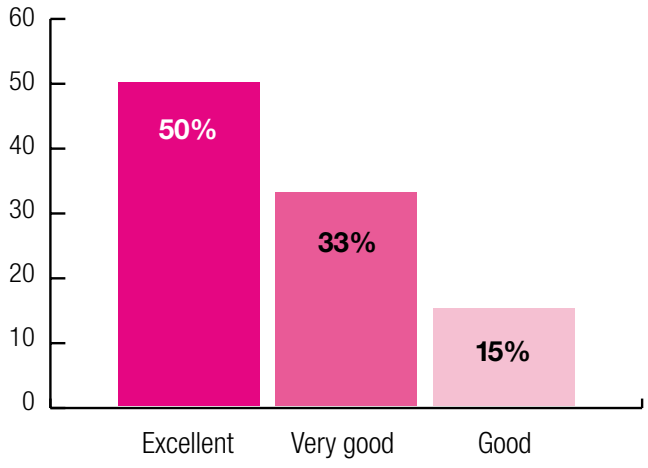
679 families completed the program, with 621 completing the Brief Child and Family Phone Interview (BCFPI)

Pre- and Post-program Measurements



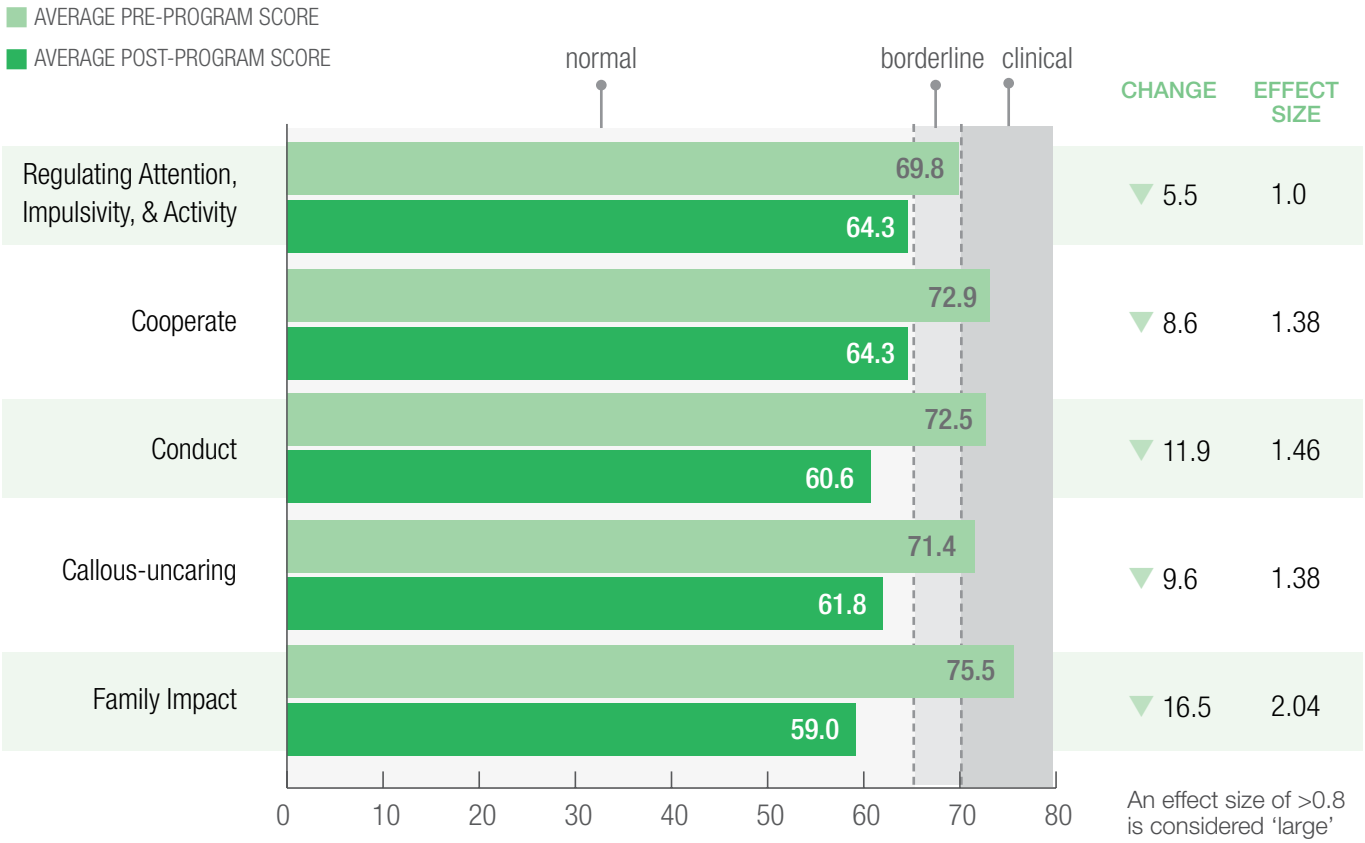
On average, parents indicated that there was a significant decrease in externalizing behaviours after completing the Confident Parents: Thriving Kids Behaviour program.

Parent Satisfaction in Overall Quality of the Program



98% of families who completed the program rated the overall quality of the service as excellent, very good, or good.

Changes in Behavioural Symptoms and Family Impact

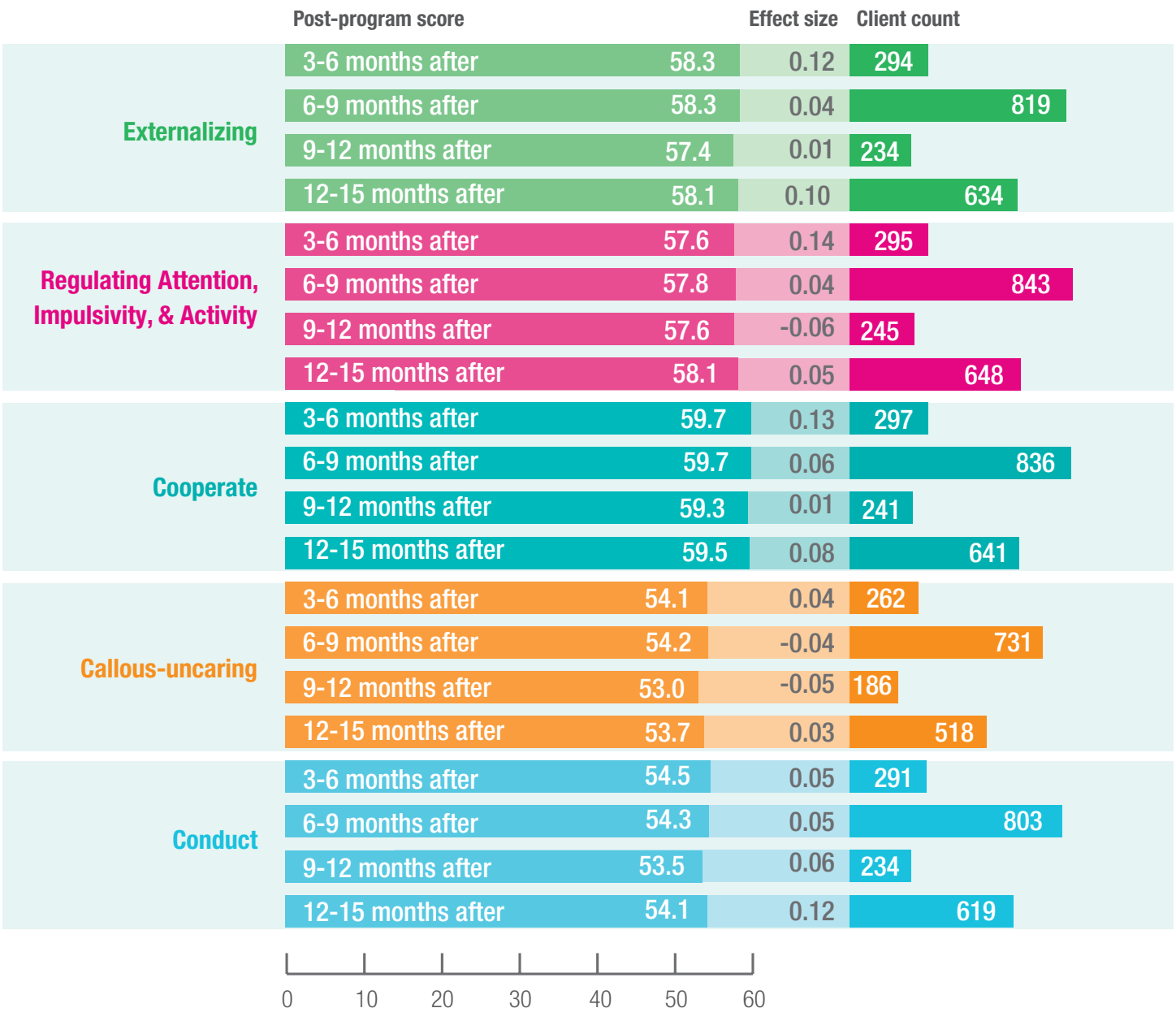


The results indicate a strong effect in decreasing the behavioural challenges that parents are identifying in their children. The outcomes show a positive result for targeting behavioural symptoms but also for all other measures of child and youth mental health, functioning, and family well-being.

Sustained Impact

The program continues to sustain positive outcomes for families from 3 to 15 months after completing the program. Although there is limited data, we will continue to monitor this impact as we receive information.

Around 40% of families consented to providing follow-up data for up to 15 months after program completion. **For these families, symptom severity for all areas measured continued in the non-clinical range (scores below 65)** 15 months after completing the program.



This follow-up data shows positive program outcomes for families are sustained well after completing the program. It suggests families continue to use the skills gained through the program over time, supporting long-term maintenance of positive behavioural outcomes.

PROGRAM HIGHLIGHTS

- During this fiscal period, over 5741 coaching sessions have been delivered to families by the Confident Parents: Thriving Kids – Behaviour team.
- Our organization takes pride in maintaining a high standard of professionalism and excellence in our parent support coaching services. As part of our commitment to ongoing development and quality assurance, our parent support coaches have all successfully achieved certification and/or recertification this year either in individual or group delivery.
- We have added 3 new coaches to the team and have started training in April 2026 in the GenerationPMTO evidence-based intervention program. They will gradually start to work with families in May 2026 as they continue to train and grow in the program.
- This year, we have conducted a total of ~120 Parenting Through Change© group delivery sessions where ~190 families participated and reduced the wait times for many of those families currently on our waitlist to 5 months. The group delivery format continues to assist in the reduction of wait times for families. Results indicate a high level of engagement and participation within the group delivery model, as well as improved parental sense of efficacy in managing their children's challenging behaviors.
- In our unwavering commitment to delivering exceptional service, our fidelity rater team is undergoing their annual recertification, guaranteeing that our entire team consistently delivers superior and evidence-based service to the diverse needs of the families.
- Along with our fidelity team, our reflective coaching team has been training new reflective coaches and we have certified one new member in January 2026.
- We strive to implement continued quality improvement initiatives to support sustainable processes to better serve families. In the summer of 2025, our supervisors and leaders reviewed and updated the standards of practice (SOP) dedicated to ensuring integrity and consistency in our work, providing a responsive and safe service through the program. The updated SOP was rolled out to the entire team.
- To further develop and ensure our privacy and security commitments to all stakeholders, the client management system migrated to a new cloud-based system through Telus Health, a platform being used in other early intervention programs offered throughout CMHA-BC. Training of the team members began in early March 2025 and this has been a successful transition.
- We continue to participate in opportunities to share and inform our community stakeholders on the nature and process of accessing program services as needed. A presentation to St. Michael's Elementary School in Burnaby, BC was conducted in June 2026 to the school parent community around our program, its access and information on some of the tools used in the program.
- We are participating in research collaborations with SFU and UBC. A UBC PhD student affiliated with this research team was successful in receiving a CIHR Health System Impact Program fellowship. CMHA is the host organization, and the student will focus on supporting research work for programs across CMHA.



"I learned a lot from this program... I am so glad I am in this program and get support and start to learn useful techniques. I also like the small group so that I know I am not alone. We share ideas and we support each other."
– Group Participant

CAREGIVERS SHARE WHAT THEY ENJOYED MOST ABOUT THE PROGRAM

"After waiting for a year to start the program, I felt it was well worth the wait. The instruction was clear and thorough and easy to implement. The best part is that I saw instant results! And it has been a week since I completed the program and my child is still responding positively.

It seemed like common sense after the fact. But simple things that I could implement right away that actually worked. I'm so grateful and appreciative for the training this program provides to help me be a better parent and foster a more positive relationship with my child. Thank you!!"

"[The program] has resulted in positive changes to our children's behaviour through tools that at first, we were skeptical of, but after seeing how our children responded, we knew the research put into the program had paid off well. We have tools now to help our children grow to be balanced and positive additions to this world."

"I feel extremely lucky to have completed this program. It has been a game changer for our family. We started to see improvements from the moment we began implementing the strategies we learned. Our coach was knowledgeable and empathetic, covering all the content as well as providing a wealth of additional insights specifically geared towards our family's situation. I understand that parent training programs such as Confident Parents are the gold standard in managing ADHD, and from personal experience with our ADHD son, I can see why. The strategies taught in the program have had an extremely beneficial effect on our family."

"I had a really positive experience with this program. The coaches were excellent; professional, knowledgeable, and very engaging. The role-playing scenarios were one of the most helpful parts because they allowed me to clearly see how to apply the strategies with my own child in real-life situations. I also appreciated how the lessons were scaffolded, with each week building on the previous one so the skills felt manageable and easier to learn. The homework gave us practical strategies to practice with our kids during the week, which made the learning very real and applicable, not just theoretical. It also helped me reflect on my own parenting and recognize ways I could improve and respond more effectively. It was reassuring to hear other parents who were dealing with similar challenges. Overall, I found the program very practical, supportive, and valuable for our family. "



"[The program] was practical, helpful and has made a notable difference in how we communicate as a family."

"For anyone who is experiencing challenges with parenting, this [program] is an absolute life changer! The sessions are informative and the work you put in makes such a difference. I feel so much more confident in my parenting. I am more patient and calm during challenging times, and I love how easy the tools are to apply. I could go on and on gushing about this program"

"I thought the role-plays were effective because the facilitators had pretend conversations with our children that were realistic. They answered any tough questions with insightful answers. The goals and homework assigned to the group felt achievable and manageable. I thought the pace of the program was good."

"A kind and helpful weekly lesson in learning to communicate better, and set boundaries with my child. Improvement was noticed when lessons were applied! My coach was wonderful and helped break down concepts into manageable tasks. Would recommend for parents!"

To hear more about the program watch the video at **confidentparents.ca**



I can remember back before this program and just how lost we felt, how hopeless we felt about the future...

I don't think I can thank this program enough for what its done for my son, for my family. Things are completely different... unbelievably different. There is calm in the house... I feel we as a family have really come together and we bond so much more now."

– Nick, program participant

ABOUT MENTAL ILLNESS IN CHILDREN AND YOUTH

- **Many mental illnesses—between 50% and about 70%—show up before the age of 18**
- About **6% of kids experience an anxiety** disorder at some point
- Attention-deficit/hyperactivity disorder (ADHD) affects close to 5% of BC children at any given time
- Conduct disorder affects about 3% of BC children
- About 3.5% of young people in BC experience depression
- **Only one in four kids and teens in Canada who need mental health treatment get it**



Canadian Mental Health Association
British Columbia
Mental health for all

Our Vision: A Canada where mental health is a universal human right.

Founded in 1918, CMHA is a national charity that helps maintain and improve mental health for all Canadians.

Through our federated partners of over 100 local, provincial and national locations across Canada, CMHA provides a wide range of innovative services and supports tailored to and in partnership with our communities while pushing for system and policy change at the provincial and national level.

Confident Parents Thriving Kids

Mail: c/o 905-1130 W. Pender Street, Vancouver, BC, V6E 4A4
Email – Behaviour Program: confidentparents@cmha.bc.ca
Email – Anxiety Program: cptk.anxiety@cmha.bc.ca
Email – Big Worries Strong Spirit: BigWorriesStrongSpirit@cmha.bc.ca
www.confidentparents.ca