



**ACT 2 Child and Family Services Society
2016 – 2017 Annual Report**



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Since 1980, a small group of committed volunteers have continued the mission/vision of the two founders, Vi Roden and Charmaine Atkinson. What started as support for women involved with the correctional system to move back into the community, is now today a highly-recognized Second Stage Transition Housing in Vancouver, specialized counselling for emotionally traumatized children in Maple Ridge and Tri-Cities, and parenting assessment and education for high risk families to retain or regain custody of their children in Surrey. Each year the agency continues to grow to meet the emotional and shelter needs of children, youth and adults.

President's Message – Deborah Best

Our clients are clients of the Ministry of Children and Family Development and BC Housing, as well as self-referrals. As partners, we are committed to collaborative, productive and positive working relationships. Together, we support and influence our growing, dynamic and diverse communities. This year, through the support of MCFD, we expanded counselling teams in Maple Ridge and Tri-Cities to address long wait lists. We joined the BC Non-Profit Housing Association and continued active membership with Federation of Community Society Services and BC Society of Transition Houses. We refreshed our agency look by creating a new website and brochures with help of volunteer practicum students from BCIT. Thank you to our staff, management, volunteers, Board and partners, and all member of ACT 2; you are the foundation and strength of our agency, you are the driving force for change in our communities.

Maurice and Vi Roden Legacy Fund

Since it was founded in 1980, Vi Roden marshalled her considerable skills to establish ACT 2 Child and Family Services. The effort required to accomplish this – bringing politicians, social service agencies and the public together, creating a nonprofit society, securing the funds and community support that would allow the doors to open – is almost impossible to convey. ACT 2 continues to transform for the better lives of those who have experienced the effects of sexual abuse, violence, and emotional trauma. In honor of her and her husband's life-long commitment, the Legacy Fund was established in 2016. Donations to this fund are designated to provide enhanced support for all our programs.

“I like how respectful and thoughtful they (staff) were. They helped me realize how to be a better parent and how to respond to my child properly”



Program Highlights

Family Program – Surrey (MCFD Partner)

– Sheri Mills, Program Coordinator

The ACT 2 Family Program provides short term (14 weeks) assessment, intervention and education services to parents of children under the age of 6 years where the children have been abused or neglected or the parents have been identified as being “at risk” of abusing or neglecting their children – referred by the Ministry of Children and Family Development. Barriers include mental health issues, addiction, abuse, domestic violence, cognitive deficient, trauma and poverty-related issues.

- 40 families (49 adults and 54 children) participated
- 87% demonstrated progress towards individuals goals
- up to 95% clients surveyed report increased skills & knowledge regarding parenting

Safe Choice Transition House Program (BC Housing Partner)

– Leslie Lewis, Program Coordinator

The Safe Choice Program provides service-enhanced housing for up to ten women and their dependent children who have recently fled family violence. Since 1985 this program has been located in Vancouver and funded by BC Housing. Most applicants apply from first-stage transition houses; however, we do take referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, or Stopping the Violence counsellors or self-referral. The stay is for up to 12 months while the women develop and follow through on a plan of their long-term independent living, free of family violence.

Trends – increase in transgendered referrals and single women. Lack of legal aid is an ongoing challenge.

- 78 women and 92 children were referred
- 17 women and 18 children were accommodated
- 100% occupancy all year
- 100% client success in maintaining housing and staying free of family violence
- Success in one woman regaining custody of her children
- Provided 291 hours of outreach support and 595 crisis call/visits from non-residents

“When I came into the program I felt very alone as I had no friends or family in Canada. The program helped me become more confident and self-assured. I no longer live in fear of violence. I feel like I have a new life, my life?”

“For the first time in my life, me and my child have felt safe in our own home.”



Homeless Prevention Program (BC Housing Partner)

– Lina Berarra, Program Coordinator

The Homeless Prevention Program (HPP) – 2nd year - focuses on the prevention of homelessness by targeting individuals who are homeless or at risk of being homeless. Target populations are single women and women with children fleeing violence. Also considers those leaving corrections and hospital systems, youth, including those leaving the care system and those of aboriginal descent.

- 29 women accommodated
- Over 97% were women and children fleeing domestic violence
- 100% clients continued to be housed after six months in program

ACT 2 staff presented our HPP model at the BC Society of Transition Houses Annual Training Forum in October 2016.

“Thank you with all my heart I made it. My life has changed for the better. I make my own decisions, I’m strong, happy, confident and independent.”

Clinical Counselling – Maple Ridge (MCFD Partner)

– Vicky Tedesco, Team Leader

Counselling is specialized in helping children, youth and families overcome trauma and heal emotional pain. Counsellors are registered with the BC Association of Clinical Counsellors and are committed to providing strength-based, person-centred and respectful of individual, family and cultural differences.

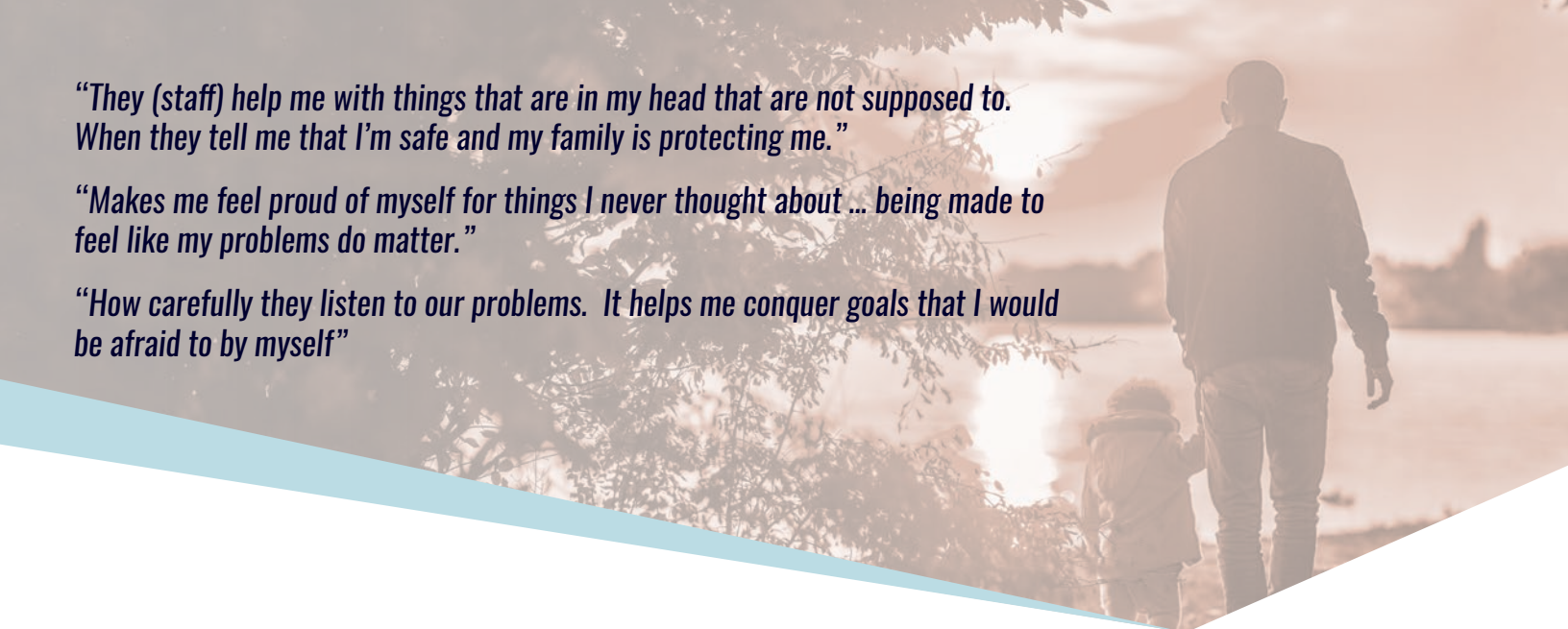
The demand for counselling through our program is extremely high and wait lists are always a concern, i.e. families have been waitlisted for up to 9 months. MCFD did provide additional funding in January – March to address wait list. (note increased baseline funding was approved for the 2017/18 year)

- 191 MCFD referrals – female 64%; male 35%; highest age groups for females 7 – 13 yrs and 19+, and for males 7 to 13 yrs
- Ethnicity Canadian 80%; Aboriginal 12% and Other 8%
- 86% clients either fully or mostly met their goals

“They (staff) help me with things that are in my head that are not supposed to. When they tell me that I’m safe and my family is protecting me.”

“Makes me feel proud of myself for things I never thought about ... being made to feel like my problems do matter.”

“How carefully they listen to our problems. It helps me conquer goals that I would be afraid to by myself”



Clinical Counselling - Tri-Cities (MCFD Partner)

– Vicky Tedesco, Team Leader

There was a decrease in referrals from 179 in 2015/16 to 135 in 2016/17. There was a slight increase in male clients from 40% in 2015/16 to 46% in 2016/17– majority of clients fall between 7 and 18 yrs. Ethnicity Canadian 57%; Aboriginal 16% and Other 27%

91% clients who remained in counselling for the full duration either fully or mostly met their goals. And less than 10% of our clients prematurely dropped out of service

Affordable Private Pay Counselling Program

Family and individual counselling is available for a fee based on income. No referral is required. Areas of counseling provided include: depression; anxiety, abuse and trauma; grief & loss; self-harm; marriage or relationship challenges; parenting and behavior management. We have increased capacity for this program.

Executive Director’s Message – Fran McDougall

With this being my first year, I have been made to feel very welcomed and appreciated. The staff and board of directors are all a pleasure to work with. The initial challenges were to conduct an overview of all operations, realign the accounting and admin responsibilities, work with Provincial Government partners to ensure financial viability of providing contracted services, along with exploring new opportunities for efficiencies and growth. I am pleased to say that all of these areas have been addressed and we are looking forward to another very exciting year!”



“My counsellor really listened and helped me get through the toughest times of my life (so far)”

“I feel welcome and safe to discuss anything”



Financial Overview

– Steve Lake, Secretary/Treasurer

Inflation, particularly in facilities costs, has weighed heavily as a funding concern. We have worked closely with BC Housing on a renovation budget for the Safe Choice program, and reviewed carefully the inflation issues with MCFD, who shared our concern on the cost of program facilities, and provided funding to meet actual costs. We are grateful to our contracting partners in their support, and will continue to be transparent in our operational challenges in order to sustain the agency services in the long term. While I am stepping down as a Board member, I feel that I will be leaving ACT 2 in a time that we are in good hands and with a much better future than previous years. I wish you all good luck and a good future.

2016/17 Revenue

MCFD	\$1,207,177
BC Housing	\$ 507,872
Other	\$ 101,367
Total	\$1,816,416

2016/17 Expense

Direct Program	\$1,571,779
Office & Admin.	\$ 179,280
Other	\$ 53,082
Total	\$1,804,140
Balance	\$ 12,275

2016 – 2017 Board of Directors

In the last year, we welcomed to the Board, Yvonne Gaetz and Brian Kelnec, who brought new perspective and experience. This year we bid farewell to Steve Lake, who has contributed valuably to our agency in the role of Treasurer, as an advocate for staff and collaboration with partners over the past 10 years.

Deborah Best, President

Polly Krier, Vice President

Steve Lake, Secretary/Treasurer

Grant Lee, Past President

Archie Tuck, Director

Brian Kelenc, Director

Yvonne Gaetz, Director



Recognition of Long Service Staff *Our staff are the best!*

Leslie Lewis (Program Coordinator, Safe Choice) – 15 years

Sandra Ang (Parent Educator, Surrey Family Program) – 15 years

Nyree Hipol (Clinical Counsellor/Tri-Cities Office) – 5 years

Agency Staff (Full and Part Time)

- Clinical Counsellors – 7
- Parent Educators – 4
- Housing Support – 4
- Management & Admin – 7



CARF Accreditation

In March, through the team effort of the staff and management, we successfully completed CARF Accreditation (3 year renewal) with minor recommendations, and enjoyed a highly complementary final review including commendation for the services provided, clients impact, goal-setting and overall operations.

The team further conducted an internal audit to identify inefficiencies and risks which resulted in: securing a 5 year lease for Tri-Cities office; transferring the van from Surrey Family Program to Safe Choice, realign accounting duties to a part-time bookkeeper and training existing staff to process payroll.

Critical Incidents and Complaints:

- 7 critical incidents including 4 child protection concerns
- No formal complaints in this fiscal year.



Contact Information:

- www.act2.ca
- Tri-Cities Counselling Centre & Admin Office
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- Maple Ridge Counselling Centre
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Tel: 604.463.0965 Fax: 604.463.2415
- Family Program
#206 – 14888 104 Ave., Surrey
Tel: 604.585.9067 Fax: 604.589.4849
- Safe Choice & Homeless Prevention Program
Tel: 604.733.6495 Fax: 604.733-6927