



**ACT 2 Child and Family Services Society  
2017 – 2018 Annual Report**



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

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 Program in Vancouver, specialized counselling for emotionally traumatized children in Maple Ridge and Tri-Cities, and parenting assessment, education and counselling 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**

ACT 2 Child and Family Services has served and supported families of the Lower Mainland for over thirty-seven years, in partnership with the Ministry of Children and Family Development, BC Housing, and more recently, for those who self-refer.


In this year, MCFD has increased funding to cover rising operating costs, and invested additional funding to expand existing counselling staff in Maple Ridge and Tri-Cities, helping to address long wait lists and develop group sessions. The Surrey Family Program added a new counselling component, an extension of the Tri-Cities counsellors, because of arising client needs.

At the Safe Choice Transition House, major capital improvements are underway, funded and guided by BC Housing. This includes new piping, a boiler, bath tubs, roof surface, windows and balcony door replacements, and upgraded balconies.

ACT 2 Child and Family Services is successful because of the dedication and care of our staff, management, volunteers, Board and partners. Thank you for joining in our shared mission to turn trauma into hope.

### **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 am thankful for ACT 2 also for their cause and concern for my child but for myself as well. They listen and never judge a parent and they try to understand and help”**

## **Program Highlights**

### **Family Program – Surrey (MCFD Partner) – Sheri Mills, Program Manager**

The ACT 2 Family Program provides short term (14 weeks) assessment, intervention, education and counselling 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. Families are referred by the Ministry of Children and Family Development. Barriers include mental health issues, addiction, abuse, domestic violence, cognitive deficits, trauma and poverty-related issues. MCFD increased service by adding counselling for clients.

- 39 families (50 adults and 46 children) participated (58 new referrals)
- 89% demonstrated progress towards individuals goals
- up to 96% clients surveyed report increased skills & knowledge regarding parenting

### **Safe Choice Transition House Program (BC Housing Partner) – Leslie Lewis, Program Manager**

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 for their long-term independent living, free of family violence. Goals of the Program include providing safe and affordable short-term housing with support services; helping participants maintain personal health and safety, and learn practical life skills. After residential support has ended, service is continued to these families as needed, to resolve crises as they integrate into the community and life independently.

BC Housing Capital Improvement Funding provided replacement of all windows & sliding doors, resurface and railings of balconies, bath tubs and replaced boiler/hot water system.

Trends – increase this year in women fleeing human trafficking. Securing affordable subsidized housing continues to an ongoing challenge.

- 48 women and 57 children were referred but not sheltered
- 14 women and 15 children were accommodated
- 100% occupancy all year
- 100% client success in maintaining housing and staying free of family violence
- Provided 298 contacts of outreach support

**“Built my independence to live on my own, start a new life.”**

**“I have a life now full of dignity and respect.”**



### **Homeless Prevention Program (BC Housing Partner) – Lina Berarra, Program Coordinator**

The Homeless Prevention Program (HPP) – 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. The program also considers those leaving corrections and hospital systems and youth, including those leaving the care system and those of aboriginal descent.

- 19 women accommodated
- 100% clients continued to be housed after six months in program
- Several clients completed courses in order to gain employment skills

Many have commented that the program has given them the opportunity to get their life back to the place they wanted it to be including finding employment, continuing/going back to school, finding child care and appropriate housing.

### **Clinical Counselling – Maple Ridge (MCFD Partner) – Sandeep Bhandal, A/Clinical Counselling Team Leader**


In Maple Ridge, the demand for counselling through our program continues to be extremely high and wait lists are an ongoing concern. However, MCFD did provide additional one-time funding during this fiscal year to address the wait list and increase staffing support.

In comparison to the previous fiscal year (n=191), there has been an increase in MCFD referrals with 272 referrals received in 2017/2018. The age and gender groups are as follows:

- Females- 63%; Males- 37%
- Highest age groups: Females: 7 – 13 yrs and 19+; Males: 7 to 13 yrs
- Ethnicity: Canadian 81%; Aboriginal 13% and Other 6%

The significant increase in referrals could be due to increased population, as well as limited counselling resources in the Maple Ridge area that specialize in trauma based counselling. The Ministry of Children and Family Development is also familiar with the quality of service we provide, forwarding many referrals to ACT 2.

Additionally, it appears that 80% of the children, youth and families that received services either fully or mostly met their individualized goals.



*“Thank you for all your help for my son during a difficult time in his life. I would not be alive if I had not come to ACT 2. Your services are appreciated.”*

*“I like being able to talk about my problems and things I’m not comfortable talking about with anyone else.”*

## **Clinical Counselling - Tri-Cities (MCFD Partner) – Sandeep Bhandal, A/Clinical Counselling Team Leader**

In Coquitlam, referrals remain consistent due to the demands of counselling, especially since ACT 2 is a specialized trauma service unique to individual needs. However, MCFD did provide additional funding to maintain the waitlist and for the development of group counselling programs.

In comparison to the previous fiscal year (n=135), there has been an increase in referrals with 209 referrals received in 2017/2018. The age and gender groups are as follows:

- Females- 45% ; Males- 55%
- Highest age groups: Females: 7-13 years & 14-18 yrs; Males: 7-13 yrs
- Ethnicity: Canadian 16%; Aboriginal; 29% Other; 55%

The increase in referrals could be due to ongoing involvement with a referral team through MCFD on a weekly basis. Service providers come together to review referrals and determine best fit for service, allowing ACT 2 to accept new referrals in an efficient manner.

Additionally, it appears that more than 90% of the children, youth and families that received services either fully or mostly met their individualized goals. This percentage of clients who completed counselling with ACT 2, excludes those who terminated prematurely, or did not engage in services.

Overall, we are pleased to report that clients in both counselling programs continue to report feeling satisfied with the service they receive at ACT 2.

## **Family Counselling Program – Affordable Private Pay**

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**

This past year has been very positive with the securing of additional funding for counselling in Maple Ridge, Tri-Cities and Surrey programs. BC Housing has provided substantial capital improvement funding for our Safe Choice facility which will significantly upgrade the building reducing energy-use and costs as well. The organization is now in a position to explore expansion in all areas. I am proud to provide leadership to such a well-respected staff delivering exemplary services. I would like to take this opportunity to thank our volunteer Board of Directors for their commitment and compassion to ensure that the organization continues to move forward. Again looking forward to an exciting year ahead!



## Financial Overview

– Brian Kelenc, Secretary/Treasurer

ACT 2 has financially positioned itself for long term sustainable growth. We feel as we continue to identify financial efficiencies and maintain strict controls around operating costs. We are readying ourselves for opportunities for potential expansion of services. Although facilities costs continue to be a concern, some major improvements were made this past year. The funding from BC Housing has allowed for major capital improvement of the Safe Choice building. These improvements further enhance the viability of our program and will support both the sustainability of both the building and the program. As we continue to turn trauma into hope, ACT 2 is operationally pulling all the right levers to ensure that every funding dollar is maximized to positively impact those that we're able to serve and support.

### 2017/18 Revenue

MCFD \$1,467,526

BC Housing \$ 513,627

Other \$ 111,093

**Total \$2,092,246**

### 2017/18 Expense

Direct Program \$1,706,362

Office & Admin. \$ 186,793 (11%)

Other \$ 54,462

**Total \$1,947,617**

**Balance \$ 144,629**

**(\$108,896 MCFD funding deferred to 2018/19)**

## 2016 – 2017 Board of Directors

In the last year, we welcomed to the Board, Rozina Jaffer, who brought new perspective and experience.

Deborah Best, President

Grant Lee, Past President

Polly Krier, Vice President

Brian Kelenc, Secretary/Treasurer

Yvonne Gaetz, Director

Rozina Jaffer, Director

Archie Tuck, Director



## **Recognition of Long Service Staff**

### ***Our staff are the best!***

Donnette Heinrich (Admin – Tri-Cities Office) – 20 years

Cynthia Javier (Safe Choice Support) – 20 years

Joanna Boyd (Clinical Counsellor, Tri-Cities Office) – 5 years

Karen Birkland (Admin - Tri-Cities Office) – 5 years

Agency Staff (Full and Part Time)

- Clinical Counsellors – 9
- Parent Educators – 4
- Housing Support – 4
- Management & Admin - 7



ACT 2 is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities (reviews conducted every 3 years)



## Contact Information:

- [www.act2.ca](http://www.act2.ca)
- Tri-Cities Counselling Centre & Admin Office  
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- Maple Ridge Counselling Centre  
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- Family Program  
#206 – 14888 104 Ave., Surrey  
Tel: 604.585.9067 Fax: 604.589.4849
- Safe Choice & Homeless Prevention Program  
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