



**ACT 2 Child and Family Services Society
2018 – 2019 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, 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-eight 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 provided sufficient funding to cover 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 this year, major capital improvements were completed funded and guided by BC Housing, including replacement of all fresh water piping and new boiler system, all bath tubs and surrounds replaced, roof replacement, window and balcony door replacements, upgrade of balcony surfaces and railings and minor siding repairs.

The Board and staff participated in Strategic Planning, defining the four strategic priorities:

1. **Counselling:** maintaining and strengthening existing services by offering group sessions, enhancing the affordable fee for service counselling and building stronger connects with community-based referring agencies
2. **Housing:** enhance service in the Homeless Prevention Program – and increase outreach supports for former second-stage transition housing residents – explore Third Stage Transition housing
3. **Family Program:** expand group and individual counselling and expand resources for clients
4. **Agency-wide:** develop alternative funding sources, improve cross-program/inter-agency communication, enhance staff development/training

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.



Program Highlights

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

The ACT 2 Family Program is an intensive parenting program that provides parenting skill assessment and development, parenting education, intervention and support to high risk families involved with MCFD'S Surrey offices. Anticipated involvement for each family is 14 weeks with 12 weeks of direct one to one services and 2 weeks dedicated to report writing and transition planning. Families may participate longer than 14 weeks if requested by social worker or recommended by program staff. At any time, there are 16 spaces available to families and each family has an assigned Parent Educator. Barriers identified most often were mental health, limited cognitive capacity/learning disabilities, substance use/addiction, unstable housing/issues related to poverty, history with MCFD/other children in care, former child in care.

- 35 families (48 adults and 44 children) participated (60 new referrals)
- 82% demonstrated progress towards individuals goals
- up to 94% clients surveyed report increased skills & knowledge regarding parenting

Circle of Security: COS Parenting program focusses on the parent child relationship that can be presented in a group or individual format. The ultimate goal is to develop secure attachment. Four groups were offered with 9 clients completing the program. Four clients participated in the individual format.

Counselling Program: There is space for 5 individuals to participate in the program which is typically 6 to 10 weeks in duration. 17 clients accessed the counselling services.

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 18 months while the women develop and follow through on a plan of their long-term independent living, free of family violence. Goals of the Program include providing safe and affordable short-term housing with support services; help participants maintain personal health and safety, and learn practical life skills; after residential support has ended to continue to provide service 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 & balcony doors, roof replacement, resurface and railings of balconies, fresh water repiping and boiler system, and bath tub replacements.

The program hosted Healthy Living Workshop organized by Douglas College students that included topics on budgeting, nutrition, health and wellness, recreation and leisure. We also started collaboration with Shelter Movers, a community-based group that provides moving and storage services at no cost to the residents to help them transition to a life free of violence.

Trends – the demand for single women housing continues to be high and the women applying tend to be in the higher age category.

- 78 women and 83 children were referred but not sheltered
- 8 women and 7 children were accommodated
- 100% occupancy all year (with one unit vacant majority year to provide space for renovation supplies)
- 286 enquiries for space
- 667 contacts for crisis support services



"When I first came to Canada I used to think about killing myself because I didn't have a family but because of your help you became my family and now I love my life."

"I feel like my feelings are validated. I feel as though I am in a safe space."

Homeless Prevention Program (BC Housing Partner) – Carolyn Major, A/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. Also considers those leaving corrections and hospital systems, youth, including those leaving the care system and those of aboriginal descent.

- 22 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) – Nyree Hipol, A/Clinical Counselling Team Leader

In Maple Ridge, the demand for counselling through our program continues to be 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.


To streamline the high volume of referrals from MCFD, less complex cases were referred to other agencies. As a result, there were 172 referrals compared to the 272 in 2017/18. There has been a noticeable increase in the complexity of the referrals including the family dynamics as well. Note that several of the clients from 2017/18 were still receiving counselling services into 2018/19. The age and gender groups are as follows:

- Females- 59%; Males- 41%
- Highest age groups: Females: 7 – 13 yrs and 19+; Males: 7 to 13 yrs
- Ethnicity: Caucasian 70%; Aboriginal 18% and Other 12%

Individual client surveys indicated very high satisfaction in the services that they received. 74% of the children, youth and families that received services either fully or mostly met their individualized goals.

"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"





"I felt safe living here. My child and I are totally transformed by our experience."

"My son is my son again. You helped him so much become safe and express himself and believe in himself."

"I'm very thankful that my son and I are finally receiving help and it has improved our lives. My son and I feel more confident lately."

Clinical Counselling - Tri-Cities (MCFD Partner) – Nyree Hipol, 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 wait list and for the development of group counselling programs.

In comparison to the previous fiscal year (209), there has been an increase in referrals with 220 referrals received in 2018-19. The age and gender groups are as follows:

- Females- 67% ; Males- 33%
- Highest age groups: Females: 14-18 yrs; Males: 7-13 yrs
- Ethnicity: Caucasian 25%; Aboriginal; 15% Other; 43% (not recorded)

Additionally, it appears that 87% 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 has been a busy year of sustaining existing programming and ensuring a strong base of funding to explore areas of expansion.

We were honoured to be awarded \$5,000 Youth In Philanthropy award. The Langley DW Poppy Secondary School students were the winners of the presentation competition highlighting ACT 2.

Another surprise was that the Safe Choice Second Stage Transition House program has been awarded \$10,000 by the Real Estate Foundation of Greater Vancouver. The funding has been designated towards outdoor play area and resource library. The project will commence in spring 2020.

In January 2019 we had a consultant coordinate a staff survey. The results overall were very positive. Wages, training and openness/inclusion were suggested improvements.

Sincere appreciation is extended to our volunteer Board of Directors for the ongoing support and focus on strategically planning the future of the organization. We also acknowledge the ongoing interest that our founder Vi Roden has continued to show us. She is a true inspiration to all of us to continue her legacy.

It is an honour to provide leadership for such a dedicated team of staff and volunteers.

"They helped me realize that I am strong and that I am important. They never made me feel unwanted."

"I like that we are able to access services for our entire family all in one place."



Financial Overview

– Brian Kelenc, Secretary/Treasurer

This year Act 2 saw the near completion of one of its major capital improvement, the upgrades of the Safe Choice building. The improvements, with the support of BC housing, have proven invaluable to the residents of Safe Choice. Additional investments by Act 2 to complete work outside of the original scope, have further enhanced the overall renovations and added to its long term viability. Although we remain positive of our financial situation, we must remain diligent of external forces. The year saw additional funding for programs, but left Act 2 with uncertainty surrounding the long term continuation of such funding. As costs continue to rise, predominantly wage and occupancy, we are ever more diligent of maximizing every dollar so that we can continue to deliver the services we are known and turning trauma into hope.

2018/19 Revenue

MCFD	\$1,472,889
BC Housing	\$ 513,731
Other	\$ 261,959
Total	\$2,248,579

2018/19 Expense

Direct Program	\$1,876,930
Office & Admin.	\$ 214,565 (9.8%)
Other	\$ 94,351
Total	\$2,185,846
Balance	\$ 62,733

2018 – 2019 Board of Directors

Deborah Best, President

Grant Lee, Past President

Polly Krier, Vice President

Brian Kelenc, Secretary/Treasurer

Yvonne Gaetz, Director

Rozina Jaffer, Director

Archie Tuck, Director

“Warm and relaxed environment has helped us feel comfortable and safe at such a fragile time.”



Agency Staff (Full and Part Time)

- Clinical Counsellors – 9
- Parent Educators – 4
- Housing Support – 4
- Management & Admin - 6

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

Carolyn Major – 5 years (A/HPP Coordinator/Safe Choice Support)



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
- Tri-Cities Counselling Centre & Admin Office
2nd Floor, 1034 Austin Ave., Coquitlam
Tel: 604.937.7776 Fax: 604.937.7334
- Maple Ridge Counselling Centre
#203 – 11743 224 St., Maple Ridge
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