




**ACT 2 Child and Family Services Society
2020 – 2021 Annual Report**

A photograph of a family of three—a man, a young girl, and a woman—walking hand-in-hand on a paved path outdoors. The man is on the left, the girl is in the middle, and the woman is on the right. They are all smiling and looking towards the camera. The background shows a grassy area and some trees under a clear sky.

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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 – Polly Krier

It seems like only yesterday I was delivering my first report as the President of ACT 2 Child and Family Services. In the report, I spoke mainly about the impact COVID-19 had on the agency and sang my praises to Fran and staff for navigating this unprecedented time in our world. I knew I would be singing praises once again, but I certainly didn't think I would be speaking to COVID-19 again! Since the declaration of a State of Emergency on March 18th, 2020, much has changed yet much has stayed the same! Fortunately, the State of Emergency has been lifted and the world is a brighter more mobile place. Unfortunately, there are a few questionable clouds in the horizon and only time will tell how they develop.

First and foremost, I extend my well wishes for the health and safety of each of you. It has been a tough 18 months, with many ups and downs and I appreciate the perseverance you all have demonstrated to get us where we are. My sincerest appreciation and gratitude to Fran for continuing to pivot with the protocols in this ever-changing environment and leading the team with grace. The entire staff demonstrated considerable nimbleness and flexibility in its response to the pandemic; their resilience and commitment to maintain operations and provide support to clients continues to be commendable.

You will hear from various reports of the work accomplished this past year in today's AGM. I would like to take this opportunity to highlight a few of these accomplishments and work that is ongoing:

2020/21 Highlights:

- When faced with the COVID-19 pandemic, ACT2 programs were designated as "essential service" and therefore the challenge was presented to create new approaches to service delivery. All programs were able to maintain contact with clients virtually until safety protocols were in place

- In January 2021 we were a Finalist in the Tri-Cities Business Excellence Award Not-for-Profit of the Year category. This was an honor to be nominated
- We were joined by three new Board members, Mary Vellani, Catherine Ackerman and Luba Banuke.

In partnership with the Ministry of Children and Family Development and BC Housing, ACT 2 Child and Family Services has served and supported families of the Lower Mainland for over forty years. The organization continues to be 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 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 by the Ministry of Children and Family Development (MCFD). The program provides parents with an opportunity to receive information, learn new skills and practice techniques and skills with their children under the supervision of staff in a safe environment. Parent Educators focus on providing support, resources, intervention and education around parenting issues focusing on meeting basic needs, positive parent-child interactions and positive discipline.


This past year was one of great change. The COVID-19 pandemic restrictions throughout the year resulted in us having to adapt and adjust service delivery several times. The program adapted to virtual services for parents to support their learning. When restrictions lifted, our program was one of the first in Surrey to welcome families back to in person services.

Outcomes:

- 26 families (36 adults and 34 children) participated (42 new referrals)
- 90% demonstrated progress towards individual goals
- 92% clients surveyed report increased skills & knowledge regarding parenting

Satisfaction:

- 89% of clients and 100% of social workers reported being satisfied with our services



“I’ve used ACT 2 a number of times and I am always happy with the level of service and support. Thanks team!”

“Felt heard and understood.”

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. Safe Choice is a second-stage transition housing program in Vancouver that has provided service since 1985. Most applicants apply from first-stage transition houses. We also receive referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, or Stopping the Violence counsellors or self-referral. The stay at Safe Choice is up to 18 months while the women develop a plan for their long-term independent living, free of family violence. Support services we provide include crisis intervention, safety planning, parenting support, life skills training, referrals to other resources and advocacy.

Goals of the Program:

- To provide safe and affordable short-term housing with support services
- To help participants maintain personal health and safety
- To help participants 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 live independently

The COVID-19 pandemic has created significant impacts to women and children in domestic violence situations. As a residential program the priority was to ensure the ongoing health and safety of all residents. Safety measures and protocols were implemented and strictly adhered to.

Outcomes: Safe Choice Second Stage housed 10 women and 11 children in the 2020/21 fiscal year. A total of 76 women and 95 children were referred to the program during the fiscal year.

“The staff is very friendly, welcoming and understanding but at the same time strict and aren’t afraid to jump in to give you good advice. I think every parent/foster parent should do this program as you can learn new strategies.”



"I came at my most vulnerable time, and it was a safe place for me and my child to heal."



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

- 49 women and 54 children were referred but not sheltered
- 10 women and 11 children were accommodated
- 100% occupancy all year
- 231 enquiries for space
- 703 contacts for crisis support services
- 182 program services accessed on-site



"I was so alone and scared but now I have support."

"Staff worked hard to ensure our safety during COVID."



“Staff is non judgemental and very understanding.”

“Long wait lists and had to jump through hoops to get referred.”



Homeless Prevention Program (BC Housing Partner)

– Lina Barerra, Housing Coordinator

The Homeless Prevention Program (HPP) focuses on the prevention of homelessness by targeting individuals who are homeless or at risk of being homeless. For ACT 2 the main target population for the program is women and children fleeing violence. It also considers: people leaving corrections and hospital systems; youth, including those leaving the care system; and people of aboriginal descent. The primary purposes of the program is to provide support and rental supplements (maximum of \$450/month).

Outcomes: This year we served a total of 28 clients. 93% of our clients were women and children fleeing domestic violence, our main target population. All clients continued to be housed after six months of being in the program, and have maintained positive relationships with their landlords. Through connecting our clients to other agencies that can provide further support and fill gaps in service, our clients have built support networks. This continues to be an important aspect of the program as our clients have accessed support services such as employment training, job coaching, counselling and family support. Many of our clients have been able to accomplish their goals of continuing their education and securing employment.

Clients more than ever have mentioned that receiving rental help during the pandemic relieved a lot of stress as well as having someone to listen and offer resources and guidance has been good for their mental health. We remain very positive that the upcoming year will be a great one for our clients and the program.





“I like the help and comfort it gives to my daughter. The trust she has in her counsellor makes a big difference in her openness.”

Clinical Counselling – Maple Ridge (MCFD Partner)

Our Clinical Counselling Program helps children, youth and their families cope with emotional pain and recover from affects of traumatic experiences such as sexual abuse, violence, family breakup and the tragic death of a loved one.

Maple Ridge Counselling Program (MCFD Partner)

– Sandeep Bhandal, Clinical Counselling Team Leader

This past fiscal year has brought us many changes and challenges but as usual, ACT 2's team has risen to them all! With the onset of the COVID-19 pandemic, our team members acted quickly in securing a contingency plan to provide continued "essential" services. We continued to provide services to clients by working from home conducting phone intakes, client check-ins and online team meetings.

To streamline the high volume of referrals from MCFD, less complex cases are referred to other agencies. There was a decrease in referrals due to temporary office closure. 94 referrals compared to the 209 in 2019/20. The age and gender groups are as follows:

- Females- 66%; Males- 34%
- Highest age groups: Females: 7 – 13 yrs and 19+; Males: 7 - 13 yrs
- Ethnicity: Caucasian 68%; Aboriginal 22% and Other 10%

Individual client surveys indicated very high satisfaction in the services that they received.



“I felt comfortable and respected by all staff at ACT 2. Would recommend them.”

“People are willing to listen to me.”



Tri-Cities Counselling Program (MCFD Partner)

– Sandeep Bhandal, Clinical Counselling Team Leader

This past fiscal year has brought us many changes and challenges but as usual, ACT 2’s team has risen to them all! With the onset of the COVID-19 pandemic, our team members acted quickly in securing a contingency plan to provide continued “essential” services. We continued to provide services to clients by working from home conducting phone intakes, client check-ins and online team meetings.

In comparison to the previous fiscal year (107), there has been a decrease in referrals with 79 referrals received in 2020/21. The age and gender groups are as follows:

- Females- 68% ; Males- 32%
- Highest age groups: Females: 7-13 yrs; Males: 7-13 yrs
- Ethnicity: Aboriginal 9%; Other 91% (unspecified)

Additionally, it appears that 82% 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.



“Counsellor was a perfect fit for me.”



"I notice improvements in my child's behaviour."

Family Counselling Program – Affordable Private Pay

Family and individual counselling is available for a fee based on income. No referral is required. Areas of counselling provided include: depression; anxiety, abuse and trauma; grief and 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 fiscal year began with sudden changes due to COVID-19 pandemic. Staff were sent home to work remotely until safety standards were in place. I cannot say enough positive about the resilience, commitment and creativity of staff to ensure that all sites and practices were met so swiftly and efficiently to meet WorkSafe and Public Health guidelines. All current clients were continually contacted to ensure ongoing support. Staff at Safe Choice continued to be onsite and services were expanded to ensure that essential shopping and transportation were available. We have an outstanding team.

Sincere appreciation is extended to our volunteer Board of Directors for their ongoing dedication to this organization. We continue to acknowledge the ongoing interest and support of our founder Vi Roden ... an inspiration to all of us to continue her legacy.

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



"Counsellor was very good at explaining."



Agency Staff (Full and Part Time)

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

Recognition of Long Serving Staff

Our staff are the best!

Sandeep Bhandal (Clinical Counselling Team Leader) – 5 years

Fran McDougall (Executive Director) – 5 years

Sheri Mills (Family Program Manager) – 25 years!!

2020/21 Board of Directors

Polly Krier, President

Rozina Jaffer, Vice President

Yvonne Gaetz, Director

Mary Vellani, Director

Grant Lee, Past President

Brian Kelenc, Secretary/Treasurer

Luba Banuke, Director

Archie Tuck, Director

Catherine Ackerman, Director



Financial Overview

– Brian Kelenc, Secretary/Treasurer

The past year presented some significant challenges as the world spent the year in a global pandemic. As such ACT 2 was not immune to the effects. The struggle of uncertainty with staffing and remaining able to serve challenged the organization. With the designation as an essential service ACT 2 was able to remain open and provide service in this much needed area. Entering the year with a strong fiscal position enabled ACT 2 to continue to provide the service clients are accustomed to. Government contracts remained in place and support was provided from both provincial and federal agencies with pandemic relief funding. The additional funding was paramount in maintaining our staffing levels and service. Limited investments or spending was done as the organization kept with the status quo until greater clarity would surface. As ACT 2 enters into the next year, there is still uncertainty around the global pandemic. There will be concerns on increasing costs, both in staff and facility. The uncertainty on government funding will wane on the organization as the year moves forward. Our financial position will be challenged and priority will be made to ensure that our budget be balanced. Regardless of the headwinds, ACT 2 remains stronger than ever and ready for any and all challenges.

2020/21 Revenue

MCFD	\$1,584,153
BC Housing	\$544,746
Other	\$198,827
Total	\$2,327,726

2020/21 Expense

Direct Program	\$1,985,916
Management & Admin.	\$252,141 (13%)
Total	\$2,238,057
Balance	\$ 89,669

Net Assets

2020	2019
\$4,195,588	\$3,935,425



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
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- Maple Ridge Counselling Centre
#203 – 11743 224 St., Maple Ridge
Tel: 604.463.0965 Fax: 604.463.2416
- 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

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