



Pacific Centre Family Services Association

50th Annual General Meeting

AGM Report, 2017-2018

With recognition that PCFSA Offices operate on the traditional territory of the L'kwungen and T'Sou-ke First Nations

Our Mission

By encouraging healthy patterns of living, Pacific Centre Family Services enhances and promotes the quality and dignity of life of individuals and families within our diverse community.

Vision Statement

PCFSA will be a leading provider of family service programs in identified communities within the Capital Regional District. We will proactively develop and deliver a portfolio of programs, balanced with the needs of identified communities. Our interventions will result in healthier and safer patterns of living. We will maintain and develop strong ties with our community stakeholders and use our influence in their best interests.

Belief Statement

To be responsive to these needs, PCFSA programs operate in the context of a continuum of care model providing a comprehensive approach to service delivery in cooperative partnerships with its clients, other agencies, communities and government.

PCFSA Board of Directors

2017-2018

David Bennett, Chair
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 Andy Pharo, Treasurer
 Alison Campbell, Secretary
 Marg Jacobson, Director
 Del Manak, Director
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 Ravi Parmar, Director
 Norma Strachan, Director
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Report from the Chair, Board of Directors

2018 will go down as a landmark year in the life of our Pacific Centre Family Services Association extended community! We occupied 324 Goldstream Avenue as a site-specific, trauma informed facility to better meet the varied needs of our clientele. This year marked the first calendar year of the operation of our Pacific Centre Family Services Foundation, in overseeing the continued growth, further secure funding and property management of our overall '324' operations.

This year will also see the culmination of the reorganization of our senior management team. Despite the incredible schedule our staff, our volunteers, and our Board of Directors have maintained in the past twelve months - at a minimum! - we underwent a highly successful CARF Accreditation, placing us "in good standing" for a further three years! A myriad of memorable ways to embrace our Anniversary Year!

Our far-reaching PCFSA Community is most grateful to the untiring dedication, enthusiasm and commitment for over three decades by Margaret - 'Marg' - Jacobson, one of our Board of Directors. This AGM marks her official retirement, but naturally an open invitation to feel most welcome (with Don!) at 324 Goldstream Avenue in the years to come! THANK YOU, Marg!!

Indeed, a busy and challenging time for our PCFSA! We are fortunate to have a dedicated, professional staff (led by our Executive Director Extraordinaire, Deborah Wilson!); a supportive group of volunteers; and, an untiring, committed Board of Directors leading us into the coming decades! I am proud to be a part of Pacific Centre Family Services Association.

David Bennett, Chair-June 2018

Executive Director Report

It has been an extremely productive and inspiring year for Pacific Centre Family Services with many successes and opportunities of growth for the organization. As we meet today for our 50th AGM in this beautiful new Centre for Wellbeing we can be proud of the work we have accomplished in both the development of the project and in maintaining outstanding services to the community at a high level.

It has been by way of unconditional support of our staff, and through countless volunteer hours devoted by our Board of Directors providing direction and guidance that has seen PCFSA through the completion of our new Centre for Wellbeing and through effective leadership transition at the senior management level. This appreciation carries forward as we attribute success of the building project to the long-term commitment afforded to us by our Property Development Manager and to the highly skilled HR professionals engaged to assist us with succession planning.

Last year at this time (June 2017), we began preparation for a CARF accreditation survey conducted in Feb 2018. We were successful in achieving another 3-year accreditation, a significant and outstanding accomplishment by our entire team. This accreditation process supports our commitment to excellence and helps us to maintain high standards of practice.

In September PCFSA hosted a ribbon cutting celebration to open our new Centre. We welcomed 150 guests to the event including Provincial, Municipal, and Community Leaders.

Each year PCFSA continues to build in our quality and capacity of services as well as our infrastructure and our reputation. Our PCFSA team works tirelessly and in sync completing applications for new grants and seeking new funding streams to enhance existing programs. We were successful in this regard as we secured additional funding to support full-time hours for Intake Counselling and an additional full-time position in Youth Services.

PCFSA's community outreach with a leading advisory consultant continues to build on our existing

partnerships as well as offers new opportunities for development, including influencing community leaders and obtaining donor support for PCFSA's counselling programs and social enterprises.

Given the scope and complexity of projects in progress, the past year did present some new challenges. At times it felt like we were on a fast-moving train without advance notification of the station stops! We therefore needed to be concise and solutions-based in measuring the distance between the challenges we faced, and the positive outcomes achieved as we moved forward with each new venture.

As we look forward in 2018-19 to the start of the next "50", planning and preparation will be key to realizing our strategic goals and will be essential to the wellbeing of the organization. Through collaboration with community partners and stakeholders Pacific Centre will continue to celebrate success, provide strong leadership in the social services sector, and through education, counselling and creative programming offer the highest level of services to individuals, families, and youth who are coping with the challenges that life brings.

With gratitude we thank our volunteers, donors, sponsors, colleagues, and partner agencies for helping us achieve our goals now and in the future.

Sincerely, Deborah Wilson, Executive Director

Report from the Treasurer & Audited Financial Statements

As printed in separate documents for the AGM, and will be included as full reports posted on our website: www.pacificcentrefamilyservices.org

Phase II Building Project - Pacific Centre Family Services and Greater Victoria Housing are currently working together to finalize a purchase/sale agreement for a PCFSA land parcel adjacent to the 324 Goldstream Property. GVHS plans to build a six-story, 104-unit affordable housing complex on the site. This initiative will align with the vision and culture of the Centre for Wellbeing.



CARF (Commission on Accreditation of Rehabilitation Facilities)

CARF accreditation provides quality assurance of the work that we do at PCFSA, and with

each accreditation survey we are guided by way of a consultation or recommendation process to make improvements to policy, procedures, and direct quality services. PCFSA places great importance on receiving accreditation as the standards applied supports our mission and values.

CARF, 3-Year Accreditation Achieved!

PCFSA has once again been fortunate to achieve a three-year accreditation for all programs surveyed:

Community Youth Development (Children and Adolescents)
Counselling/Outpatient (Children and Adolescents)
Diversion/Intervention: Family Services (Adults)
Governance Standards Applied

“This accreditation will extend through March 31, 2021.

This achievement is an indication of your organization’s dedication and commitment to improving the quality of the lives of the persons served. Services, personnel, and documentation clearly indicate an established pattern of conformance to standards.” **March 14, 2018 – Letter Excerpt, CARF Canada**

Thank you CARF Survey TEAM!

Acknowledgements

Donors

Thank you! Our sincere appreciation to each individual donor, volunteer, and member of PCFSA!

2017-2018 Audit

Thank you to Grant Thornton...Audit Team!

Vancity Credit Union-Financial and Mortgage Services

Mark Fulmer, Community Business Account Manager

Island Savings Credit Union-Financial Services

Kyle Douglas, Branch Manager

324 Goldstream, Property Development

PCFSA Centre for Wellbeing

Jeffrey Simpson, Director & Managing Broker, Kaizen CRE Solutions Inc.

Phase 1 – Centre for Wellbeing, 324 Goldstream

Iredale Architects – Planning and Design

Knappett Projects – Construction, General Contractor

Succession Planning and Recruitment, Engaged HR

Denise Lloyd, CEO, and professional HR team

Consulting and Advisory-Community Engagement

Ian Batey, IPB Consulting

ERA Law

Ritchelle Ritchelle Randhawa-Pagely
Barrister and Solicitor

Stevenson Luchies & Legh

Albert Berns
Barrister and Solicitor

We gratefully acknowledge the generous support from Federal and Provincial programs and from groups and individuals in our community:

- ◇ Ministry for Children and Family Development
- ◇ Island Health Authority
- ◇ Ministry of Justice
- ◇ Justice Canada
- ◇ The Cridge Centre
- ◇ United Way of Greater Victoria
- ◇ United Way of Lower Mainland
- ◇ The City of Langford
- ◇ The City of Colwood
- ◇ The District of Highlands
- ◇ The District of Metchosin
- ◇ The District of View Royal
- ◇ The Horner Foundation
- ◇ The Victoria Foundation
- ◇ Blue Raven Gallery
- ◇ Children’s Health Foundation of Vancouver Island
- ◇ Westshore Chamber of Commerce
- ◇ Westshore Rotary
- ◇ Worklink Employment Services
- ◇ Island Savings Credit Union
- ◇ Vancity
- ◇ Coast Capital Savings Credit Union
- ◇ Royal Bank-Colwood
- ◇ Decoda
- ◇ Post Media
- ◇ The CRD Family Court Youth Justice Committee
- ◇ Success by Six
- ◇ Dupuis and Langen
- ◇ Coastal Offices
- ◇ Holiday Inn Express

The Cridge Centre-Zoie Gardner Funds

PCFSA receives funding support from the Cridge Centre. This year we assisted 15 individuals and their families find way to an enhanced quality of life.

We thank *The Cridge Centre* for their generosity in providing this level of funding and for continued support of the vital services we provide for vulnerable children and families in our community.

Following are two success stories demonstrating the remarkable outcomes and significance of this funding stream. This client success recap is provided by one of our Intern counsellors who works in PCFSA's Stopping the Violence for Women program and Affordable Counselling Program.

- ◇ *"The Zoe Gardner grant has graciously afforded many clients with financial assistance. For one of my clients, this funding helped her obtain safety from her physically violent husband.*

Upon bravely leaving her violent relationship, she was continually stalked by her dangerous ex-partner because her car had an identifying label. She described herself as a "moving target" and did not have the financial means to pay an automobile shop to disguise this vehicle.

The Zoie Gardner grant kindly provided financial assistance to remove the identifying labeling from her car to preserve her anonymity and maintain her safety. If it were not for this funding, my client would have remained in great physical danger, without access to a vehicle, while further increasing her isolation, trauma exposure and risk level".

- ◇ *"This funding also made a significant and invaluable impact on an underprivileged, single mother.*

The Zoe Gardner grant generously provided money for a client to attend weekly counselling sessions in the Affordable Counselling program. This client came into counselling every week with a commitment to maintain her sobriety and better her life for her and her child. With access to counselling sessions, she remained sober, increased her self-regulatory abilities, and left her job as an escort. While she once had career aspirations of remaining as an escort worker, she now has dreams of starting a business to teach

other low-income mothers how to cook nutritious meals for their children.

In essence, the Zoe Gardner funding gave her the counselling opportunity to become a healthier parent and person, where she now plans to give back to other underprivileged, single mothers in her community.

Program Highlights

◇ West Shore Community Prevention and Youth Services:

This MCFD funded program addresses the continuum of needs in the community from early years through youth to young parenthood.

Our community-based youth services are intended to promote healthy development, increase resilience and family harmony, reduce high risk behaviors and maintain youth's connections with their community. PCFSA served a total of 217 youth and their families this fiscal.

Youth Services (YS) Environmental Context

We have continued to see very high levels of demand for this program, as well as a significant increase in the complexity of presenting issues.

The MCFD contracted portion of the YS Program received 156 new referrals this 12-month period, which is an increase from the 143 referrals we received during the same reporting period last year and a significant increase from the 97 we received 2 years ago and 78 referrals 3 years ago.

As wait times have continued to increase for services with Child and Youth Mental Health (CYMH), there has been a direct correlation to the substantial increase in referrals to PCFSA's Youth Services and the growing number of youth presenting with moderate to severe mental health concerns. This continued increase in the number of referrals received highlights the insufficient resources being committed to the growing communities we serve.

Sooke Family Resource Society is sub-contracted to deliver the early years programs within this contract. <http://www.sfrs.ca/counselling-services.html>

Program Highlights:

♦ Intake Services

PCFSA has invested in creating a central intake counsellor position, which is providing a more streamlined intake process and allows counsellors across all programs to spend more time in individual counselling sessions. Community referral sources are now fully aware of our central intake procedures and have given feedback about how helpful it is to be able to talk to one intake worker to determine best fit for the person being referred for service.

PCFSA continued to independently fund full-time intake services (35 hours per week). From April to the end of August 2017, this position was shared by 2 part-time counsellors, and from September 2017 to March 2018 the position was filled by 1 full-time counsellor.

Intake services is committed to responding to service requests within 2-3 business days. During this reporting period all PCFSA referrals (except for Better at Home

and REACH) were responded to by intake services which allowed program counsellors to dedicate more time to service delivery.

The “*Total Services & Total Unique Individuals Receiving Service*” table (below) provides a summary of all Services by Program, the number of persons receiving the service and their municipality of residence. There was a total of 1,573 persons who received service and 1,676 services were provided.

Approximately 100 persons received more than one service. Removing the 19 REACH and 184 Better at Home registrants, (registrants for these programs were not routed through Intake services) leaves a total of 1,473 individual services which were initially routed through Intake.

Employment Services Program (ESP)

PCFSA receives funds through Worklink Employment Services, to provide employment readiness sessions and trauma counselling to individuals who are enrolled in employment services through Worklink.

Total Services & Total Unique Individuals Receiving Service.

By Program & by Municipality.

Region Examining the Clients Program Tab/Page for the Program Region Selection. It is possible for a client to be counted more than once if they exist in multiple programs.																		
	AC	YB	ESP	YS	COPE	CRED	REACH	SAIP	CYCC	STV	FVP	SF	SUP	BAH	YT	FFSCP	Grand Total	Unique
Colwood	29	4	34	56	18	12	2	26	3	42	8	17	40	31		8	330	303
Duncan										1	1		1				3	2
Esquimalt	2					2		2		1	6					2	15	14
Highlands	2		3	4	1			1					1			1	13	13
Lake Cowichan	1																1	1
Langford	58	21	96	117	24	34	15	42	24	97	16	11	88	59		14	716	686
Malahat	1			1						1	2		1				6	6
Metchosin	9		9	14	1	1		1	1	10			13	38		4	101	99
Saanich/Peninsula	5	1	1			15		1	2	5	5		3			3	41	40
Saltspring Island															1		1	1
Shawnigan Lake	3		1					2		1	1		1			2	11	10
Shirley			1														1	1
Sooke	13	3	31	29	3	7		28	1	13	5	1	66	1		3	204	195
Victoria	22	12	7	17	4	17		9	3	20	18	1	6	55		8	199	194
View Royal	6	1	2	12	2	3	2	2	1	10	1	2	8				52	50
Totals	151	42	178	248	52	91	19	113	35	199	61	32	225	184	1	45	1676	1573

PCFSA's Intake Services has become an invaluable component of the agency structure, providing timely and focused support and information to persons calling in or attending with service requests. Because this is a dedicated service the intake process has been streamlined and persons are receiving more consistent and timely service, additionally, immediate support can be offered to persons when possible. Furthermore, owing to the dramatic and continuing increase in population in the West Shore, Intake Services has been able to absorb some of the initial impact of increasing service demands. However, waitlists for service in all programs are significant, most particularly for Youth Services.

FEATURE Program

◆ Westshore Better at Home

Westshore Better at Home is funded by the Government of BC and managed by the United Way. It is designed to support seniors to remain independent in their home. Better at Home is a community-based model which utilizes both volunteer and professional service providers. Better at Home provides seniors with support for simple day to day tasks and this helps them maintain their independence and stay connected with their community.

Seniors Living Alone:

Of the total 184 registrants to the program at Mar 31, 2018, ninety-seven (97) lived alone (53%), so just over half.

During this reporting period West Shore Better at Home Program reached maximum capacity for provision of subsidized housekeeping and paid professional drives.

This indicates that West Shore Better at Home has become well known in the Colwood and Langford communities - the word is now out! Furthermore, Metchosin Seniors' Information and Resource Centre (SIRC) are reporting an ongoing increase in requests for drives and friendly visits. SIRC is subcontracted through PCFSA's Westshore Better at Home program.

Supports

The primary goal of the Better at Home Program is to provide non-medical services to support seniors living in their homes for as long as possible.

Westshore Better at Home Statistics					
SERVICES	Service Count	Unique Clients*	Volunteer	Paid Internal Staff	Paid External Staff
Friendly Visiting	71	28	58	13	0
Transportation to Appointments	439	51	321	59	59
Grocery Shopping	26	4	16	10	0
Housekeeping	388	43	0	0	388
*Unique clients definition: those clients accessing more than one service					

The program mobilizes local resources, networks and volunteers. We offer transportation to appointments, social visits and light housekeeping.

We also have a drop-in coffee morning on Wednesdays at Skookum Bistro (a PCFSA youth program) currently located at the West Shore Child, Youth and Family Centre, 345 Wale Road.

West Shore Better at Home collaborates with the West Shore and Sooke Community Response Network in order to promote education and awareness and to enhance services for seniors in Colwood, Langford and Metchosin.

WS Better at Home-Enrollment and Referral	
Source of Referral	Percentage
Advertisement	6%
Friend/Family	26%
Doctor	6%
Community Health Worker/Nurse (Health Authority)	17%
Other- example, Partner Agency	43%
Host Organization (your own organization)	3%

Successes and Challenges

Successes are attributed to ongoing community presence - networking events, advertising in various local and CRD wide publications, signage throughout the community, working with Volunteer Victoria, referral from community partners and word of mouth.

Our primary challenge was that owing to the successful growth and participation of seniors in our BaH program, our funded / subsidized services (funded professional drives & subsidized housekeeping) reached maximum capacity. This resulted in a shortfall of funds before the end of the fiscal year, which PCFSA subsidized.

Fortunately, we have been able to stabilize a slightly increased number of volunteer drivers, therefore we discontinued our contract for paid professional drives and now rely entirely on volunteer drivers. However, we had to reduce the number of drives per senior from twice a month to once a month.

We are maintaining monthly housekeeping services to all the seniors enrolled in the subsidized housekeeping program. However, we are not taking new enrollments for this program until we are able to keep the cost of these services within our monthly budget of \$1200.

Impact – Westshore Better at Home

The depth of impact the program has had on the lives of seniors, volunteers and the general community via wide/ongoing distribution of B at H info and having a continued presence in the community is significant.

Surveys, a volunteer connector newsletter, volunteer handbook, training, community connections all help to provide knowledge for positive growth of the program. This knowledge is shared among our seniors to connect them with our services or other community services to suit their ever-changing needs. It has helped us to see; what is available, what's not and how we may help bridge any gaps in services required in their community.

Volunteers have benefited from this knowledge gained, by better understanding their importance and roles in helping us...to keep our seniors connected to their community, as well seeing/hearing how much they are appreciated, such as this statement...

From a B at H Participant, about a Volunteer

"I'm a ray of sunshine, fun, lightness in her week, it feels good to think that when I'm that age someone fun and young might come brighten up my life!"

From a B at H Volunteer

"It's about the value of relationships. Their stories are powerful, the sharing & listening, people sharing difficulties and happiness alike."

From a B at H Senior (Volunteer Driver)

"This is so nice so kind of you, they say as soon as they get in the car. They're so appreciative it just puts you in a good mood."

Other B at H volunteer quotes

"Everybody I drive ends up being a friend".

"The seniors appreciate it, that's the reward"

◇ **Skookum Youth Employment Skills Program**

Skookum Skills is a PCFSA youth employment training program (Bistro-Café) that supports community youth, who have barriers to employment, in learning employment and life skills and to gain valuable work experience in a supportive environment.

We offer intakes to cohorts of referred youth three times a year to effectively plan their training, support, and work experience shifts.

This reporting period, 23 youth participated in the Skookum Skills program. Of these, 18 successfully graduated from the program. These numbers are down slightly from the last reporting period, when 25 youth completed the program.

This is in part due to our preparations to move to our new Café' location at PCFSA's Centre for Wellbeing. At year-end we had 12 youth on our referral list awaiting participation in the program. Due to the construction of the new café, the next cohort will be scheduled in the fall of 2018.

Most of youth participating in the Skookum Skills program were from Langford with the breakdown of municipality list below.

Skookum Youth - Number of Individuals by Municipality	Percentage
Langford	50 %
Victoria	18 %
Sooke	11 %
Saanich	7 %
Colwood	7 %
Metchosin	5 %
Esquimalt	2 %
Total	100 %

The ethnic identity of youth and their families who access the Skookum Program is collected during the intake process to provide a better understanding of individual needs and to plan for culturally sensitive treatment plans and interventions.

Following is a breakdown of youth reported ethnic origin:

Skookum Youth - Ethnicity	Percentage
Canadian	83 %
Caucasian	7 %
Aboriginal	4 %
Metis	2 %

<i>German</i>	2 %
<i>African-Canadian</i>	2 %
Total	100 %

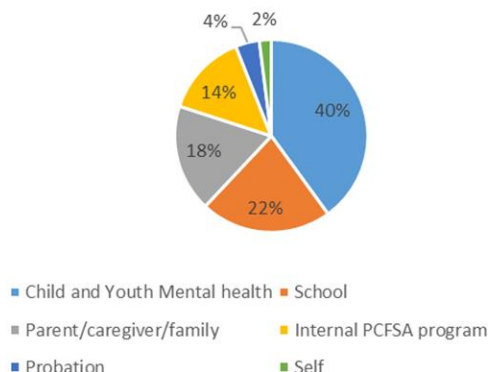
◇ COPE

As part of PCFSA's Youth Services, the COPE program is designed to provide a continuum of early intervention and prevention services, with individual, family and community outreach models.

Services are provided on a universal basis to the public within the community in the West Shore with priority being determined according to assessed need. The services are intended to promote healthy development, increase resilience and family harmony, reduce elevated risk behaviours and maintain youth's connections with their community. It is for children and youth aged 5 to 18, who require direct support, or require assistance finding other resources within the community.

The COPE Youth Services Team (YST) is comprised of 1.5 FTE Youth and Family Counsellors (YFC's). Together, they work in collaboration with other youth and family counsellors within PCFSA's portfolio of youth services, which also includes a regional Crime Reduction and Education (CRED) program and youth café employment and life skills program (Skookum Skills). YST counsellors receive supervision to support clinical, personal, administrative and educational standards and developments.

Referral Source COPE



COPE Referrals

Referrals to the COPE Program are made by the youth themselves, parents, professionals and other concerned

community members. The referral request for service is responded to within one week by our intake counsellor. In this process, an initial screening and assessment takes place to assist with prioritization.

◇ Crime Reduction and Exploitation Diversion (CRED) Program

The overall goal of the CRED program is to prevent youth involvement in gang activity in the Capital Regional District (CRD) by providing targeted intervention and support to youth at high risk of gang involvement, youth displaying gang-related behaviours and youth who are gang-entrenched.

The CRED Program is making a difference by way of positive outcomes in our communities. The program has seen a direct reduction of youth engagement in violent or gang-activity because of their participation in the program. Program staff have noted an increase in the wellbeing of youth and their families, and friends. With support of the CRED program, institutional partners, and community groups, youth have been able to successfully exit gangs. The program's impact has been felt by peers and those members of the community who work with youth at risk.

<i>Number of Individuals by Municipality</i>	<i>Percentage</i>
<i>Langford</i>	34 %
<i>Victoria</i>	20 %
<i>Saanich</i>	18 %
<i>Colwood</i>	13 %
<i>Sooke</i>	6 %
<i>View Royal</i>	5 %
<i>Esquimalt</i>	3 %
<i>Metchosin</i>	1 %
Total	100 %

Referrals

Access to the CRED program is through direct contact with the CRED Program Coordinator by police, probation, schools, MCFD Social Workers, community service providers, parents and caregivers, or the youth themselves. The referral request is responded to within 5 – 7 business days. In this process, an initial screening and assessment takes place to assist with prioritization. The time from referral to assessment is usually minimal,

often occurring 3 days after initial referral. The average length of time current participants have been in the program is 6 months, with the longest-term participant having been in the program for 2 years and the shortest-term participant less than one month.

Outputs

During this reporting period, the CRED program has engaged 91 youth (up from 64 youth during the previous 12-month period), aged 14-21, who were actively engaged in gangs, exhibiting gang-related behaviour or demonstrating risk of gang-involvement or exploitation.

The youth who were served by the program were distributed throughout the capital region as highlighted below.

The ethnic identity of youth and their families who access the CRED Program is collected during the intake process to provide a better understanding of individual needs and to plan for culturally sensitive treatment plans and interventions. Below is a breakdown of youth reported ethnic origin.

<i>Ethnicity-CRED Program</i>	<i>Percentage</i>
<i>Canadian</i>	53 %
<i>Caucasian</i>	33 %
<i>Aboriginal</i>	7 %
<i>African Canadian</i>	3 %
<i>French</i>	1 %
<i>Iranian</i>	1 %
<i>Metis</i>	1 %
<i>Portuguese</i>	1 %
<i>Total</i>	100 %

The breakdown of CRED referral sources:

<i>CRED Referral Source</i>	<i>Percentage</i>
<i>Internal PCFSA Program</i>	25 %
<i>Police</i>	22 %
<i>Social Worker</i>	20%
<i>Parent/Guardian</i>	10 %
<i>School</i>	10 %
<i>Probation</i>	8 %
<i>Community Agency</i>	5 %
<i>Total</i>	100 %

◇ Youthtalk- Email Counselling

The Youth Talk email counselling program continues to grow and remains a very popular service. In addition to the youth we served face to face, we responded to 1475 emails from 325 individual youth, during this 12-month period.

This is more than triple the number of emails we received during the same period the previous year (385), and a substantial increase from the 85 individual users of the service.

Trends are indicating that more youth are engaging in multiple email exchanges using the service. On average, about 13 emails are exchanged with each individual youth using this service, with the minimum being 2 and the maximum being 125.

- 37% of youth sent five or more emails
- 28% of youth sent between two and four emails
- 35% of youth only emailed once.

Of the 37% of youth who sent more than five emails, the majority remained in regular contact for about three months. Eleven youth have remained in regular contact over the whole reporting period. Four have been referred to PCFSA in-person counselling and 13 have been referred to counselling in their local areas.

The majority (99%) of referrals to Youth Talk have come through Youth Space, which is operated by NEED2. The remaining 3% accessed the Youth Talk email directly.

Approximately 70% of users over the year have identified mental health concerns, such as depression, anxiety, eating disorders, bi polar, and were seeking someone to talk to about their experiences, feelings and the impact on relationships, work, school.

Of those that reached out because of mental health concerns, most (75%) expressed suicidal ideation in at least one email interaction.

Other common themes included: sexual abuse, self-harm, relationship issues, and gender and sexual identity. Thirteen users were looking to connect to some sort of resource in their community. There were also a few emails from parents/grandparents looking for support for their children/grandchildren.

We continue to work in collaboration with Youth Space to ensure the forum is working without issue and that we collaborate to provide the best possible service to youth and to promote and grow the services we provide.

Child and Youth Clinical Therapy Services:

◇ **Sexual Abuse Intervention Program (SAIP)**

The Sexual Abuse Intervention Program (SAIP) at PCFSA is a community-based program providing specialized assessment and treatment services to children and adolescents up to age 19, including those with global disabilities, who have been sexually abused, and to children under 12 with sexual behaviour problems.

Number of Referrals to SAIP Program

There were 70 children / youth referred for service during this 12-month reporting period, 60 referred during the same reporting period in 2016-17 and 56 in 2015 – 16. Showing a steady increase in referrals across the last 3 reporting periods. Once a child or youth has been added to the referral list they have been accepted as eligible for SAIP service.

Of the 70 referrals for SAIP service, the majority were received from Langford (29) with 19 referrals from Sooke, and 14 from Colwood. This is a similar referrals distribution as in previous years.

SAIP - Age Distribution

2017-18 shows a similar age distribution as in previous years, with the exception of the 2016-17 reporting period when there were many more youth than children referred.

Typically, there are more children age 11 and under referred than youth over 12.

SAIP - By Age		2013-14	2014-15
0 - 11 Years		34	35
12 - 19 Years		27	26
Total number of participants		61	61
2015-16		2016-17	2017-18
0-11 years	29	16	46
12-19 years	27	44	24
Total	56	60	70

◇ **Child and Youth Clinical Counselling**

CYCC is a fee for service child therapy program that provides therapy to children and youth who have experienced other types of trauma that are not in the current SAIP mandate. (funded by individual Crime Victim Assistance claims, Extended Health programs, or similar) Through this program, our Registered Clinical Counsellors provided therapy to 12 children and youth.

Adult Counselling Services:

◇ **Substance Use Program (SUS)**

The SU program is a community based, free, open access counselling service, that is delivered from two locations, PCFSA's Centre for Wellbeing and the Youth and Family Centre in Sooke.

The goal of the program is to improve the health and functioning of individuals affected by substance use in the community, thereby enhancing well-being and public health and reducing the impact on the health service. Island Health, as part of the Island Health Mental Health and Substance Use Services (MHSU), funds this program.

SUS Referrals

The counsellors in the SUS program allocate cases from referrals received. Referrals are triaged and are allocated to counsellors in the program as vacancies arise and according to level of need.

PCFSA manages the overall capacity in the program as far as possible to ensure coverage and containment of the open cases and demands of ongoing referrals.

This reporting period, we received 198 new referrals to the program and had anywhere from 2 to 20 individuals pending allocation of a counsellor at any given time. This is down from the 230 referrals received during the same 12-month period the previous year and comparable to the 200 received 2 years ago.

Ethnic Identity

The ethnic identity of individuals who access the SUS program is collected during the intake process to provide a better understanding of individual needs and to plan for culturally sensitive treatment plans and interventions.

The following chart lists the self-identified ethnicity of individuals who accessed the Substance Use Services Program this reporting period.

Substance Use Program Ethnic Identity	Percentage
Canadian	82%
Metis	4 %
First Nations	4 %
Caucasian	3 %
British	2 %
African Canadian	1 %
Portuguese	1 %
Chinese	1 %
South American	1 %
Central European	1 %
Total	100 %

Substance Use Program Number of Individuals by Municipality	Percentage
Langford	35 %
Sooke	26 %
Colwood	20 %
Metchosin	8 %
View Royal	4 %
Victoria	3 %
Saanich/Peninsula	1 %
Malahat	1 %
Highlands	1 %
Shawnigan Lake	1 %
Total	100 %

We continue to see increased numbers in the complexity of presenting issues, including moderate to high mental health concerns.

Approximately 75% of individuals seeking service have reported co-occurring mental health concerns in addition to substance use. Of those, 44% reported depression, 30% were diagnosed with an anxiety disorder, 15% with PTSD, 6% with bipolar disorder, and 5% with borderline personality disorder.

As there is still no dedicated community based mental health resource in the West Shore, it has been noted that PCFSA's SUS program receives many referrals from individuals with significant mental health needs. These individuals often require intensive intervention that requires longer support.

◇ **Family Violence Prevention Program**

The Safer Families/Family Violence Prevention Program delivers service across the CRD (and beyond depending on contracts) with adult men (aged 19 years and above), outside of the criminal justice system, to address their violent behaviors within intimate relationships. To enhance our assessments and increase safety we also provide services for female partners. This is one of our few programs where fees may apply.

During this reporting period, PCFSA's Safer Families - Family Violence Program participated in an evaluation of group services to men using intimate partner abuse, conducted at 11 different sites across B.C. and referred to as the Supporting Healthy Relationships Pilot Project.

This Program Evaluation is funded by the Ministry of Public Safety and Solicitor General and the Evaluation is being conducted by the Criminology Dept. at Simon Fraser University.

One 6-week group and two 12-week groups were offered during this reporting period. Referred men were encouraged to participate in group service, however, 1-1 service was available for participants where group service was not a fit.

Most of the men referred during this time period chose to participate in group service and many of these men chose to participate in more than one group. The opportunity to participate in one or more groups has provided a much richer experience for the participants.

Men participating in first time service were able to benefit from the input and shared experience of men who had previous counselling experience or who had participated in an earlier group.

Referral by Source

Most referrals are made through an MCFD office. During this reporting period the non-MCFD originated referrals were able to participate in group service through the Supporting Healthy Relationships Pilot Project at no cost.

Additionally, PCFSA continues to independently fund a full-time intake counsellor who responds to all PCFSA referrals, freeing program counsellors to dedicate more time to service delivery. The intake counsellor is usually able to respond to a request for service within 2-3 business days. The mens' counsellor then follows up with an initial screening and assessment. The mens' counsellor at all times maintains a caseload at maximum capacity.

FVP

During 2017 - 18 referrals were made to the Family Violence – Safer Families Program from the following sources:

MCFD - all CRD offices	27
Self – Referred	3
Probation	2
Lawyer	2
PCFSA - internal	4
Friend	1
TOTAL 39	

Fewer referrals were received from MCFD offices this year (27) than during the 2016-17 reporting period when we received 44 referrals from MCFD offices. However, we continue to receive a high level of demand for service and participants during this reporting period have received an increased number of individual or group sessions per person.

♦ Stopping the Violence Program (STV)

Stopping the Violence Program at Pacific Centre provides counselling for women who currently experience or have previously experienced abuse in an intimate adult relationship and/or who were sexually abused as children.

During October – December 2017 our STV program was staffed by 2 part-time employees, who delivered 35 hours a week of individual, short and medium range counselling, advocacy and support services under the STV mandate.

Between January and March 2018, the Enhancement Grant allowed PCFSA to deliver an additional 30 hours a week of service, providing the opportunity to deliver prompt service to persons experiencing consequences of

partner abuse or historical sexual abuse, prompt service being particularly crucial where there are a high level of safety risks identified, often including children – typically this represents 50 % of our STV referrals.

We have shortened our wait for service by limiting the length of service and suggesting people who require longer term service go back on the waitlist, however this does represent a gap in service.

STV GROUP SERVICE

Using funds additional to those provided by this contract weekly drop-in group services (education and support) for women and trans persons experiencing relationship abuse have been offered by PCFSA consistently for the past 10 years.

This group is open to women and trans persons from across the CRD. PCFSA is seeking additional funding streams to support the continuance of this group.

It would be helpful to offer alternatives to this group at a different time of the week or to include a different demographic, such as a group specifically for Older Women who have experienced relationship abuse and / or to provide 2 -3 closed therapeutic groups during each 12-month period.

INTAKE SERVICES – On average our intake services receive 2 STV service enquiries a week and receive / provide one walk-in STV counselling / referral session per month.

Our intake services provide a referral HUB for STV services in the CRD frequently referring to Transition House services in the CRD as well as the STV programs in Sooke and at the Victoria Sexual Assault Centre.

Both our 1-1 and group services are also supported by PCFSA's intern program (MA in counselling students) who deliver individual STV counselling and group co-facilitation under the supervision of the Intern Program Supervisor and STV staff.

This arrangement further increases the amount of STV service hours provided each week.

STV SERVICE GAPS

- ◇ Specialised group and support services for older women.
- ◇ Legal support for navigating the justice system.
- ◇ Supportive environment for interface with RCMP – shared interviewing and advocacy facilities.
- ◇ More provision for counselling for children who have been exposed to domestic violence, and for counselling to be made available while parents receive counselling.

Salish Youth Project**Aboriginal Art-324 Goldstream**

Four art pieces of the youth project were completed and installed in the foyer of PCFSA's new Centre for Wellness on June 20th. The project was funded in part by the Victoria Foundation with funding stream through the Canada 150 Alliance.

A report complete with photos of the work in progress was generated and sent to the Victoria Foundation by the due date of March 31st. The Foundation funded a portion of the project (\$7500) of the total \$20k.

Carey Newman Kwakwak'awakw/Salish Master Carver, of Blue Raven Gallery coordinated the project and worked directly with each of three Aboriginal youth. Now a young adult, one of the youth has been associated with PCFSA since she was very young as participant in various counselling programs.

Carey also designed one of the sculptured pieces and donated in kind services to Pacific Centre Family Services. To learn more about Carey Newman's artwork visit <http://www.blueraven.ca/bio.php>

Now that the artwork is complete a secondary reporting requirement is to the Community Fund for Canada's 150th.

Separate from the Victoria Foundation, PCFSA will join the Canada 150 Alliance and, on that site, with permissions will post photos and story about the project. <https://alliance150.ca/>

Following is a write up from one of the youth artists participating in the project:

Joslyn W. Write Up:

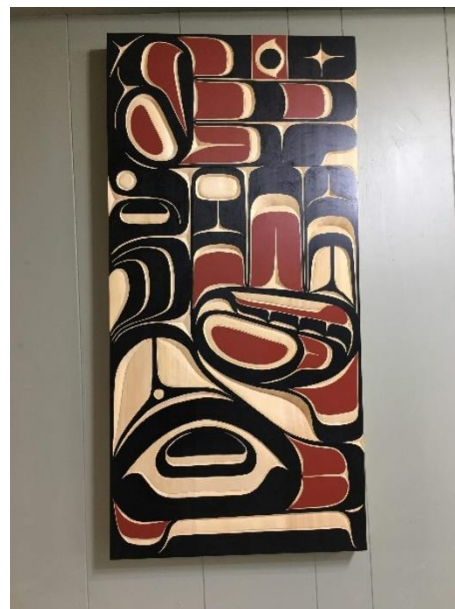
"My design is a Nuu-chah-nulth style thunderbird.

The thunderbird is a very strong and powerful legendary creature.

The Nuu-chah-nulth people were whalers and the thunderbird was the ultimate whaler.

It was so powerful it could grab a whale just as easy as an eagle getting a salmon.

The thunderbird also brings change and renewal.



It will comfort and guide any unavoidable change".

Program Highlights

Community Counselling Program (COMC)

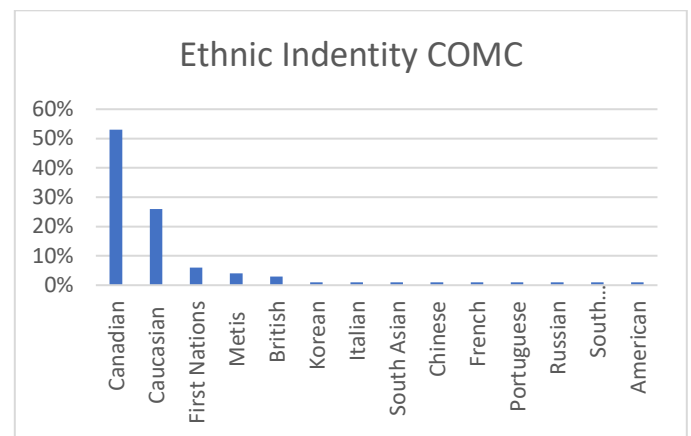
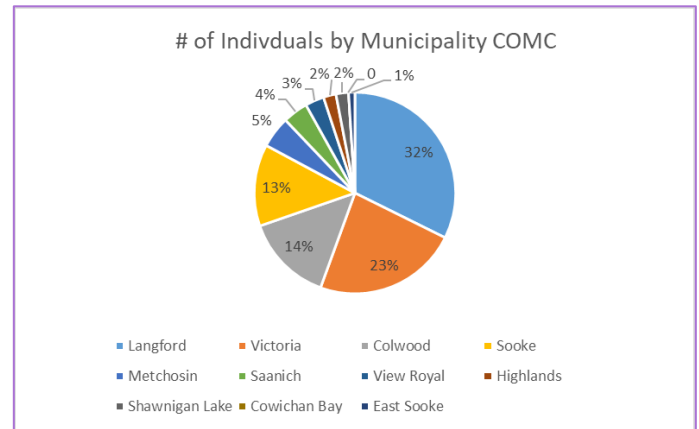
The Community Counselling Program provides affordable counselling services to the community, while providing high quality clinical opportunities for graduate students in master's level internships at PCFSA. Intake for Internships is offered and facilitated by a professional registered clinical counsellor provides close supervision and mentoring.

The internship program was implemented in September 2011 and has been steadily building. We have built a reputation as a practicum site of choice, as we continue to receive positive feedback from past and current interns who refer other students to our agency.

Due the substantial number of graduate student applications we receive, our Clinical Counselling Supervisor is able select students for the program who have the desired experience and skill sets. This ensures a high-quality counselling experience for individuals who receive counselling services through our internship program. PCFSA is actively seeking new sources of funding to subsidize program costs and reduce fees for service to individuals who cannot afford but require the service.

The program fees are set on a sliding scale, taking into consideration family income and the experience of the therapist. Our Clinical Coordinator is a Registered Clinical Counsellor and a Registered Social Worker, which enables us to be able to accept funding from outside sources, including CVAP, RHAP, and most Extended Health Benefits. The Worklink contracted services are delivered by qualified and experienced PCFSA counselors.

COMC Referral Source	Percentage
Worklink	33 %
Self	18 %
Family or Friend	13 %
Physician	10 %
External Community Agency	8 %
PCFSA Internal Program	8 %
MCFD	6 %
Probation/Police	4 %
Total	100 %



COMC-Program Satisfaction

We provide a range of methods for feedback from participants, including written surveys. Below is a sampling of some written comments we received during this reporting period:

"I am learning to forgive myself, and thus accept myself. Through this I have learned to accept love. I don't have the words to properly express my gratitude"

"I wanted to thank you very much for the help you gave me. I had been talking about a "plan" for years but was never able to put things in motion.

I was so fearful of the unknown. I still am anxious at times, but I feel very good about my accomplishments and about myself as well. One of the last times I saw you, you said, "Courage". I think of that all the time when I start to feel stuck."



CARF Report "Excerpt" – March 2018

Full report is available to stakeholders and will be posted on our website, <https://www.pacificcentrefamilyservices.org>

Accreditation Decision

On balance, Pacific Centre Family Services Association demonstrated substantial conformance to the standards. Pacific Centre Family Services Association (PCFSA) is highly respected in the community and is seen as a vital part of the services available for persons served. The organization has recently occupied its new building which meets the needs of the community, persons served, and families. Great emphasis is placed on cultural collaboration. The board, leadership, and staff members have worked diligently to prepare for their survey while moving the facility over the past few weeks. Persons served, families, referral, and funding sources express appreciation for the services and state the staff members are compassionate, kind, professional, and dedicated to providing quality services. Opportunities for improvement include expanding areas addressed during competency-based training for direct service personnel and clinical supervision. The organization has the capability and desire to continue to improve its services and expressed appreciation for the consultation provided during the survey process.

Pacific Centre Family Services Association appears likely to maintain and/or improve its current method of operation and demonstrates a commitment to ongoing quality improvement. Pacific Centre Family Services Association is required to submit a post-survey Quality Improvement Plan (QIP) to CARF that addresses all recommendations identified in this report.

Pacific Centre Family Services Association has earned a Three-Year Accreditation. The leadership team and staff are complimented and congratulated for this achievement. In order to maintain this accreditation, throughout the term of accreditation, the organization is required to:

- Submit annual reporting documents and other required information to CARF, as detailed in the Accreditation Policies and Procedures section in the standards manual.
- Maintain ongoing conformance to CARF's standards, satisfy all accreditation conditions, and comply with all accreditation policies and procedures, as they are published and made effective by CARF.