

## ❖ Acknowledgements

### Donors

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

### 2016-17 Audit

Thank you once again to our Grant Thornton Audit Team!

### 324 Goldstream, Property Development

#### PCFSA Centre for Wellbeing

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

**We gratefully acknowledge the generous support from provincial programs and from groups and individuals in our community:**

- Ministry for Children and Family Development
- Island Health Authority
- Ministry of Justice
- 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
- Victoria Foundation
- The Children's Health Foundation of Vancouver Island
- Westshore Rotary
- Worklink Employment Services
- The Victoria Foundation
- 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

## ❖ Report from the Treasurer; Audited Financial Statements

- As printed in separate documents for the AGM, and will included as full reports posted on our website:

[www.pacificcentrefamilyservices.org](http://www.pacificcentrefamilyservices.org)

## ❖ Looking Forward to 2018...

- Pacific Centre is heading into our **50<sup>th</sup> year** of serving families and the community. We plan to celebrate this milestone anniversary by hosting an event for partner agencies and community partners. Stay tuned!
- Application to Justice Canada for funds to support a **Westshore Child Advocacy Centre** to be located at our new Centre for Wellbeing has been approved for a one-year pilot.

This collaborative project between Pacific Centre Family Services Association, Victoria Child Abuse Prevention & Counselling Centre (VCAPCC) and West Shore RCMP will enhance the current response for victims of sexual assault and child abuse in West Shore communities of Greater Victoria region.

This project will complement the new Victoria Child Abuse Advocacy Centre and will benefit from the learning and training already established through the development of that Centre. Children/youth will benefit from the multidisciplinary one stop shop for children who have been abused utilizing a seamless, coordinated and community supported approach. It will improve the interview and forensic evidence collection experience for children, youth and families.

- PCFSA will continue to raise funds to support programming with focus on an inclusive family counselling model. **Parent-teen counselling and youth outreach** are areas of attention. **Youth gang crime reduction** programming will also be enhanced.
- Application for funds from the Royal Bank were received for the upcoming fiscal year to support our **Youthtalk** program. This generous donation allowed for a PT youth counsellor to be hired for 12-hours per week.
- The **Skookum Skillz** youth training program will benefit greatly from a community grant applied for and received from Coast Capital! These additional funding resources will support specific levels of employment skills training and guidance for participants of the program.

## WELCOME to our 49<sup>th</sup> AGM!

# Pacific Centre Family Services Association

49<sup>th</sup>

## Annual General Meeting

### Annual Report

2016-2017

### 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.

encourage possibilities

PACIFIC CENTRE FAMILY SERVICES ASSOCIATION



## 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.

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

## Coming Soon - CARF Accreditation 2018!

PCFSA is busy preparing for CARF in early 2018. CARF accreditation focuses on quality results. Our Board, Management Team, and Staff is committed to putting in full effort to once again lead the organization toward accreditation. We are committed to providing excellence and the highest quality of service standards.

## PCFSA Board of Directors

2016-2017

- David Bennett, Chair
- Marg Jacobson, Vice Chair
- Alison Campbell, Secretary
- Andy Pharo, Treasurer
- Dan Spinner, Director
- Del Manak, Director
- Ashley Bertsch, Director
- Ravi Parmar, Director



**Pacific Centre  
Family Services  
Association**  
**Annual Report  
2016-2017**

**Our Mission**  
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**Report from the Chair of the  
Board of Directors**

**Happy 150th, Canada!**

On the eve of entering its 50th year of operation serving the South Island, I am humbled to reflect on behalf of the Board on the milestones attained and accomplishments achieved in the past years, by Pacific Centre Family Services Association.

The staff and the Board have been striving to provide critical varied services to a wide and growing demographic, from preschoolers to seniors, as demands and pressures on their lives have heightened. Our management team is continually being challenged to maintain a sustainable operation, despite changing funding criteria or dogged pursuit of other viable and ongoing sources of funding.

Our Executive Director, Mitzi Dean, was on a leave-of-absence since mid-March, and the Board of Directors is grateful to the Acting Executive Director, Deborah Wilson, and to her Programme Directors team, to provide the continued leadership so crucial to those we support in these interesting times. We applaud Mitzi's decision to run for public office, and congratulate Mitzi on her successful election as the Member of the B.C. Legislative Assembly for the riding of Esquimalt-Metchosin in the May 9th, 2017 election!

Our site-specific, trauma-informed facility of wellbeing at 324 Goldstream Avenue is on schedule to receive its occupancy certificate by the end of August, with the majority of our staff and management team in residence for mid September. A 'lighthouse' project of regional significance, completed on budget. We are blest to have a diverse, and focused and energetic Property Committee, and a most talented Project Manager, that have been

working toward this precedent-setting goal since September 2015. From our young trainees at Skookum to our staff shop steward to the Board Treasurer to our Succession Planning Committee to our Senior Management Team; to our advocates and donors, to...., thank you!

*David Bennett, Chair - June 2017*

**Report from the Acting Executive Director**

Dear Friends and Colleagues,

It is with great admiration and appreciation of our PCFSA family that I embrace this opportunity to look back over the past year and be thankful for all that has been accomplished...by our past Executive Director, Mitzi Dean, by our Board of Directors, our Leadership Team, our Staff, Interns, Students, Volunteers, and Partner Agencies. We are very fortunate to have collaborative working relationships with community partners throughout Greater Victoria and through dedication and commitment our PCFSA team will continue to put full effort in maintaining these at every level.

This past fiscal year was filled with wonderful opportunities of growth for the organization. It offered platform for development and enhancement of new and existing programs, and by way of our strategic planning process focused attention on innovative ideas and proposed direction of our business model!

Of monumental scope was the announcement from our ED Mitzi Dean, of her plans to run for public office as MLA for Esquimalt-Metchosin. This news set the wheels in fast motion for our Board and Management team to develop an immediate transition plan that would support the changes over the next few months

In May 2016, a succession planning committee was formed with assignment from the board to manage and develop transition strategies to align with the leave of the Executive Director in mid-Feb 2017. The committee continues with review of the current leadership model and will plan next steps of succession in September 2017.

Following 10 years of extraordinary leadership Mitzi now shares her passion and ambition for making our communities stronger and healthier through her future work at a government level. Although we will miss our work directly with her at PCFSA, we support her ambitions and

are immensely proud of everything she has accomplished for this organization. We know that PCFSA will continue to benefit from the expansive knowledge and insight she has taken in to her new role in government. We are also assured that this move will be of long-term benefit to the sector and the community.

As we move forward into our 50th year I am confident that we will support one another to uphold our core values and established leadership practices. We will continue to provide optimal care to the families we assist each day. We will remain accountable to the highest of ethical standards by demonstrating kindness, caring and compassion to all. We will treat all with dignity and respect. We will continue to set example and will provide strong leadership in the community. I am extremely proud and honored to be part of this remarkable team and family services organization.

*Sincerely, Deborah Wilson, Acting Executive Director*

**Phase I - PCFSA Centre for Wellbeing Nearing Completion!**

It is an exciting time for our Pacific Centre Team as we prepare to move to our new Centre for Wellbeing at 324 Goldstream.

**Completion date is scheduled in early August 2017.** We hope to be fully operational at the Centre by early September. This new facility will offer a trauma informed safe environment for clients *accessing our services.*

**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.

**SEPTEMBER 28, 2017  
RIBBON CUTTING – YOU ARE INVITED!**

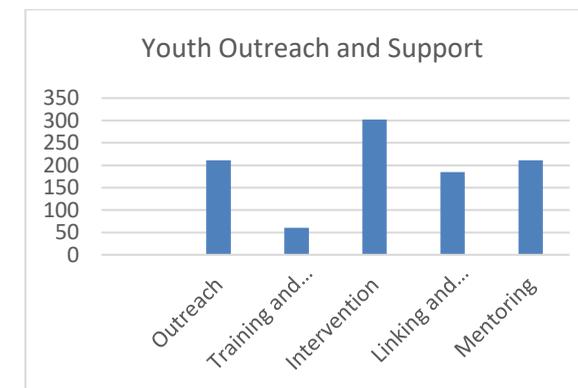


**Program Highlights:**

❖ **Intake**

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.

**Youth Programs:**



❖ **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.**

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

## Community Outreach and Prevention Education (COPE)

PCFSA's COPE program is funded by West Shore municipalities (in particular Langford, and Colwood) with focus on:

- ✓ Providing individual and group counselling to youth, who are living in the West Shore, and their families.
- ✓ To offer outreach services to youth in the community.
- ✓ To refer youth to other services, as appropriate to their needs.
- ✓ **Through COPE, 114 youth were served through individual and/or group programming.**

### ❖ Parenting Support

During this reporting period, we have continued our family model of parenting support. Parent or other caregiver support is an integral component of the work with youth, as it provides caregivers with the support and resources to support the youth, which provides better outcomes all around. Through our new database, we expect to be able to better record and report on the number of parents who have received parenting support through the Youth Services Program.

### ❖ Regional Youth Gang Prevention Crime Reduction and Exploitation Diversion (CRED)

During this reporting period, **the CRED program has engaged 64 youth aged 14-21 who were actively engaged in gangs**, exhibiting gang-related behaviour or demonstrating risk of gang-involvement or exploitation.

### ❖ Groups

Our YST, in collaboration with our Crime Reduction and Education (CRED) program, offered drop in boys' and girls' groups for youth who are attending Westshore Learning Centre. **Both groups focused on crime reduction and exploitation prevention**, including empathy, emotion management, identity, and forward thinking and the

impact of choices. Eleven boys regularly attend the boys group, with between 8-10 girls attending the girls group.

### ❖ Skookum Youth Employment Skills Program

Skookum Skillz 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. **This reporting period, we received 44 new referrals to the program with 27 youth participating in the program.** Of these, 25 successfully graduated. At the end of the reporting period, we had 22 youth on our referral list awaiting participation. As the program model can only accommodate 9 youth per cohort, (due to physical space in the café) not all will be able to be accommodated in the next 2 cohorts and will be waiting until the fall 2017.

### ❖ Youthtalk- Email Counselling

The Youthtalk email counselling program continues to grow and remains a popular service. In addition to the youth we served face to face, **we responded to 385 emails from 85 individual youth, during this 12-month period.** Most abuse is not reported at the time of occurrence and youth need a trusted adult to build a relationship with to create safety. Youthtalk provides access for youth to non-traditional and more immediate personal counselling services. As a result, youth will access resources and increase their safety.

### 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.

During the 2016-17 reporting period there were 74 discreet services delivered through SAIP including 21 medium range

counselling interventions, 39 assessments, nine short term block therapy agreements, three case reviews and two SAIP participants also engaged in group art therapy services.

SAIP by Municipality	Female	Male	Transgender	
			No Gender	Total
Victoria	5	5	0	10
Sooke	12	2	0	15
Langford	17	7	0	24
Colwood	5	4	0	09
View Royal	0	1	0	00
Shawnigan Lake	1	0	0	01
<b>Total</b>	<b>40</b>	<b>20</b>	<b>0</b>	<b>60</b>

This year 74 discreet services were delivered through SAIP including 21 medium range counselling interventions, 39 assessments, nine short term block therapy agreements, three case reviews and two SAIP participants also engaged in group art therapy services.

#### ❖ 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 11 children and youth.*

### Adult Counselling Services:

#### ❖ Substance Use Program

The SU program is a community based, free, open access counselling service, that is delivered from the Children's Health Foundation's Child, Youth and Family Centres in Colwood and 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. **During the 2016-17 fiscal year, we served 250 individuals through this program.**

### ❖ 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.

### ❖ Stopping the Violence Program

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.

**Women's Drop-In Group**-Two part-time staff participate in the delivery of a weekly drop-in support group which is available 52 weeks a year as well as short and medium range individual counselling, advocacy and support.

### ❖ Community Counselling Program

The Community Counselling Program provides low cost 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.

### ❖ 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.