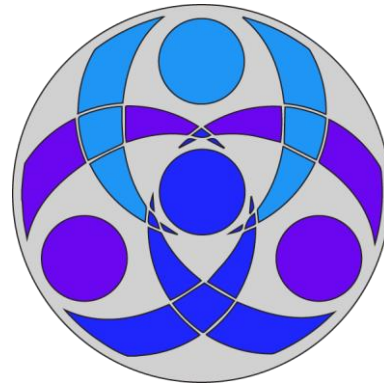


SVYC
SOUTH VANCOUVER LEARNING CENTER

Prevention/Promotion
Annual General Report



April 2016 - March 2017

Learning Center Program Overview

The South Vancouver Learning Center is funded by the Ministry for Children and Family Development and complimented with teaching staff and resources from the Vancouver School Board. This program offers a wide array of services designed to build on youth's existing strengths and provide further opportunities in areas that may include:

- Academic support
- Life-skills
- Community Involvement
- Employment skills and readiness
- Fitness and recreation
- Self care
- Volunteer work
- Social action initiatives

Youth that attend the South Vancouver Learning Center have two options for service dependent on their needs. Programming is offered in the following streams:

- 1. Full Day Program** - Youth from Grades 8 through 10 attend the school program on a full time basis, Monday through Friday. The program is designed to give students extra support in a small group setting to obtain their academic credits and increase community engagement.
- 2. Part-time/Modified Schedule** - Youth who are unable to attend a full time day program may attend on a modified schedule which is designed to meet their specific needs with the eventual goal of integration into the full day program.

Demographics

A maximum of 30 students are enrolled at any given time. During this period, a total of 37 unique students were served.

Full Day program:

Part-time/Modified Program:

Gender	Female - 21 Male - 16
Ethnicity	Caucasian - 19 Asian/South Asian - 7 Aboriginal - 5 Latin Canadian - 4 African Canadian - 1 Middle Eastern - 1
Age	12 years old - 1 13 years old - 2 14 years old - 9 15 years old - 10 16 years old - 12 17 years old - 3
Grade at Intake	Grade 8 - 5 Grade 9 - 13 Grade 10 - 19
Previous School	Returning Students - 19 Alternative School - 7 Mainstream Secondary School - 8 Elementary School - 3
Living Situation	Family Home - 19 Foster/Group Home Care - 18
FASD	9
Learning Disabilities	19

South Vancouver Youth Centre Outcomes 2016-2017

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target Achieved
Satisfaction	Youth and their caregivers/guardians will report feeling more satisfied with how conflicts are resolved at SVLC	Percentage of youth, parents, guardians and or caregivers who felt satisfied by the structured conflict resolution process	Youth, parents, Guardians, Caregivers	1 Year	Surveys	Ettie Shurack	Yes, 75%
Effectiveness	Increase life skills of SVLC/SVYC youth by providing more out of school workshops and life skills components in the school program	Percentage of youth who reported an increase in life-skills learned through after-school workshops and or school programs	SVLC students, workshop participants	Bi-annual	Skills assessments before and after workshops Exit Surveys	Ettie Shurack	Yes, 75%
Efficiency	To reduce time spent by youth workers and administration staff on activities program registration/sign up by offering an online registration process	Percentage of youth workers and administration staff who report a reduction in time spent on activities program registration/sign-up.	Youth workers, admin staff	6 mo.	Employee Surveys	Ettie Shurack	Yes, 80%
Accessibility	To increase the number of youth visiting SVYC for the first time by offering more special event nights	Number of first time visitors of SVYC due to special event nights	Youth in the community	1 Year	Attendance data of special event nights	Ettie Shurack	Yes, 2 events

South Vancouver Learning Center Outcomes 2016 - 2017

DOMAIN	SATISFACTION
OBJECTIVE	To increase satisfaction of youth and their caregivers/guardians by introducing a more structured conflict resolution process when issues occur between youth.
INDICATOR	Percentage of youth, parents, guardians and or caregivers who felt satisfied by the structured conflict resolution process
SAMPLE	Youth, parents, Guardians, Caregivers
TIMING	1 Year
DATA SOURCE	Surveys
OBTAINED BY	Ettie Shurack
TARGET	75%
RESULTS	6 out of 8 youth and 6 out of 12 caregivers/parents or guardians completed surveys after the conflict resolution meeting to assess satisfaction. Youth reported 85% satisfaction with the process, while the parents/caregivers reported 99.5% satisfaction.
EXTENUATING/ FACTORS	2 youth asked not to complete the survey, while 6 parents/caregivers or guardians could not be reached or did not return surveys.
RECOMMENDATIONS	Online/email Surveys

DOMAIN	EFFECTIVENESS
OBJECTIVE	To increase the life-skills of SVLC/SVYC youth by offering more life-skills components in the school program and in after school workshops.
INDICATOR	Percentage of youth who reported an increase in life-skills learned through after-school workshops and or school programs
SAMPLE	SVLC students, workshop participants
TIMING	Bi-Annual
DATA SOURCE	Skills assessments before and after workshops Exit Surveys
OBTAINED BY	Ettie Shurack
TARGET	75%
RESULTS	20/20 Housing Workshop participants responded that they felt better prepared or more able to maintain housing after the workshop. 6/6 Employment Workshop participants reported learning something new after completing the workshop. 11/11 SVLC students reported that they were given opportunities to learn and practice life-skills such as cooking, money management and budgeting.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	EFFICIENCY
OBJECTIVE	To reduce the number of hours youth workers and administrative staff use on activities program registration by offering an online sign up option in addition to telephone registration.
INDICATOR	Percentage of youth workers and administration staff who report a reduction in time spent on activities program registration/sign-up
SAMPLE	Youth workers, admin staff
TIMING	6 Mo.
DATA SOURCE	Surveys
OBTAINED BY	Ettie Shurack
TARGET	80%
RESULTS	SVYC offered an online registration option for the Winter and Spring Break Activity Program. The registration system offered was Doodle online scheduling system which allowed users the ability to sign up and withdraw from activities. Unfortunately, participants and caregivers expressed that they preferred the usual drop off system or telephone registration as the new online system was too new or intimidating. Instead, youth workers are using Doodle to help maintain the participants and the waitlist instead of relying on the registrants to manage this themselves.
EXTENUATING/ FACTORS	Not all caregivers/parents own computers in order to complete online registration.
RECCOMENDATIONS	SVYC will introduce an online registration option for activities programs through. Stakeholders and SVYC employees will be given a survey to assess efficiency of the new online system in addition to the telephone registration process.

DOMAIN	ACCESSIBILITY
OBJECTIVE	To increase the number of first time visitors to SVYC by offering more special event nights.
INDICATOR	Number of first time visitors of SVYC due to special event nights
SAMPLE	Youth in the community
TIMING	1 Year
DATA SOURCE	Attendance data of special event nights
OBTAINED BY	Ettie Shurack
TARGET	2 Events
RESULTS	100% of target was reached. SVYC hosted 2 special events: An Evening of Chess on May 12, 2015 and Art Attack on August 05, 2015. As a result of the events, 17 youth visited SVYC for the first time, and in many cases, they returned to access services in the future.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	SVYC staff will plan more special event nights at SVYC to encourage youth to visit the youth centre for the first time. Participant demographics will be recorded.

SVYC Day Services 2017-2018 Strategic Planning

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target
Satisfaction	To increase satisfaction expressed by parents, caregivers and or guardians regarding SVLC's communication system	Percentage of parents, caregivers and or guardians who report satisfaction with SVLC's communication: regular updates, gathering feedback, etc.	Parents, caregivers, guardians	Quarterly	Family/Stakeholder Surveys Sharevision Contact Logs	Ettie Shurack	85%
Effectiveness	SVYC/SVLC will improve effectiveness by creating inclusive space and inclusive services to LGBTQ+ youth.	Percentage of youth who report that SVLC/SVYC is a safe, inclusive space and provides inclusive services for LGBTQ+ youth.	Youth	1 Year	Survey	Ettie Shurack	80%
Efficiency	To increase compliance with yearly IS Reviews and Quarterly Reports	SVLC Staff will review all files monthly in order to increase compliance with IS and Quarterly File reviews, thus reducing time spent on revisions.	Staff	Quarterly	IS Reviews, Quarterly File Reviews	Ettie Shurack	95% Compliance
Accessibility	To increase accessibility of services available at SVYC to youth in Milieu Children residential programs	Number of youth from Milieu Children residential programs who participate in other services within SVYC such as the school, youth groups and recreation programs.	Youth in Milieu Children residential programs	1 Year	Program demographics data	Ettie Shurack	10 Youth

Satisfaction

Outcome:

Parents, caregivers and or guardians with report satisfaction with the communication systems in place at SVLC.

Action Plan:

SVLC will contact parents, caregivers and or guardians on a monthly basis to give updates on students as well as gather any constructive feedback. These conversations will be recorded in Sharevision.

Effectiveness

Outcome:

To improve SVYC/SVLC effectiveness in the area of creating inclusive space and services to LGBTQ+ youth.

Action Plan:

SVLC/SVYC will take initiatives such as putting gender neutral signs on the washroom doors, putting up posters and stickers and changing intake documents to reflect gender neutral language in order to promote a safe, inclusive space and services to LGBTQ+ youth. SVYC/SVLC staff will also complete an LGBTQ+ cultural competency to increase awareness and education of LGBTQ+ issues.

Efficiency

Outcome:

To increase compliance with yearly IS Reviews and Quarterly Reports.

Action Plan:

SVLC Staff will review all files monthly in order to increase compliance with IS and Quarterly File reviews, thus reducing time spent on revisions.

Accessibility

Outcome:

To increase the number of youth from Milieu Children and Family Services residential programs accessing other services within SVYC, such as the school program, after-school groups and or recreation based activity groups (Summer, Winter, Spring Break)

Action Plan:

SVYC Youth workers will visit Milieu Children residential programs in order to promote other services such as SVLC, youth groups and recreation programs.