

SVYC Transition Services

Community Transition

Annual General Report (with proof)



April 2016 – March 2017

Transition Services Program Overview

The South Vancouver Youth Centre (SVYC) offers creative and flexible support services to youth living in Vancouver. Youth may be referred through MCFD and/or can come on a drop-in basis. Using a combination of one-to-one outreach services, and on site group workshops, our Youth Transition Workers provide the support necessary to help youth achieve their goals, learn new skills and become more self-sufficient in the community.

- Individual one to one support
- Small group workshops
- On-site resources (library, computers, information brochures, forms)
- Assistance with referrals or access to community services
- Telephone consultation/response for youths Transitioning to Adulthood

TRANSITION TO ADULTHOOD

Youth Workers assist youth ages 12 to 18 years in developing skills necessary for independent living. The youth may be living at home, in foster or group home care, or independently on a Youth Agreement. The type of support will vary depending on their individual needs and home situations. Youth will be encouraged to identify specific goals that will be incorporated into their Individual Support Plan. These goals will focus on learning the skills associated with independent living, self-sufficiency, and adult responsibilities. Assistance is available in the following areas:

Budgeting	Money management	Access to recreation	Pre-employment skills
Communication and social skills	Access to health services	Access to addiction services	Advocacy
Housing search/set up	Tenancy rights/responsibilities	Budgeting for rent/expenses	Household maintenance
Meal planning	Shopping	Securing identification	Employment search
Self-care	Access to education programs	Teen parenting	Communication with landlords
Arranging utilities	Tenancy agreements	Intent to rent forms	Cooking

Transition Services Demographics

Between April 1, 2016 and March 31, 2017, there were a total of 80 referrals. There were 29 fewer referrals this year compared to the 2015-2016 fiscal year.

At the end of the fiscal year, there were 4 full-time Youth Transition Workers, 1 Early Teen Transition Worker, 1 Manager, and 1 Coordinator. The Youth Transition Workers carry an average caseload of 10-12 youth. The Early Teen Transition Worker oversees all Teen Activity Group referral and carries a caseload of 10 youth.

Gender	39 (49%) Males 40 (50%) Females 1 (1%) Transgender
Pregnancy	4 of the 40 females (10%) is pregnant and/or parenting
Age	2 (3%): age twelve 9 (11%): age thirteen 9 (11%): age fourteen 5 (6%): age fifteen 13 (16%): age sixteen 13 (16%): age seventeen 29 (36%): age eighteen
Ethnicity	35 (44%): Caucasian 20 (25%): Asian 8 (10%): Aboriginal 4 (5%): Mixed Ethnicity 3 (4%): Undetermined (file closed prior to intake) 3 (4%): Middle Eastern 2 (3%): Hispanic 2 (3%): South Asian 3 (4%): African 0 (0%): Caribbean

Transition Services Outcomes 2016 - 2017

Domain	Objective	Indicator	Sample	Time Frames	Data Source	Collector	Target achieved
Satisfaction	The SVYC Housing Workshop will undergo an evaluation process and make adjustments based on feedback in order to increase in both participant satisfaction and enrolment.	Youth served in Housing Workshop will indicate satisfaction with their experience on evaluation form. Housing Workshop attendance will increase over the next fiscal year.	Youth served in SVYC Housing Workshop, YAC	1 Year	Housing Workshop Evaluation Form Housing Workshop Attendance	Ettie Shurack	80%, DONE SVYC
Effectiveness	Staff will be trained on social-emotional learning and will implement tools in the Teen Activity Group (TAG) to teach youth appropriate social skills and how to handle conflict.	Youth served will demonstrate skills learned with the implementation of social-emotional learning while in TAG.	Youth served in Teen Activity Group	Quarterly	Meeting minutes with reflections from youth. Chapter Outlines	Ettie Shurack	DONE
Efficiency	The Transition Team will create an efficient system of case coverage in the event of youth worker absence and or vacation.	To ease the process of covering Youth Transition Worker caseloads, Program Manager will have access to updated case lists complete will information needed to support youth.	Youth Workers, Program Manager	6 Mo.	Case List Folder MCFD Data Reporting	Ettie Shurack	DONE, MCFD Data Reporting (direct hours) unchanged or better compared to previous year.
Accessibility	The Youth Advisory Committee (YAC) and Recreation Group (REC) will have representation from the Milieu Children residential programs.	The YAC and REC membership will expand to include youth from Milieu Children residential programs, not just youth accessing South Vancouver Youth Centre.	Youth in Milieu Children and Family Services residential programs	3 Mo.	YAC and Recreation Group attendance (Sharevision) posters/flyers for the homes	Ettie Shurack	DONE, 4 youth

Transition Services 2016/17 Strategic Planning Review:

DOMAIN	SATISFACTION
OBJECTIVE	Youth served in Housing Workshop will indicate satisfaction with their experience on evaluation form. Housing Workshop attendance will increase over the next fiscal year.
INDICATOR	Youth served in Housing Workshop will indicate satisfaction with their experience on evaluation form. Housing Workshop attendance will increase over the next fiscal year
SAMPLE TIMING	Youth served in SVYC Housing Workshop, YAC 1 Year
DATA SOURCE	Housing Workshop Evaluation Form Housing Workshop Attendance
OBTAINED BY	Ettie Shurack
TARGET	80%,
RESULTS	Complete, Housing workshop received 6 evaluation forms from youth who participated. 100% of youth who filled out the evaluation form said that they had learned a lot and felt more prepared after the workshop. The SVYC Housing Workshop will undergo an evaluation process and make adjustments based on feedback in order to increase in both participant satisfaction and enrolment. SVYC Housing Workshop received 6 evaluation forms from youth who participated. 100% of youth who filled out the evaluation form said that they had learned a lot and felt more prepared after the workshop.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	EFFECTIVENESS
OBJECTIVE	Staff will be trained on social-emotional learning and will implement tools in the Teen Activity Group (TAG) to teach youth appropriate social skills and how to handle conflict
INDICATOR	Youth served will demonstrate skills learned with the implementation of social-emotional learning while in TAG.
SAMPLE	Youth served in Teen Activity Group
TIMING	Quarterly
DATA SOURCE	Meeting minutes with reflections from youth. Chapter Outlines
OBTAINED BY	Ettie Shurack
TARGET	100%
RESULTS	Complete, To ease the process of covering Youth Transition Worker caseloads, Program Manager will have access to updated case lists complete will all contact information for youth and social worker/guardian information. MCFD Data Reporting (direct hours targets) will be reached for the year. Transition Manager made a data reporting chart in excel which all Transition staff updated regularly allowed workers to cover for each other with minimal disruption. Foster Family Support Team will arrange training for the Transition Team to learn about social-emotional learning Staff will be trained on social-emotional learning and will implement tools in the Teen Activity Group (TAG) to teach youth appropriate social skills and how to handle conflict. Staff running the TAG group taught youth who attended the program social skills and how to engage positively through conflict. Staff had discussions with youth and gave them the opportunity to reflect on what they learned and how they would handle different situations.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	EFFICIENCY
OBJECTIVE	To ease the process of covering Youth Transition Worker caseloads, Program Manager will have access to updated case lists complete will all contact information for youth and social worker/guardian information. MCFD Data Reporting (direct hours targets) will be reached for the year. Transition Manager made a data reporting chart in excel which all Transition staff updated regularly allowed workers to cover for each other with minimal disruption.
INDICATOR	To ease the process of covering Youth Transition Worker caseloads, Program Manager will have access to updated case lists complete will information needed to support youth.
SAMPLE	Youth Workers, Program Manager
TIMING	6 mo.
DATA SOURCE	Case List Folder MCFD Data Reporting
OBTAINED BY	Ettie Shurack
TARGET	100%
RESULTS	Complete, Program Manager will create a template on the server for Youth Transition Workers to track caseloads, youth contact information and address, and social worker/guardian contact information Youth Transition Workers will update the template as needed or every month at the very least Youth Transition Workers will fill out Personal Information Page and Contact Logs on Sharevision
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

DOMAIN	ACCESSIBILITY
OBJECTIVE	The YAC and REC membership will expand to include youth from Milieu Children residential programs, not just youth accessing South Vancouver Youth Centre. 1 youth living in a Milieu residential home regularly attended the REC program.
INDICATOR	The YAC and REC membership will expand to include youth from Milieu Children residential programs, not just youth accessing South Vancouver Youth Centre.
SAMPLE	Youth in Milieu Children and Family Services residential programs
TIMING	3 mo.
DATA SOURCE	Youth in Milieu Children and Family Services residential programs
OBTAINED BY	Ettie Shurack
TARGET	4 youth
RESULTS	The Youth Advisory Committee (YAC) and Recreation Group (REC) will have representation from the Milieu Children residential programs. SVYC Transition Staff will visit the residential homes to post information about YAC and REC as well as speak with youth to encourage them to attend the programs. 1 youth from the residential homes consistently attended REC.
EXTENUATING/ FACTORS	None Identified
RECOMMENDATIONS	None Identified

Transition Services 2017/2018 Strategic Planning Review:

Domain	Objective	Indicators	Sample	Time Frames	Data Source	Collector	Target
Satisfaction	Staff will have satisfaction in their jobs and feel appreciated by Management.	The Agency will create a reward/incentive system to recognize and incentivize outstanding staff performance. The system will give staff on the individual level as well as on the team level an opportunity to be recognized by Management. Staff will report they feel appreciated and recognized.	Staff	6 mo.	Satisfaction Surveys	Ettie Shurack	75%
Effectiveness	SVYC will have an active Youth Advisory Committee (YAC) that is youth-initiated, youth-driven and youth-friendly.	SVYC YAC will have between 4 to 8 regular attendees and will work on specific youth driven initiatives.	Youth & Staff	6mo.	Attendance Records	Ettie Shurack	4 to 8 youth and 1 project
Efficiency	Transition Team will efficiently support identified youth to obtain meaningful employment.	Youth actively be searching for employment within 6 months of being supported and will find employment within 9 months.	Youth/Staff	6 mo. 9 mo. 1 Year	Employment tracker	Ettie Shurack	4 youth will obtain employment
Accessibility	Stakeholders will feel that Milieu Management is accessible for feedback.	Managers will arrange for a feedback meetings (twice in the year) with MCFD to ensure they feel that Milieu Management is accessible and receptive to feedback.	Management	1 Year	Feedback Meetings	Ettie Shurack	80% Stakeholders report they are satisfied

Satisfaction

Outcome:

Staff will have satisfaction in their jobs and feel appreciated by Management.

Action Plan:

The Agency will create a reward/incentive system to recognize and incentivize outstanding staff performance. The system will give staff on the individual level as well as on the team level an opportunity to be recognized by Management. Managers will hand out appreciation cards 3 times during the year that are individualized to their staff to recognize them for their work.

Effectiveness

Outcome:

SVYC will have an active Youth Advisory Committee (YAC) that is youth-initiated, youth-driven and youth-friendly.

Action Plan:

- Promotion will be made in all of the SVYC programs explaining what is YAC, when does YAC happen, How can youths join YAC and have a voice in the way SVYC is providing services for them, Why YAC is helpful for youths' leadership development and where will YAC take place.
- Youth Workers will encourage and provide training for youths who are interested in being the core group members and take on the major role of driving YAC (e.g. YAC President and Vice-President).

Efficiency

Outcome:

Transition Team will efficiently support identified youth to obtain meaningful employment.

Action Plan:

Transition Managers and Transition Staff will receive employment training from Milieu Employment Managers. Milieu Employment Managers will provide Transition Managers with ongoing mentorship and will attend Transition Team staff meetings.

Accessibility

Outcome:

Stakeholders will feel that Milieu Management is accessible for feedback.

Action Plan:

Managers will arrange for a feedback meetings (twice in the year) with MCFD to ensure they feel that Milieu Management is accessible and receptive to feedback.

Transition Services Outcomes 2017 - 2018