

SVYC Family Services
Intensive Family-Based Services
Annual General Report



South Vancouver Youth Centre
(Milieu Children & Family Services)

April 2014 - March 2015

Family Services Program Overview

SVYC Family Services Program provides an array of counseling services to youth and families throughout the city of Vancouver. All therapists in this program are Masters level graduates offering a comprehensive model program which includes the following components:

1. Mediation Services are designed for families that can benefit from a short term (8-12 sessions) mediation approach that is solution focused around a specific problem area in the family. Most often this service is used for parent/teen conflict.
2. Family Counselling is designed for families that are experiencing challenges to the functioning of the family. A variety of approaches, in many languages are available to meet the needs of these families. Services in this component are generally limited to three months with the option to extend if necessary.
3. Intensive Therapeutic Interventions are designed for families meeting specific referral criteria and are able to have therapeutic service delivered to them in their homes for a specified number of hours each week. This program is offered for approximately one month for each family.
4. Family Development is designed for families that can benefit from a longer term approach (6 months to 1 year). Families referred to this component may have some level of disability or cognitive impairment that prevents therapeutic movement in a timely manner.
5. Groups are designed to meet a variety of needs including but not limited to:

Sole (Single) Parenting
 Dealing with Difficult Teenagers
 Family Relationships
 Managing the Cultural Gap (between parents and teens)
 Coping with a Teen Living Out of the Home
 Parent Support Group

If there is a group topic of interest, SVYC will be happy to create and implement a group that meets the needs of the Vancouver Community. Groups may be offered in languages other than English, and it is encouraged that you contact us to find out if we offer services in your language. Additionally, groups take several different forms including:

- Closed – group enrolment is limited and for a specific topic
- Open – group enrolment is not limited and an array of topics is included
- Leveled – group enrolment is limited and the group collaboratively works through various stages of information and process.
- Youth – SVYC offers a wide range of different types of groups for youth. Youth in families who are attending a component of the Family Services Program are welcome to attend these groups as well.

There is a continuous process for groups and although a group may not be offered regularly on a specific topic, that group may be offered later in the year once enough interest is generated. There are no fees for attending a SVYC group.



Family Reunification Program Demographics

Referrals	173
Female	86 (49.7%)
Male	87 (50.3%)
Ages	12 (7%): age twelve 16 (9%): age thirteen 39 (23%): age fourteen 41 (24%): age fifteen 35 (20%): age sixteen 16 (9%): age seventeen 14 (8%): age eighteen
Place served	37%: Home, School, Community 28%: SVYC Office 35%: Both
Ethnicity	60 (36%): Asian 56 (32%): Caucasian 12 (7%): Unknown (Files are closed prior to service) 11 (6%): Latino 11 (6%): Middle Eastern 8 (5%): Mixed ethnicity 7 (4%): African 4 (2%): First Nations 4 (2%) European

Family Services Outcomes

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Satisfaction: Families consistently report that involvement with family services has made a positive difference in their family functioning.	Positive responses to scaling question on the progress review survey	Individuals	Average score of 3.5 on all families served.	Progress review survey	53 progress review surveys were completed by individuals served in March 2015. 4 (8%) individuals stated it has neutral impact; 1 (1%) individual stated it has a little more than neutral impact; 19 (36%) individuals stated it has positive impact; and 29 (55%) individuals stated it has very positive impact. The average score was 4 (positive impact).	Yes
Effectiveness: There will be effective and seamless coordination between multiple internal stakeholders supporting an individual or family.	Evidence of strong working relationships on client files	Staff	Increase from 2013-2014	Joint ISP that represent contributions from all internal stakeholders	6 joint ISPs were completed compared to 5 joint ISPs completed in the previous year.	Yes
Efficiency: Intake paperwork and Individual Support Plan will be more concise to ensure completion after 4 meetings with a family	Percentage of referrals completed the Screening and Orientation Tool, Rights and responsibility and first 3 steps of the ISP after 4 meetings with a family.	Staff	75%	Referral Tracker	96 referrals were active and required an ISP to be completed in the fiscal year of 2014 -2015. 78 of them (81%) were completed shortly after therapists had 4 successful sessions with the families. 18 of them (19%) were not completed according to the timeline.	Yes
Accessibility: Increase the opportunity for families to access services on a self referral basis.	Percentage of parents who attend are accessing the services by self-referrals	Individuals	10% increase over previous year	Group logs (attendance and speaker presentations)	In the fiscal year of 2014-2015: 133 out of a total 290 individuals (46%) attended the Solutions Together Parenting Group received information regarding the group in their community and were not involved in SVYC services previously. 112 out of a total 180 individuals	Yes



					<p>(62%) attended the Chinese Parenting Group received information regarding the group in their community and were not involved in SVYC services previously.</p> <p>31 out of a total 31 individuals (100%) attended the Korean Parenting Group received information regarding the group in their community and were not involved in SVYC services previously. This was a short term psych-education group created this year to meet the unique needs of the Korean population.</p> <p>18 out of a total 18 individuals (100%) attended the Japanese Parenting Group received information regarding the group in their community and were not involved in SVYC services previously. This was a short term psych-education group created this year to meet the unique needs of the Japanese population.</p> <p>A total of 57% of the parents accessed the SVYC open access groups directly from the community by self-referrals reflecting a 14 % increase from last year when there were a total of 43% of the parents who accessed the groups by self-referrals without prior involvement with SVYC.</p>	
--	--	--	--	--	---	--



Family Services 2014/15 Strategic Planning Review:

Satisfaction

Outcome: Families consistently report that involvement with family services has made a positive difference in their family functioning.

Action Plan:

- The addition of a scaling question to the exit survey posing the question “On a scale of 1 to 5 please rate the impact involvement with family services has had on your family functioning” 1 being negative impact, 2 being slightly negative impact, 3 being neutral impact, 4 being positive impact, 5 being very positive impact.

Complete:

- 53 progress review surveys were completed by individuals served in March 2015. 4 (8%) individuals stated it has neutral impact; 1 (1%) individual stated it has a little more than neutral impact; 19 (36%) individuals stated it has positive impact; and 29 (55%) individuals stated it has very positive impact. The average score was 4 (positive impact).

Effectiveness

Outcome: There will be effective and seamless coordination between multiple internal stakeholders supporting an individual or family.

Action Plan:

- Internal stakeholders will meet once within a month of each service referral to collaborate and provide wrap-around services to the youth and families we serve.
- Internal stakeholders include front-line staff from SVYC and Connexus: Family Therapists, SVLC Youth Worker, Transition Youth Worker, representation from Connexus group homes, Foster Family Counsellor and



FASD Key Worker. SVYC/Connexus Managers and Clinical Director will be available to support and consult as needed.

- Create communication systems via phone conversation, e-mail and meeting.
- Family Services Program Manager will inform Transition Youth Workers at the time of referral if there are other internal stakeholders providing services.
- The internal stakeholder who has worked the longest with the youth will act as the internal case manager who will organize meetings and ensure communication is kept on a regular basis.
- Only one Individual Support Plan will be collaboratively created for the youth served. Additional goals in each program will be integrated in that one support plan.

Complete:

- 6 joint ISPs were completed compared to 5 joint ISPs completed in the previous year.

Efficiency

Outcome: Intake paperwork and Individual Support Plan will be more concise to ensure completion after 4 meetings with a family.

Action Plan:

- Intake paperwork and Individual Support Plan will be considered completed with Screening and Orientation tool, Rights and Responsibility form, first 3 steps of the Individual Support Plan. Step 4 onwards of the Individual Support Plan will at times require close to 2 months for completion since rapport with the families might take time.
- Individual Support Plan will be reviewed and made more concise.
- Family Therapists will each have their own caseload list on the Referral Tracker in order to keep records of the paperwork required for each case.



Complete:

- 96 referrals were active and required an ISP to be completed in the fiscal year of 2014 -2015. 78 of them (81%) were completed shortly after therapists had 4 successful sessions with the families. 18 of them (19%) were not completed according to the timeline.

Accessibility

Outcome: Increase the opportunity for families to access services on a self referral basis.

Action Plan:

- Create more opportunities for families to access group programs

Complete:

In the fiscal year of 2014-2015:

133 out of a total 290 individuals (46%) attended the Solutions Together Parenting Group received information regarding the group in their community and were not involved in SVYC services previously.

112 out of a total 180 individuals (62%) attended the Chinese Parenting Group received information regarding the group in their community and were not involved in SVYC services previously.

31 out of a total 31 individuals (100%) attended the Korean Parenting Group received information regarding the group in their community and were not involved in SVYC services previously. This was a short term psych-education group created this year to meet the unique needs of the Korean population.



18 out of a total 18 individuals (100%) attended the Japanese Parenting Group received information regarding the group in their community and were not involved in SVYC services previously. This was a short term psych-education group created this year to meet the unique needs of the Japanese population.

A total of 57% of the parents accessed the SVYC open access groups directly from the community by self-referrals reflecting a 14 % increase from last year when there were a total of 43% of the parents who accessed the groups by self-referrals without prior involvement with SVYC.



Family Services 2015/16 Strategic Planning:

Satisfaction

Outcome:

Individuals agree that they have learned new skills after working with the Family Therapists.

Action Plan:

- Support the therapists to learn ways to deliver new tools and skills during individual and group supervision.
- More resource books and materials will be purchased and reviewed.
- Increase opportunities for Individuals to learn new skills in counselling and group setting.

Effectiveness

Outcome:

Increase therapists' knowledge of tools and skills to teach individuals.

Action Plan:

- More in-house training will be offered.
- Increase opportunity for therapists to attend professional development training/conference.
- Therapists will share what they have learned to their peers during team meetings.



Efficiency

Outcome:

Apply modified/new CARF standards to the Family Services Program within 30 days after the manual is published.

Action Plan:

- Review the updated CARF standards.
- Determine which added/modified standards would apply to the Family Services Program.
- Make the changes to the Program delivery accordingly to meet the standards.

Accessibility

Outcome:

Services documents and media will be shortened to be more concise for easy access and understanding.

Action Plan:

- Incorporate audio and video media in the agency website to better provide information to individuals.
- Revise SVYC Program Screening Check List.
- Revise Rights and Responsibility form to a Service Agreement.
- Create Counselling FAQ brochure to better clarify what individuals can expect when they join counselling.
- Revise the Service handbook so it is more concise and easy to understand.



Family Services Outcomes 2015 - 2016

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Satisfaction: Individuals agree that they have learned new skills after working with the Family Therapists	Percentage of individuals reporting that they are satisfied that they have learned new skills after working with the Family Therapists	Families served	75%	Satisfaction survey		
Effectiveness: Increase therapists' knowledge of tools and skills to teach individuals	Number of in-house trainings and external professional development training/conference attended by the team	Family Therapists	10	Training log		
Efficiency: Apply modified/new CARF standards to the Family Services Program within 30 days after the manual is published	Number of changes to the Family Services Program matching the number of modified/new CARF standards	Family Therapists and Families served	75%	CARF standards and program changes		
Accessibility: Services documents and media will be shortened to be more concise for easy access and understanding	Number of documents and media reviewed, added and/or modified	Families served	5	Documents and media		

