

**SVYC Family Services**  
**Intensive Family-Based Services**  
**Annual General Report**



South Vancouver Youth Centre  
(Milieu Children & Family Services)

April 2015 - March 2016

## 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 2015-2016

Referrals	182
Female	95 (52.2%)
Male	87 (47.8%)
Ages	<p>1 (0.5%): age ten (Youth is out of service age range. Referred SW to request service from FSGV)</p> <p>1 (0.5%): age eleven (Youth is out of service age range. SW referred the family to Westcoast)</p> <p>18 (9.9%): age twelve</p> <p>19 (10.4%): age thirteen</p> <p>39 (21.4%): age fourteen</p> <p>31 (17%): age fifteen</p> <p>36 (19.8%): age sixteen</p> <p>31 (17%): age seventeen</p> <p>6 (3.3%): age eighteen</p>
Place served	<p>26%: Home, School, Community</p> <p>27%: SVYC Office</p> <p>47%: Both</p>
Ethnicity	<p>72 (40%): Asian</p> <p>49 (27%): Caucasian</p> <p>9 (5%): Unknown (Files are closed prior to service)</p> <p>4 (2%): Latino</p> <p>12 (7%): Middle Eastern</p> <p>19 (10%): Mixed ethnicity</p> <p>6 (3%): African</p> <p>8 (4%): First Nations</p> <p>3 (2%): European</p>

## Family Services Outcomes

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
<b>Satisfaction:</b> 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	40 exit surveys were completed by individuals served in 2015. To the statement "I am learning new skills", 37 (93%) individuals selected "Yes"; 3 (8%) individuals selected "I'm not sure"; 0 (0%) individuals selected "No".	Yes
<b>Effectiveness:</b> 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	Staff participated in 11 in-house and external training, professional development, and conferences.  Topics and titles of the training included: (1) 2015 Social Emotional Enhancement and Development Conference; (2) Neurodevelopmental Disorders; (3) Healing Broken Bonds; (4) Drugs; (5) Zones and Regulation; (6) Impact of Trauma on the Developing Brain; (7) Children and Adolescents' Behavioural, Emotional, and Learning Challenges; (8) Transition Stages for Teens and Life Skills; (9) Sexual Exploitation; (10) Action-Based Family Mediation Approach; and (11) Integrative, Process-Informed, and Collaborative Case Formulation Approach to Clinical Training and Education.	Yes
<b>Efficiency:</b> 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	Two new policies along with written procedures have been created: HRG 2300: Supervision (SVYC Family Services); and ISH 1300: Screening and Access to Milieu Children & Family Services - South Vancouver Youth Centre (SVYC).	Yes
<b>Accessibility:</b> 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	The following changes and additions have been made to documents to increase ease of access and understanding:  1) Agency Website - audio and visual changes are in progress 2) Screening & Orientation Checklist - modified to shorten and simplify questions to information necessary and relevant to services, updated logo	Yes



					<ul style="list-style-type: none"> <li>3) Service Agreement - Modified from the "Rights and Responsibilities" form, shortened and reformatted for a clearer and more visually appealing layout, updated logo</li> <li>4) Complaint Process - Separated the Complaint Process from the Service Agreement, updated logo</li> <li>5) Family Counselling FAQ - created to outline what family counselling is, the benefits and risks of counselling, what a family can expect in the process of counselling and receiving services from SVYC, the family's responsibilities in family counselling, and a reference to the Complaint Process guide should the family feel unsatisfied with the services.</li> <li>6) Service Handbook - revised and shortened to specific information regarding South Vancouver Youth Centre and youth services</li> <li>7) Individual Support Plan, Progress Report, and Closing Report - Eliminated paragraphs on how to fill out the report, added description of MCFD's level of involvement (e.g., Service Request, Support File, Child Protection) and expected service period remaining, updated logo</li> </ul>	
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## Family Services 2015/16 Strategic Planning Review:

### 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.

#### **Complete:**

- 40 exit surveys were completed by individuals served in 2015. To the statement “I am learning new skills”, 37 (93%) individuals selected “Yes”; 3 (8%) individuals selected “I’m not sure”; 0 (0%) individuals selected “No”.

### 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.

#### **Complete:**



- Staff participated in 11 in-house and external training, professional development, and conferences.
- Topics and titles of the training included: (1) 2015 Social Emotional Enhancement and Development Conference; (2) Neurodevelopmental Disorders; (3) Healing Broken Bonds; (4) Drugs; (5) Zones and Regulation; (6) Impact of Trauma on the Developing Brain; (7) Children and Adolescents' Behavioural, Emotional, and Learning Challenges; (8) Transition Stages for Teens and Life Skills; (9) Sexual Exploitation; (10) Action-Based Family Mediation Approach; and (11) Integrative, Process-Informed, and Collaborative Case Formulation Approach to Clinical Training and Education.

### 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.

#### **Complete:**

- Two new policies along with written procedures have been created: HRG 2300: Supervision (SVYC Family Services); and ISH 1300: Screening and Access to Milieu Children & Family Services - South Vancouver Youth Centre (SVYC).

### 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.

### Complete:

- The following changes and additions have been made to documents to increase ease of access and understanding:
  - 1) Agency Website - audio and visual changes are in progress
  - 2) Screening & Orientation Checklist - modified to shorten and simplify questions to information necessary and relevant to services, updated logo
  - 3) Service Agreement - Modified from the “Rights and Responsibilities” form, shortened and reformatted for a clearer and more visually appealing layout, updated logo
  - 4) Complaint Process - Separated the Complaint Process from the Service Agreement, updated logo
  - 5) Family Counselling FAQ - created to outline what family counselling is, the benefits and risks of counselling, what a family can expect in the process of counselling and receiving services from SVYC, the family’s responsibilities in family counselling, and a reference to the Complaint Process guide should the family feel unsatisfied with the services.
  - 6) Service Handbook - revised and shortened to specific information regarding South Vancouver Youth Centre and youth services
  - 7) Individual Support Plan, Progress Report, and Closing Report - Eliminated paragraphs on how to fill out the report, included description of MCFD’s level of involvement (e.g., Service Request, Support File, Child Protection) and expected service period remaining, updated logo





## **Family Services 2016/17 Strategic Planning:**

### **Satisfaction**

#### **Outcome:**

Individuals agree that they feel that they are able to achieve/maintain their goals after working with the Family Therapists.

#### **Action Plan:**

- Current exit survey question asking whether individuals are “feeling empowered” to achieve their goals will be modified to enhance understanding and accuracy of answers.
- Therapists will check-in with the family when reviewing reports on their level of self-sufficiency around their goals

### **Effectiveness**

#### **Outcome:**

Increase therapists’ assessment tools to measure family dynamics and the impact of services.

#### **Action Plan:**

- Gather evidence-based family assessment tools.
- Identify at least one assessment tool that will provide a holistic measurement of family dynamics.
- Therapists will receive training on the selected assessment tool.



## Efficiency

### **Outcome:**

Create a Service Model to increase clarity of services offered and suitability of referrals.

### **Action Plan:**

- Identify service type categories according to the service mandate.
- Delineate the appropriate length of service, suitability factors, and description for each service type.
- Create a Service Model to outline the service categories
- Use the Service Model to guide referral screening conversations with Social Workers

## Accessibility

### **Outcome:**

Attend community outreach events to increase understanding and awareness of services offered.

### **Action Plan:**

- Liaise with community service providers, MCFD Team Leaders
- Register to attend community events to share SVYC programs and services to the public
- Attend MCFD Team Meetings to present on SVYC programs and services



## Family Services Outcomes 2016 - 2017

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
<b>Satisfaction:</b> Individuals agree that they feel that they are able to achieve / maintain their goals after working with the Family Therapists	Percentage of individuals reporting that they are able to achieve / maintain their goals after working with the Family Therapists	Families served	75%	Satisfaction survey		
<b>Effectiveness:</b> Increase therapists' assessment tools to measure family dynamics and the impact of services.	Number of new assessment tools Family Therapists are trained to measure service impact	Family Therapists	1	Training Data		
<b>Efficiency:</b> Create a Service Model to increase clarity of services offered and suitability of referrals.	Creation of a Service Model document	Family Services Team	1	Document		
<b>Accessibility:</b> Attend community outreach events to increase understanding and awareness of services offered.	Number of events attended to share SVYC services	MCFD, Community	3-5	Flyers, E-mail correspondence		

