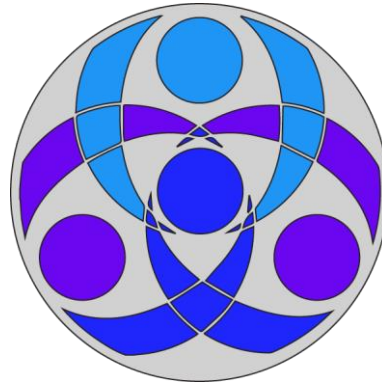


SVYC
SOUTH VANCOUVER LEARNING CENTER

Prevention/Promotion
Annual General Report



April 2014 - March 2015

Learning Center Program Services 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

PROGRAMS AND SERVICES

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

- 1. Full Day component** - youth working on grades 8 through 10 can attend a full time component designed to assist those students who would benefit from extra support in a small group setting to obtain academic credits and develop strength in alternative developmental topics.
- 2. Evening component** - youth working on grades 8 through 12 can attend an evening component designed to assist those students who need to attend on a part-time basis and would benefit from extra support in a small group setting to obtain academic credits and develop strength in alternative developmental topics. **As of September 2014, this program is no longer being offered at SVLC.**
- 3. Part-time component** - youth who are unable to attend a full time day program with a strong focus on academics can attend a morning part-time component designed to meet the specific needs of students who would benefit from a combination of academic study and intensive life skill development

Demographics

A maximum of 30 students are enrolled at any given time. During this period, a total of 28 unique students were served.

The Full Day Component served 23 individuals.

The Evening Component served 5 individuals.

The Part-time Component served 2 individuals who eventually integrated into the full-day program.

Gender	Female - 14 Male - 14
Ethnicity	Caucasian - 8 Asian/South Asian - 6 Aboriginal - 6 Latin Canadian - 3 Mixed Race - 3 Other - 2
Age	Age: 14 - 3 15 - 8 16 - 6 17 - 5 18 - 6
Grade at Intake	Grade Level: 8 - 5 9 - 5 10 - 12 11 - 2 12 - 4

Previous School	Returning Students: - 13 Alternative school - 12 Secondary school - 3
Living Situation	Family Home - 20 Foster/Group home care - 3 Independent/semi-independent living - 5
FASD	4
Learning Disabilities	6

Outcomes

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
Satisfaction: To make South Vancouver Youth/Learning Centre a more attractive space for youth	Percentage of youth and reporting satisfaction with physical space at SVYC/SVLC.	Youth	85%	Exit Survey	92% Satisfaction Rate: 26 youth participated in the surveys. 24 youth reported feeling "satisfied," 1 youth reported being "dissatisfied" due to small space and 1 youth was "undecided."	Yes
Effectiveness: To enhance youth resumes with volunteer experiences, community involvement and certifications.	Percentage of youth that have resumes with volunteer experience, charity initiatives, community involvement and or certifications that occurred directly through SVLC.	Youth	80%	Resume	90% students completed their own resumes and created an individual binder containing all awards, certifications, volunteer hours, letters of recommendation and participation in social action initiatives.	Yes
Efficiency: Simplify intake process for Spring, Summer and Winter Programs by no longer requiring a separate MCFD referral document if youth are already involved in referral-based SVYC services/groups.	Number of youth attending the Spring, Summer and Winter programs originally from other SVYC groups/services.	Youth	75%	Attendance Records	90% of participants in the Summer, Spring and Winter Recreation programs were originally from other services within SVYC.	Yes
Accessibility: Improve access to SVYC services and information, as well as increase exposure in the community through the use of social media websites (Twitter and Facebook)	Number of "likes" and "followers" on Facebook and Twitter.	Youth and Families	100 followers on Twitter/ 100 likes on Facebook	Facebook and Twitter web traffic on SVYC pages	168 Followers on Twitter 152 "Likes" on Facebook	Yes

South Vancouver Learning Center Outcomes 2014 - 2015

Satisfaction

Outcome:

To make SVYC/SVLC a more attractive space based on youth feedback.

Action Plan:

South Vancouver Youth Centre/South Vancouver Learning Centre will make the space more attractive, inviting and “youth friendly” by creating an outdoor garden at the corner of 33rd and Fraser, providing comfortable chairs, a greater variety of magazines, books, board games, video games and free wireless internet. Youth will report on Exit Surveys their level of satisfaction in this area.

Complete:

26 total exit surveys were completed with an overall satisfaction rate of 92%. 9 SVLC students completed Exit Surveys, while 17 participants in the Summer/Spring/Winter Recreation Programs completed exit surveys on the last day of programming. A total of 24 surveys indicated satisfaction with the physical space at SVYC, 1 indicated dissatisfaction with the space due to being “small” and 1 survey was “undecided.”

Extenuating Circumstances:

Due to the teacher’s strike in June 2014, only 9 SVLC students completed the survey.

Effectiveness

Outcome:

To enhance youth resumes with volunteer experiences, charity work and certifications.

Action Plan:

SVLC staff will offer volunteer opportunities, charity initiatives, community projects and certifications for youth that can be added to their resumes. Students will also have individual binders containing all certificates of participation, letters and number of hours in volunteer/community activities.

Complete:

90% of SVLC students completed resumes and kept individual binders containing their awards, volunteer hours, certifications, letters of recommendation, and certificates of participation. Examples include Food Safe Certificate, volunteer work such as Quest Food Exchange, Actions Schools BC, Windows of Hope, and The New Fountain Homeless Shelter, "Speaking From Our Art" Arts Fair Awards, as well as social action initiatives such as We Scare Hunger, Free The Children, Movember and Run For H2O.

Extenuating Circumstances:

Completion of binders and resumes was highly dependent on regular attendance.

Efficiency

Outcome:

Simplify intake process for the SVYC Spring, Summer and Winter programs by no longer requiring a separate MCFD referral document if youth are already involved in referral-based services/groups at SVYC.

Action Plan:

In years past, youth not enrolled at SVLC required a separate MCFD referral to access the Spring, Summer and Winter Recreation programs. Youth who are already involved in referral-based SVYC services/groups will no longer require a separate MCFD referral, thus simplifying intake process and making it easier to enroll in the Spring, Summer and Winter Programs.

Complete:

90% of participants in the Summer, Spring and Winter Recreation Programs were involved in other referral-based SVYC Groups/Services. 9 youth originated from TAG (Teen Activity Group), 8 youth originated from Family-Based services, 6

youth were involved in South Vancouver Learning Centre (SVLC), 3 youth originated from Foster Parents Support services, 2 youth originated from Youth Transition services.

Accessibility

Outcome:

Improve access to SVYC services and information, as well as increase exposure of SVYC in the community through social media websites.

Action Plan:

SVYC staff will open and manage Twitter and Facebook accounts to advertise programs available at SVYC and ease access to program information. Number of followers and “likes” on these websites will be tracked.

Complete:

100% of target was reached. At the end of the reporting period, South Vancouver Youth Centre had 168 followers on Twitter and 152 “likes” on Facebook. 13 of 17 youth exit surveys indicated familiarity with the SVYC Facebook and Twitter sites.

SVYC staff continue to use Facebook and Twitter to promote activities at SVYC, as well as community events, community resources and other informative articles pertaining to youth.

SVYC Day Services 2015-2016 Strategic Planning

Satisfaction

Outcome:

To increase satisfaction of youth and their caregivers/guardians by introducing a more structured conflict resolution process when issues occur between youth.

Action Plan:

SVLC staff will be given training on how to facilitate Conflict Resolution meetings with youth. Conflict Resolution meetings will involve caregivers/guardians when possible. Surveys will be distributed to all participants of the meeting to assess satisfaction with the process.

Effectiveness

Outcome:

To increase the life-skills of SVLC/SVYC youth by offering more life-skills components in the school program and in after school workshops.

Action Plan:

Offer more opportunities for youth to improve life-skills such as a cooking classes, employment workshops, housing workshops. Participants will complete assessments before and after the workshops/classes to measure effectiveness.

Efficiency

Outcome:

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.

Action Plan:

SVYC will introduce an online registration option for activities programs through Event Brite. Stakeholders and SVYC employees will be given a survey to assess efficiency of the new online system in addition to the telephone registration process.

Accessibility

Outcome:

To increase the number of first time visitors to SVYC by offering more special event nights.

Action Plan:

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.

South Vancouver Learning Center Outcomes 2015 - 2016

Outcome	Indicator	Who Applied To	Target	Data Source	Results	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	75%	Surveys		
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	75%	Skills assessments before and after workshops Exit Surveys		
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	80%	Employee Surveys		
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	15 youth during the reporting period	Attendance data of special event nights		

