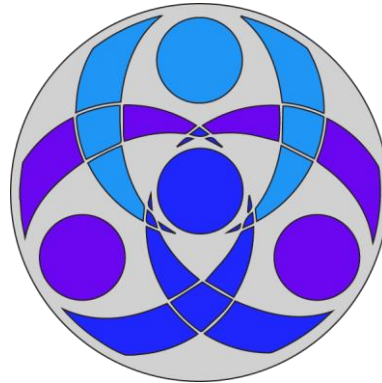


SVYC
SOUTH VANCOUVER LEARNING CENTER

Prevention/Promotion
Annual General Report



April 2015 - March 2016

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 27 unique students were served.

The Full Day Program served 23 individuals.

The Part-time/Modified Program Component served 4 individuals.

Gender	Female - 14 Male - 13
Ethnicity	Caucasian - 8 Asian/South Asian - 6 Aboriginal - 6 Latin Canadian - 3 Mixed Race - 3 Persian - 1
Age	Age: 13 - 4 14 - 4 15 - 7 16 - 4 17 - 5 18 - 3
Grade at Intake	Grade Level: 8 - 5 9 - 8 10 - 14
Previous School	Returning Students: - 8 Alternative school - 7 Secondary school - 7 Wasn't in school - 3 Elementary - 7

Living Situation	Family Home - 16 Foster/Group home care - 10 Independent/semi-independent living - 1
FASD	5
Learning Disabilities	6

Outcomes

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	6 youth completed surveys and reported an 85% satisfaction rating with the conflict resolution process. 6 caregivers completed surveys and reported a 99.5% satisfaction ratings with the process. Combined, there was a 91% satisfaction rating.	Yes
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	All 20 Housing Workshop respondents reported feeling more prepared to find housing. All 6 Employment Workshop respondents reported learning something new in the course of the presentation. In the Exit Survey, all 11 youth responded an increase in life-skills components offered and learned.	Yes
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	Youth workers and administrative reported that caregivers/parents were not interested in the online system, as it was more complicated than simply dropping off forms or using telephone registration. Youth workers are still using the system to maintain the participant list and waitlist.	Partially achieved
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	2 special event nights occurred: An Evening of Chess and Art Attack. 16 youth had never visited SVYC before.	Yes

South Vancouver Learning Center Outcomes 2015 - 2016

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:

Conflict Resolution meetings will involve youth and their caregivers/guardians when possible. Surveys will be distributed to all participants of the meeting to assess satisfaction with the process.

Complete:

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 Circumstances:

2 youth asked not to complete the survey, while 6 parents/caregivers or guardians could not be reached or did not return surveys.

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.

Complete:

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 Circumstances:

None.

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. Stakeholders and SVYC employees will be given a survey to assess efficiency of the new online system in addition to the telephone registration process.

Complete:

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 Circumstances:

Not all caregivers/parents own computers in order to complete online registration.

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.

Complete:

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.

SVYC Day Services 2016-2017 Strategic Planning

Satisfaction

Outcome:

Parents, caregivers and or guardians will report satisfaction with the support and services 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. Surveys will be given out to parents, caregivers, and/or guardians.

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.

South Vancouver Learning Centre Outcomes 2016 - 2017

Outcome	Indicator	Who Applied To	Target	Data Source
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	85%	Family/Stakeholder Surveys Sharevision Contact Logs
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	80%	Survey
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	95% Compliance	IS Reviews, Quarterly File Reviews
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	5-10 youth	Program demographics data