

[Type here]

# **SVYC Transition Services**

## **Community Transition**

### **Annual General Report**



**April 2015 - March 2016**

## 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/cooking	Securing identification	Employment search
Self-care	Access to education programs	Teen parenting	Communication with landlords
Arranging utilities	Tenancy agreements	Intent to rent forms	

## Transition Services Demographics

Between April 1, 2015 and March 31, 2016, there were a total of 109 referrals. There were 39 more referrals this year compared to the 2014-2015 fiscal year.

At the end of the fiscal year, there was 4 full-time Youth Transition Workers, 1 Early Teen Transition Worker, 1 Team Leader 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.

<b>Gender</b>	65 (60%) Males 42 (39%) Females 2 (2%) Transgender
<b>Pregnancy</b>	1 of the 42 females (2%) is pregnant and/or parenting
<b>Age</b>	9 (8%): age twelve 11 (10%): age thirteen 15 (14%): age fourteen 9 (8%): age fifteen 11 (10%): age sixteen 23 (21%): age seventeen 31 (28%): age eighteen
<b>Ethnicity</b>	31 (28%): Caucasian 20 (18%): Asian 19 (17%): Aboriginal 13 (12%): Mixed Ethnicity 6 (6%): Undetermined (file closed prior to intake) 5 (5%): Middle Eastern 5 (5%): Hispanic 4 (4%): South Asian 4 (4%): African 2 (2%): Caribbean

## Transition Services Outcomes 2015 - 2016

Outcome	Indicator	Who Applied To	Target	Data Source	Results	Target achieved
<b>Satisfaction:</b> Creation of a procedure to document complaints. Management and staff will follow up accordingly to ensure satisfaction of all services	Youth/family/stakeholder/MCFD Social Worker will feel satisfied about how the complaint was handled	Anyone involved in the Transition Program at SVYC: youth/family/stakeholders/MCFD Social Workers	100%	Follow ups Satisfaction survey Complaint forms Complaint Management Form	Youth Transition Team Leader reviewed Satisfaction Surveys and Follow Ups monthly. All feedback was documented in the Youth Transition Feedback 2015-2016 ledger. Youth Transition Team Leader addressed all feedback and documented action taken.	Yes
<b>Effectiveness:</b> 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	Increase in social skill level	Pre-test on social skills Post-test on social skills	This goal is still in progress. Additional time was required to implement the curriculum in TAG. This goal will be carried to the next fiscal year	In progress
<b>Efficiency:</b> Staff will focus on meeting the youth on their caseloads more frequently to meet direct hours	Increase in direct hours	Staff	Meeting the MCFD target arranged for 2015-2016	MCFD Data Report for 2015-2016	The MCFD target support hours were met and exceeded the target by 886 hours	Yes
<b>Accessibility:</b> Early Teen Worker will meet with youth aged 12-15 and help them connect to the community and SVYC	Early Teen Transition Worker will receive referrals and meet with youth weekly	Youth served and Early Teen Transition Worker	Referrals	Referrals Case lists	The Early Teen Transition Worker role was implemented and played a direct role in increasing direct hours and referrals for this fiscal year	Yes

**Transition Services 2015/16 Strategic Planning Review:**  
**Satisfaction**

**Outcome:**

Transition Program will create a procedure to document complaints. Management and staff will follow up accordingly to ensure satisfaction of all services

**Action Plan:**

- Team Leader will ensure follow ups and satisfaction surveys are completed in a timely manner
- Follow ups, satisfaction surveys and complaint forms will be reviewed regularly to ensure complaints are handled in a timely manner
- When a complaint arises the Team Leader will call youth/family/stakeholder and attempt to amend the situation
- The Team Leader will ask if they are satisfied with the process and record their response to ensure satisfaction of services

**Complete:**

- Youth Transition Team Leader reviewed Satisfaction Surveys and Follow Ups monthly
- All feedback was documented in the Youth Transition Feedback 2015-2016 ledger. Youth Transition Team Leader addressed all feedback and documented action taken.
- No Complaint Forms or Complaint Management forms were received
- Team Leader addressed issues with staff during supervision

**Extenuating/Influencing Factors:**

- N/A

**Recommendations:**

- N/A

**Effectiveness**

**Outcome:**

The Transition Team will be trained on social-emotional learning and will implement tools in the Teen Activity Group

**Action Plan:**

- Foster Family Support Team will arrange training for the Transition Team to learn about social-emotional learning
- The training will be implemented in TAG to teach youth appropriate social skills and how to handle conflict
- A pre-test will be administered to youth when they start TAG to measure social skill level. A post-test will be administered at the end of service to measure if youth's skills have grown

**Complete:**

- This goal is still in progress. Additional time was required to implement the curriculum in TAG. This goal will be carried to the next fiscal year

**Extenuating/Influencing Factors:**

- Youth Transition Staff needed time to get familiar with the curriculum. It also needed to be modified to best fit the needs of TAG youth
- A pre-test and post-test need to be developed for the next fiscal year to determine effectiveness of the social-emotional curriculum

**Recommendations:**

- It is recommended that the Transition Manager work with the Early Teen Transition Worker to develop a pre and post-test this fiscal year to note changes in Social-Emotional Learning
  - It is recommended that the pre-test be attached to the intake process and the post-test be attached to the exit/satisfaction survey

### Efficiency

**Outcome:**

The Transition Team will focus on meeting their youth on their caseloads more frequently in efforts to meet direct hours

**Action Plan:**

- Groups offered by the Transition Program will be shared with the Youth Workers at South Vancouver Learning Center in effort to free up afternoons/evenings to meet youth on caseloads
- A Relief Youth Worker will be hired at SVYC to cover Youth Workers when they go on vacation. The Relief Youth Worker will assist with duties in effort to provide little disruption to programming and direct hours
- Team Leader will have regular supervision meetings to ensure all Transition Workers are meeting all youth on their caseloads and is communicating with MCFD Social Workers when youth are not engaging. Team Leader will have more frequent supervision meetings and coaching with Transition Workers who are low on meeting their monthly direct targets
- Team Leader will provide projects for Transition Workers with low caseloads and practicum students to add to direct hours
- Any assistance provided to youth in the Resource Room will be counted as direct hours

**Complete:**

- The MCFD target support hours were met and exceeded the target by 886 hours
- Youth group schedule was rearranged and split between Youth Transition Workers and Youth Workers at South Vancouver Learning Center. This freed up time for the Transition Workers to meet youth more frequently in the late afternoon and evenings
- A Relief Worker was hired to cover sick days and vacations for regular staff. This enabled youth to have direct contact with a Transition Worker while their regular staff was away
- Team Leader had regular supervision with all members of Transition Team. Team Leader met with Transition Workers with low direct hours more regularly to case plan around having meetings youth more frequently by engaging all youth's supports
- Transition Workers were also instructed to do drop-ins to the youth's residence or places of frequent visitation
- Practicum Students worked together with youth to develop a blog about work programs available to youth in Vancouver. This contributed to the overall direct hours
- All assistance provided to youth in Resource Rooms were counted as direct hours

**Extenuating/Influencing Factors:**

- The addition of the Early Teen Transition Worker being transferred from SVLC to the Transition Team, had a direct influence on direct hours
- The addition of a fourth Transition Worker with a full case load in January 2016, had a direct influence on increasing the overall direct hours
- Hours from the SVLC Summer Program were counted as direct hours
- All additional programs, workshops and events offered by SVYC was counted as direct hours

**Recommendations:**

- It is recommended that the above action plan to be carried on going forward to maintain the direct hours for support

### Accessibility

**Outcome:**

The Early Teen Worker will meet with youth aged 12-15 and help them connect to the community and SVYC

**Action Plan:**

- The Early Teen Transition Worker will be given a caseload 10-12 youth whom they will meet weekly to work on goals established by the youth, MCFD Social Worker and other stakeholders (if applicable)
- The Early Teen Transition Worker will connect youth to the community or transition them into TAG
- Accessibility will be measured by number of referrals received and satisfaction by MCFD

**Complete:**

- The Early Teen Transition Worker has a caseload of 10-12 youth whom he meets regularly in the community to work on goals. Once the youth has turned 16 years old, the Early Teen Transition Worker will work with the youth for up to 3 months to ensure youth is fully supported before the file is closed
- The Early Teen Transition Worker connects regularly with youth in TAG. Once youth have aged-out of TAG, the Early Teen Transition Worker will transition the youth into another program or into REC
- Frequent communication with MCFD Liaison, during MCFD feedback meetings, and during the MCFD contract meeting, has shown that overall satisfaction with the Early Teen Transition Worker

**Extenuating/Influencing Factors:**

- N/A

**Recommendations:**

- It is recommended that the above action plan to be carried on going forward to maintain the support for younger youth
- It should be noted that during the school year, youth are not as available to meet with the Early Transition Worker

**Transition Services 2016/2017 Strategic Planning Review:****Satisfaction****Outcome:**

The SVYC Housing Workshop will undergo an evaluation process and subsequent re-launch in order to increase in both participant satisfaction and enrolment.

**Action Plan:**

- The Youth Advisory Committee (YAC) will be a focus group for the SVYC Housing Workshop. They will review the written content and audio-visual material, and then propose changes to make it more youth friendly.
- YAC will also brainstorm ideas on how to increase satisfaction and interest in the group. Some of those ideas will be used as a YAC projects for the coming year.

**Complete:**

- 

**Extenuating/Influencing Factors:**

- 

**Effectiveness****Outcome:**

The Transition Team will be trained on social-emotional learning and will implement tools in the Teen Activity Group

**Action Plan:**

- Foster Family Support Team will arrange training for the Transition Team to learn about social-emotional learning
- The training will be implemented in TAG to teach youth appropriate social skills and how to handle conflict
- A pre-test will be administered to youth when they start TAG to measure social skill level. A post-test will be administered at the end of service to measure if youth's skills have grown

**Complete:**

- This goal is still in progress. Additional time was required to implement the curriculum in TAG. This goal will be carried to the next fiscal year

**Extenuating/Influencing Factors:**

- Youth Transition Staff needed time to get familiar with the curriculum
- The curriculum needed to be modified to best fit the needs of TAG youth
- A pre-test and post-test need to be developed for the next fiscal year to determine effectiveness of the social-emotional curriculum



### Efficiency

**Outcome:**

The Transition Team will create an efficient system of case coverage in the event of youth worker absence and or vacation.

**Action Plan:**

- 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
- Youth Transition Worker will pass along notes to Program Manager regarding youth goals prior to any vacation period.

**Complete:**

- 

**Extenuating/Influencing Factors:**

- 

### Accessibility

**Outcome:**

The Youth Advisory Committee (YAC) membership and Recreation Group will include youth who are accessing Milieu Children residential programs.

**Action Plan:**

- Group facilitators will visit during house meetings at Milieu Children residential programs to promote both the YAC and Recreation Group.
- Posters will be created for the homes to display.

**Complete:**

- 

**Extenuating/Influencing Factors:**

-

## Transition Services Outcomes 2016 - 2017

Outcome	Indicators	Who Applied To	Target	Data Source	Results	Target achieved
<p><b>Satisfaction:</b> The SVYC Housing Workshop will undergo an evaluation process and subsequent re-launch in order to increase in both participant satisfaction and enrolment</p>	<p>Youth served in Housing Workshop will indicate satisfaction with their experience on evaluation form. Housing Workshop attendance will increase over the previous fiscal year.</p>	<p>Youth served in SVYC Housing Workshop, YAC</p>	<p>80%</p>	<p>Housing Workshop Evaluation Form Housing Workshop Attendance YAC Meeting Minutes</p>		
<p><b>Effectiveness:</b> 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</p>	<p>Youth served will demonstrate skills learned with the implementation of social-emotional learning while in TAG</p>	<p>Youth served in Teen Activity Group</p>	<p>Increase in social skill level</p>	<p>Pre-test on social skills Post-test on social skills</p>		
<p><b>Efficiency:</b> The Transition Team will create an efficient system of case coverage in the event of youth worker absence and or vacation.</p>	<p>To ease the process of covering Youth Transition Worker caseloads, Program Manager will have access to updated case lists complete with all contact information for youth and social worker/guardian information. MCFD Data Reporting (direct hours targets) will be reached for the year.</p>	<p>Youth Workers, Program Manager</p>	<p>MCFD Data Reporting (direct hours) unchanged or better compared to previous year.</p>	<p>Sharevision Logs Case List Folder MCFD Data Reporting</p>		

<p><b>Accessibility:</b> The Youth Advisory Committee (YAC) and Recreation Group will have representation from the Milieu Children residential programs.</p>	<p>The YAC membership will expand to include youth from Milieu Children residential programs, not just youth accessing South Vancouver Youth Centre. More youth from residential programs will also participate in Recreation Group.</p>	<p>Youth in Milieu Children and Family Services residential programs</p>	<p>1-2 youth</p>	<p>YAC and Recreation Group demographics data  posters/flyers for the homes</p>		
--	--	--	------------------	---	--	--