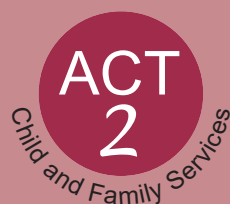




ACT 2 Child and Family Services Society

Transforming Trauma into Hope
2021 – 2022 Annual Report



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Since 1980, a small group of committed volunteers have continued the mission/ vision of the two founders, Vi Roden and Charmaine Atkinson. What started as support for women involved with the correctional system to move back into the community, is today a highly-recognized Second Stage Transition Housing in Vancouver; specialized counselling for children who have experienced the effects of violence, sexual abuse and trauma in Maple Ridge and Tri-Cities; and parenting assessment, education and counselling for high risk families to retain or regain custody of their children in Surrey. Each year the agency continues to grow to meet the emotional and shelter needs of children, youth and adults.

President's Message – Polly Krier

Well, another President's message and I find myself still addressing the COVID-19 pandemic. In March 2020, the pandemic struck and 2020/21 became a year that no one will forget. Looking back, it was a scary time, which grew far more frightening than we could have imagined. Our greatest concern was for the most vulnerable people and families that we serve and for our staff. Because we remained fully operational, we were able to lift the heaviness of the times for the people who sought our help. Under Fran's guidance, her incredible staff summoned their resourcefulness to uphold our service delivery, learning innovative ways of meeting client needs, some of which will likely forever shift the way that we work.

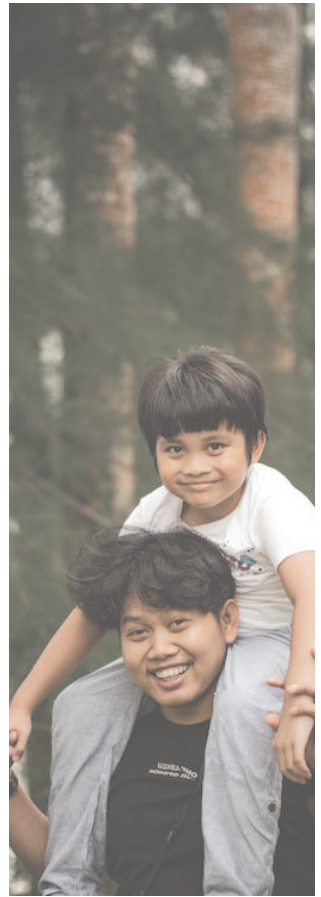
As we emerge from the pandemic, many individuals and families living in the Lower Mainland are facing the social, economic, and mental health impacts of a prolonged public health emergency. The board of directors is proud of the efforts of ACT2 staff during these unprecedented times. We are also grateful for our courageous clients and families, who inspire and enrich our lives when they allow us to share in their journey.

I would like to take this opportunity to highlight a few of these accomplishments and work that is ongoing:

2021/22 Highlights:

- Successfully secured contract renewals for all ACT2 programs with Ministry of Children and Family Development and BC Housing.
- Karl Doering joined the Board – welcome Karl! We are thrilled you have chosen to share your time and expertise with ACT2.
- As COVID restrictions remained high and challenges continued, all programs continued to provide designated “essential” services.
- Repeated commendations to Fran and the entire staff for continuing to demonstrate considerable nimbleness and flexibility in response to the ongoing pandemic; their resilience and commitment to maintain operations and provide support to clients continues to amaze.

In partnership with the Ministry of Children and Family Development and BC Housing, ACT 2 Child and Family Services has served and supported families of the Lower Mainland for over forty years. The organization continues to be successful because of the dedication and care of our staff, management, volunteers, Board, and partners. Thank you for joining in our shared mission to transform trauma into hope. I am both proud and thankful for all the ways you supported ACT 2 and our community.



Maurice and Vi Roden Legacy Fund

Since it was founded in 1980, Vi Roden marshalled her considerable skills to establish ACT 2 Child and Family Services. The effort required to accomplish this – bringing politicians, social service agencies and the public together, creating a nonprofit society, securing the funds and community support that would allow the doors to open – is almost impossible to convey. ACT 2 continues to transform for the better lives of those who have experienced the effects of sexual abuse, violence, and emotional trauma. In honor of her and her husband's life-long commitment, the Legacy Fund was established in 2016. Donations to this fund are designated to provide enhanced support for all our programs.

PROGRAM HIGHLIGHTS

Family Program – Surrey (MCFD Partner)

– Sheri Mills, Program Manager

The ACT 2 Family Program is an intensive parenting program that provides parenting skill assessment and development, parenting education, intervention and support to high-risk families involved with the Ministry of Children and Family Development's Surrey offices. Anticipated involvement for each family is 14 weeks with 12 weeks of direct one to one services and 2 weeks dedicated to report writing, transition planning and review meetings. Families may participate longer than 14 weeks if requested by the social worker or recommended by program staff. At any time, there are 16 spaces available to families (if program is fully staffed) and each family has an assigned Parent Educator.

During 2021-2022 the Family Program continued to have disruptions in service due to the COVID-19 pandemic. Due to policy and procedures regarding the requirements to self-isolate when presenting with symptoms, many clients had interruptions in their services due to reported illness (either the parent or the children). When this caused suspension of services and resulted loss of possible days at the program, families were offered brief extensions to make up time in the program.

OUTCOMES

- 34 clients participated – 49 referrals

BARRIERS TO POSITIVE OUTCOMES

- Mental Health
- Limited cognitive capacity/ learning disabilities
- Substance use/ addiction
- Unstable housing
- History with MCFD (other children in care, former child in care)

SATISFACTION

- 87% of clients that completed surveys indicate they are satisfied with services
- 93% of clients that completed surveys indicate that they have increased their parenting skills
- 87% of clients that completed surveys indicate that they have increased their knowledge of positive parenting skills



“Every class I attend I learn something new. Am very grateful for everything at the ACT 2 program”

Safe Choice Transition House Program - Vancouver (BC Housing Partner) - Leslie Lewis, Program Manager

The Safe Choice Program provides service-enhanced housing for up to ten women and their dependent children who have recently fled family violence. Safe Choice is a second-stage transition housing program in Vancouver that has provided service since 1985. Most applicants apply from first-stage transition houses. We also receive referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, or Stopping the Violence counsellors or self-referral. The stay at Safe Choice is up to 18 months while the women develop a plan for their long-term independent living, free of family violence. Support services we provide include crisis intervention, safety

planning, parenting support, life skills training, referrals to other resources and advocacy.

Goals of the Program:

- To provide safe and affordable short-term housing with support services
- To help participants maintain personal health and safety
- To help participants learn practical life skills
- After residential support has ended to continue to provide service to these families as needed to resolve crises as they integrate into the community and live independently.

Safe Choice was extremely fortunate to receive some of the Women's Shelter Canada COVID-19 Emergency Funds. With this funding we purchased program supplies, materials, groceries and other supports for the women and children. The funding also supported creation of a new Outreach Support Worker position which began in January 2022. The Outreach Support Worker has provided support to Transition House clients that have left the program easing their transition into the community as well as a resource for those in the community. This program provides referrals to services and programs like food security, job skills and employment, counselling, mental health services and recreational programs. This new position has added a very important addition to the services provided at Safe Choice.

Outcomes: Safe Choice has housed 18 women and 21 children. A total of 61 women with 90 children were referred to the program during the fiscal year.

Trends: 258 enquiries for space
674 contacts for crisis support services
238 program services accessed on-site

"Very welcoming and helped me be a better parent"



"I would love to say thank you for everything that you guys did for my family"

Homeless Prevention Program (BC Housing Partner) - Carolyn Major, A/Housing Coordinator

The Homeless Prevention Program (HPP) focuses on the prevention of homelessness by targeting individuals who are homeless or at risk of being homeless. For ACT 2 the main target population for the program is women and children fleeing violence. However, the program also considers:

- People leaving corrections and hospital systems
- Youth, including those leaving the care system
- Indigenous peoples

Women are typically referred through transition houses or domestic violence workers. The main purpose of the program is to provide rental supplements and support through one-on-one meetings and referrals to the women and children, to ensure they are able to maintain housing (maximum of \$450/month subsidy).

Outcomes: This year we served a total of 21 clients. 95% of our clients were women and children fleeing domestic violence, our main target population. All clients continued to be housed after six months of being in the program and have maintained positive relationships with their landlords. Through connecting our clients to other agencies that can provide further support and fill gaps in service, our clients have built support networks. This continues to be an important aspect of the program as our clients have accessed support services such as employment training, job coaching, counselling and family support. Many of our clients have been able to accomplish their goals of continuing their education and securing employment.

Clients continue to report overall that receiving a rental supplement, along with emotional and community support, has helped them to mitigate their significant financial and mental stress, which in turn has provided them the space to begin to heal from their past and focus on building their future.

“The program helped me develop boundaries and I learned a lot of new skills”



“Weekly sessions helped me to be consistent with techniques”

Clinical Counselling (MCFD Partner)
- Ganimat Sood, A/Clinical Counselling Team Leader

Our Clinical Counselling Program helps children, youth and their families cope with emotional pain and recover from affects of traumatic experiences such as sexual abuse, violence, family breakup and the tragic death of a loved one.

Counselling Centres are located in Maple Ridge and Coquitlam (servicing Tri-Cities areas)

This past fiscal year has brought us some unique ongoing developments and complexities but as usual, ACT 2's team has risen to them all! During the COVID-19 pandemic our team members have been resilient, adaptable, and dedicated to their work. Clinical staff have continued to provide services to clients by offering in-person counselling since September 2021, with the option of remote counselling in the appropriate cases.

Overall, we are pleased to report that clients in both counselling programs continue to report feeling satisfied with the service they receive at ACT 2.

Maple Ridge:

Due to the overall impact of the pandemic as well as staffing challenges, there was a decrease in referrals of 68 compared to 94 in 2021/22.

- Females – 66%;
Males – 31%;
Transgender – 3%
- Highest % of age groups:
Females 7–13 yrs and 14–28 yrs;
Male 7–13 yrs
and Transgender 7–13 yrs and 14–18 yrs
- Ethnicity:
Caucasian 59%
Indigenous 34%
and Other 7%

Tri-Cities:

There was an increase of referrals from 79 in 2020/21 to 89 in 2021/22.

- Females – 64%;
Males – 36%
- Highest % of age groups:
Females 14–18 yrs;
Male 7–13 yrs
- Ethnicity:
Caucasian and other 80%
Indigenous 20%

Individual client surveys indicated very high satisfaction in the services that they received.



Family Counselling Program – Affordable Private Pay

Family and individual counselling is available for a fee based on income. No referral is required. Areas of counselling provided include: depression; anxiety, abuse and trauma; grief & loss; self-harm; marriage or relationship challenges; parenting and behavior management.



“So nice to have a safe place to live for me and my children”

Executive Director’s Message – Fran McDougall

It was a year of transitioning our counselling services back to increased in-office and in-person. Other programs continued adapting to COVID protocols and staff absences due to COVID. As with many sectors, staff retention and recruitment has been an ongoing challenge. People are choosing to work closer to home, work remotely and with private clinical counselling practices. We continue to strive to be competitive in wages and recruitment strategies. In September and November, the Coquitlam office experienced two significant floods caused by building roof leaks. This created loss of access to our office for several weeks. Staff have been amazing to ensure that our clients receive the best of support and ongoing access to all of our services. With the solid support of the Board of Directors, our funders and staff, we continue to be positive and energized to move forward and enhance our services. I extend sincere appreciation for the dedication of our staff and volunteers. It is an honour to provide leadership for such a dedicated group and to continue the vision of our amazing founder Vi Roden.

“I felt respected, heard and safe”



“Able to learn coping skills, action plan was helpful, tools to deal with my anxiety and stress”

Agency Staff (Full and Part Time)

- Clinical Counsellors – 9
- Parent Educators – 4
- Parent Resource Worker - 1
- Housing Support – 4
- Management & Admin - 7

“The staff make me feel safe and cared for”



Recognition of Long Service Staff ... Our staff are the best!

Ganimat Sood (A/Clinical Counselling Team Leader – 5 years

Karen McGregor (Admin Coordinator) – 5 years

Nyree Hipol (Child & Family Therapist) – 10 years

Leslie Lewis (Safe Choice Program Manager) – 20 years

Sandra Ang (Parent Educator) – 20 years

2021/22 Board of Directors

Polly Krier, President

Catherine Ackerman, V/President

Luba Banuke, Director

Yvonne Gaetz, Director

Mary Vellani, Director

Grant Lee, Past President

Brian Kelenc, Secretary/Treasurer

Karl Doering, Director

Archie Tuck, Director



“Good listener, professionalism, supportive, a place to reflect”

Financial Overview – Brian Kelenc, Secretary/Treasurer

It was a positive year for ACT 2 financially. Effective operations, using funding efficiently and creatively to meet the demands of our clients and providing them top quality service. Contracts have all been renewed for the coming year which is a positive. However struggles remain as increases have been minimal and not at pace of inflation. Securing commercial space in all municipalities has been a challenge and ACT 2 has seen significant increases to lease costs. We expect these lease costs to continue to remain high as we negotiate further space for our operations. The pandemic may be soon in our rear view mirror, however it currently is having an impact on ACT 2's ability to attract talent. A tight labour pool, limited funding and the need to attract specialized employees is putting further stress on our financial position. Luckily, there is an amazing team in place doing amazing work and is truly the backbone of the organization. Beyond the negotiated contracts, ACT 2 secured federal funding through Women's Shelter Canada. The Government has provided capital for replacement of appliances, equipment and furnishings at the Safe Choice facility. Overall challenges remain, yet greater opportunities exist. The ACT 2 Board will be focused on using its strong position in the community and strengthening financial position to revisit its strategic initiatives and spend the upcoming year moving from survival mode to growth.

2021/22 Revenue –

MCFD	\$1,635,993
BC Housing	\$ 584,183
Other	\$ 236,616
Total	\$2,456,792

2021/22 Expense –

Direct Program	\$1,937,466
Management & Admin.	\$ 258,029 (13%)
Total	\$2,195,495

Balance	\$261,297
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Net Assets:	2022	2021
	\$4,411,345	\$4,213,325

“The counsellor respected me and was wonderful with my child”



“The skill of the counsellor we were assigned, she was a saint and could not have been more helpful”



ACT 2 is proud to be accredited by the Commission on Accreditation of Rehabilitation Facilities (reviews conducted every 3 years)



Contact Information: www.act2.ca

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- Maple Ridge Counselling Centre
#203 – 11743 224 St., Maple Ridge V2X 6A4
Tel: 604.463.0965 Fax: 604.463.2416
- Family Program
#206 – 14888 104 Ave., Surrey V3R 1M4
Tel: 604.585.9067 Fax: 604.589.4849
- Safe Choice & Homeless Prevention Program
Tel: 604.733.6495 Fax: 604.733.6927

