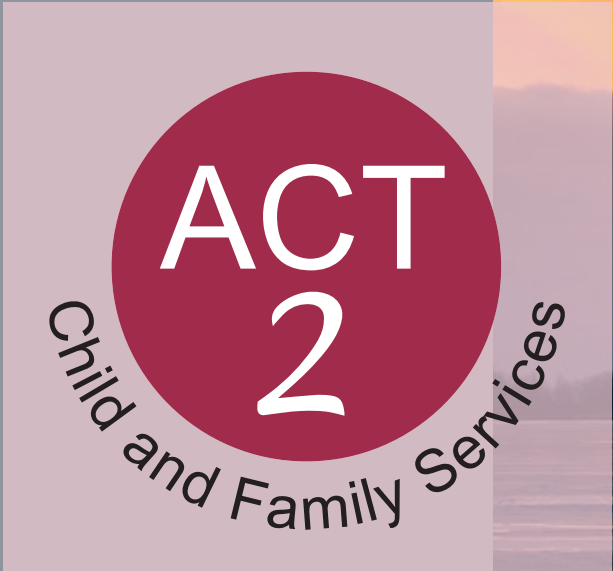


# ACT 2

Child and Family Services Society  
*Transforming Trauma into Hope*  
2022 – 2023 Annual Report





## **ACT 2 Child and Family Services Society**

### **Transforming Trauma into Hope**

### **2022 - 23 Annual Report**

*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 now today a highly-recognized Second Stage Transition Housing in Vancouver, specialized counselling for emotionally traumatized children in Ridge Meadows 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.*

*"I didn't realize my strengths and abilities before coming here"*



### **President's Message – Polly Krier**

As I reflect on the past year, it is refreshing to finally see the COVID-19 pandemic in the rearview mirror! ACT 2 faced many challenges during this tumultuous time. Fran successfully led staff through these changes, and we find ACT 2 stronger, more resilient and better prepared for the future.

The commitment to transform the lives of those who have experienced the effects of violence, sexual abuse, and trauma dates back to 1980 when Maurice and Vi Roden established ACT 2 Child and Family Services. In September of 2022 we were finally able to properly celebrate 40 years of rebuilding the lives of many through counselling, education, housing, and support. I was honoured as President of ACT 2 to be part of this important milestone.

You will hear from various reports of the work accomplished this past year in today's AGM. I would like to take this opportunity to highlight a few of these accomplishments and work that is ongoing:

*"So nice to hear my child laugh for the first time in many years"*



## 2022-23 HIGHLIGHTS

- Under Fran's leadership, ACT 2 continues to grow in partnership with many agencies to build a stronger society.
- Review of our Strategic Plan with all staff and Board identifying these strategic priorities:
  1. Our People: To provide and promote an inclusive and safe work environment while respecting diversity and supporting personal growth with fairness and integrity.
  2. Our Clientele: To meet the diverse needs of our clients in areas of housing, counselling, and education support.
  3. Our Organization: To ensure a sustainable, healthy, inclusive, resilient, and financially stable organization.
  4. Our External Relationships: To build valuable, lasting partnerships towards achieving our mission.
  5. Our Growth: To respond to the community's housing, counselling and education needs by seeking growth in all areas.
- Successfully completed CARF accreditation which validates our commitment to consistently improve services and standards, encourage feedback, and serve the community
- Community Support through the Ugly Christmas Sweater Dash event, Doughnut Love promotion, TD Austin Branch and generous donations from individuals and local businesses
- Successfully secured contract renewals for all ACT 2 programs with Ministry of Children and Family Development and BC Housing.

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 turn trauma into hope. I am both proud and thankful for all the ways you supported ACT 2 and our community.

It is the resilience of our staff and the trust of Fran at the helm which keeps us on a steady path of success. Thank you.

# Celebrating 40 Years!

On September 28th we were finally able to celebrate the 40th Anniversary of ACT 2 Child and Family Services. The actual 40th was in 2020 but COVID restrictions prohibited an in-person celebration. We were honored to have The Honorable Selina Robinson (Minister of Finance at the time) attend. Greetings were sent from Federal, Provincial and Local government representatives. Vi Roden, our founder and



her family attended. Several staff alumni and friends of ACT 2 joined the celebration. It was an evening of reflection, recognition, entertainment and great food. It was a welcomed opportunity for people to meet and leave inspired to continue the original mission/vision of ensuring the people are supported through very challenging experiences.

## **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 honour 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 provides short term (14 weeks) services to parents of children under the age of 6 years who are involved with the Ministry of Children and Family Development's child protection services. The program provides parenting skill development and assessment as well as support and education for parents around all areas of parenting including basic needs, health and safety, relationship building, positive interaction, nutrition, guidance and positive discipline and other topics specific to the families. The program provides parents with an opportunity to receive information, learn new skills and practice techniques and skills with their children under the supervision of staff in a safe environment. The program also assists parents in connecting with community resources as well as navigating systems and self referrals.

During 2022-2023 the program continued to engage in a review of programming and the MCFD contract. The program has added services for families to include outreach services including going into the community and family homes when appropriate. The program was successful in recruiting 2 positions this year including a Resource Worker who has been working hard to assist families in accessing resources available to them. Assistance in the areas of housing and counselling services were the areas most requested by clients.

### OUTCOMES

- 26 clients participated
- 42 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

- 100% of clients that completed surveys indicate they are satisfied with services
- 100% of social workers reported being satisfied with our services

### **Comments from surveys included:**

*"I loved my instructor. She was so amazing. She taught me so many new things that I didn't know with my first child."*

*"I have really enjoyed my time with ACT 2. Sandy was an amazing lady and I did learn a lot from her. Every time I came to ACT 2 I learned something new. I am going to miss coming here."*

*"Staff were very kind and respectful. Very helpful and willing to work with me. Thank you guys."*

**Safe Choice Transition House Program (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 however we do take referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, or Stopping the Violence counselors or self-referral. The stay at Safe Choice is up to 18 months while the women develop and follow through on a plan for their long-term independent living, free of family violence. Other services we provide include crisis intervention, ongoing support, 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 outreach support to these families as needed to resolve crises as they integrate into the community and live independently.

Over the past two years, Safe Choice has been extremely fortunate to have the ongoing financial support from Women’s Shelter Canada (WSC). Through this funding we have been able to purchase new program furniture, supplies, suite upgrades, groceries, and continue our Outreach Program. This has been invaluable to the women and children we support. Our Outreach Program funded by Women’s Shelter Canada has provided support to women as they face many challenges securing housing, court accompaniments, mental health support, food security, navigating job skills and dealing with the legal systems. Outreach also provides necessary and valuable support to women as they transition into the community.

We have also been able to provide a community kitchen. This helps support food security as many of our women are struggling to put food on the table. This allows for connection, reduces loneliness and isolation and helps women support each other through the struggles in life but also to have someone to share things with during the good times. This activity also helps women form an understanding of their worth and they learn strategies together.

**Outcomes:** Safe Choice has housed 16 women and 14 children. A total of 61 women with 90 children were referred to the program during the fiscal year.

**TRENDS**

- 399 enquiries for space
- 674 contacts for crisis support services
- 238 program services accessed on-site


## Homeless Prevention Program (BC Housing Partner)

-Lina Barrera, Housing Coordinator

The Homeless Prevention Program (HPP) and the CHB-HPP Program (Canada Housing Benefit) focused 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).




*"I feel well cared for  
and safe and loved  
for the first time in  
my life"*

**Outcomes:** This year we served a total of 25 clients. 96% 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 express their satisfaction of the HPP, and the positive impact it has had on their life and the lives of their children. Clients have reported feeling more confident and independent by the end of the program. The hard work, perseverance and change demonstrated by our clients continues to be a source of inspiration.

*"I wish I could live here forever,  
so hard to leave"*



*"I like the chance to discuss my emotions and opinions without judgment"*

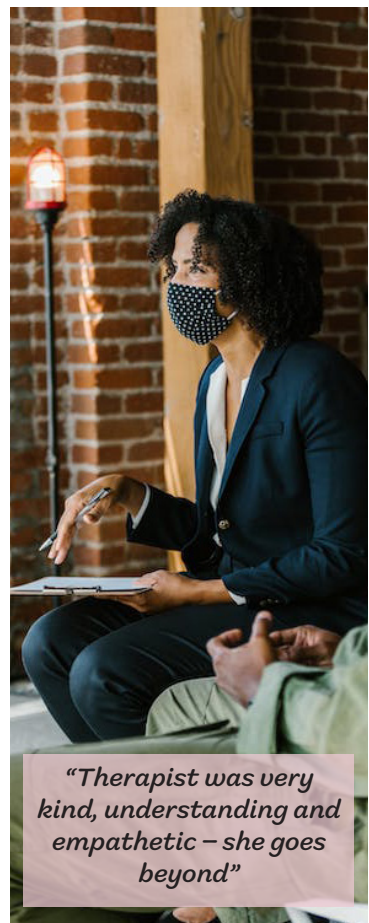
## **Clinical Counselling:** **-Sandeep Bhandal, Clinical Counselling Program Manager**

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 Coquitlam (servicing Tri-Cities areas) and Maple Ridge (servicing Ridge Meadows area). (MCFD partner).

### **Tri-Cities**

This past fiscal year has come with many changes and challenges but as usual, ACT 2's counselling team has risen to them all! ACT 2 staff remained flexible and adaptable to best serve our clientele over the year. We are happy to report that our Tri-Cities clinical team has been fully staffed since December of 2022 which consists of three full-time counsellors, two part-time counsellors and a part-time practicum student. In October of 2022, ACT 2 received our Three-Year CARF Accreditation from CARF with minimal recommendations in the areas listed.

- A total of 99 referrals were received this fiscal year, an increase in the number of referrals as compared to the previous two fiscal years at 89 and 79 respectively.
- 76% of the children, youth and families that received services either fully or mostly met their individualized goals.



*"Therapist was very kind, understanding and empathetic – she goes beyond"*

## **Ridge Meadows**

With our Ridge Meadows counselling program, we are happy to report that we are now fully staffed, with three full-time counsellors, and one part-time student for support. In March 2023, we received a visit by the Maple Ridge-Pitt Meadows MLA Lisa Beare and Maple Ridge-Mission MLA Bob D'Eith, as they presented ACT 2 with a Proclamation for Community Social Services Awareness Month in recognition of our important role in the community.

- A total of 84 referrals were received this past year and although there was a decrease in the number of referrals received, this was mainly due to staffing challenges across the community. ACT 2 continues to work closely with MCFD to address these challenges while creating capacity to serve the complex needs of clients from a trauma-informed lens.
- 45% of the children, youth and families that received services either fully or mostly met their individualized goals. Upon evaluation of individualized goals, the reason that some of the goals were not met was due mainly to clients not returning to ACT 2 after the first or second session.

## **Next Steps**

Staff continue to ensure our clients feel informed, comfortable, and safe with all modes of counselling support offered, including in person and virtual support. We are fortunate to have many experienced staff on our team, with a range of experiences, offering more diversity to support the needs identified.

Moving forward, we will be exploring additional opportunities to support clients from both communities through our Family Counselling Service (FCS) program, as well as expanding internship opportunities for interested students within their master's programs.

## **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 behaviour management.

*“Staff always made me feel heard and welcomed with open arms, flexible schedule, the abc’s thing”*



## **Executive Director's Message**

### **– Fran McDougall**

Reflecting on the past year, it has been a whirlwind of activity! Our “new normal” is now incorporating our high quality of service delivery along with new approaches including virtual and more outreach into the community. Early in the year staff recruitment was still a challenge but quickly we were at full capacity in all programs.

We are honoured to have successfully met CARF accreditation standards and a flawless financial audit. These accomplishments are a direct result of our committed staff, Board of Directors, government funders, community partners and supporters. To all we extend our sincerest appreciation! We all have a strong commitment to continue the legacy of our incredible founder Vi Roden who celebrated her 100th birthday this year!

I extend sincere appreciation for the dedication of our staff and volunteers. It is an honour to provide leadership for such a dedicated group.



## **Agency Staff (Full and Part Time)**

- Clinical Counsellors – 9
- Parent Educators – 4
- Parent Resource Worker - 1
- Housing Support – 6                      Management & Admin - 6

## **Recognition of Long Service Staff ... “Our staff are the best!”**

- **Mary Ryken (Clinical Counsellor)– 5 years**
- **Karen Birkeland (Admin & Accounts Asst) – 10 years**
- **Cynthia Javier (Safe Choice Support Worker) – 25 years**

## **2022/23 Board of Directors**

Polly Krier, President

Catherine Ackerman, V/President

Mary Vellani, Secretary

Karl Doering, Director

Archie Tuck, Director

Grant Lee, Past President

Brian Kelenc, Treasurer

Luba Banuke, Director

Yvonne Gaetz, Director

**Financial Overview – Brian Kelenc, Treasurer**

A solid financial year for ACT 2 this past year. The team has continued delivering exceptional services amidst external challenges. A positive note, ACT 2 team is now at full employment. Our best level in years. For those in need of counselling, family support and transition housing this is very positive. However, this does present financial challenges as wage demands continue to be on the rise and the need to retain quality people has never been higher. The need for our upcoming contracts and funding to keep pace with inflation and rising costs will be the greatest concern moving forward. ACT 2 is confident in our ability to provide the services needed in the community, and we expect our funders to see it the same way. Renovations continue at Safe Choice, with the installation of new flooring over the past year. We are all very proud of all our facility improvements. We look forward to further growth and improvements over the next year.

2022/23 Revenue			
MCFD	BC Housing	Other	Total
\$1,637,504	\$586,183	\$244,694	\$2,468,381

2022/23 Expense			
	Direct Program	Management & Admin.	Total
	\$2,040,737	\$266,630 (11.5%)	\$2,307,367

Restricted Funds carried forward (WSC)	
	Total
	\$52,938

Balance	
	\$ 108,076

Net Assets:	2022	2021
	\$4,472,669	\$4,411,345



**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](http://www.act2.ca)**

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Tel: 604.463.0965 Fax: 604.463.2416
- Family Program  
#206 – 14888 104 Ave., Surrey  
Tel: 604.585.9067 Fax: 604.589.4849
- Safe Choice & Homeless Prevention Program  
Tel: 604.733.6495 Fax: 604.733.6927

**Charitable BN: 130071079RR0001**