



ACT 2 Child and Family Services Society

Transforming Trauma into Hope

2023 – 2024 Annual Report





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2023 - 24 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 program in Vancouver, specialized counselling for emotionally traumatized children in the Ridge Meadows and Tri-Cities communities, 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

As I reflect on the past year, it is refreshing to see ACT 2 back to full operations. With the pandemic far behind us, Executive Director Fran McDougall was able to utilize her years of experience and strong networking skills to extend ACT 2's reach to our communities. It is refreshing to see the excitement and commitment from staff as we move into this new era.

ACT 2's 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. Fran continues to engage with Vi and her family which speaks volumes to her understanding of the importance of building and enhancing relationships for the organization.

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



2023-24 HIGHLIGHTS:

- ACT 2 continued to grow partnerships with many agencies to build a stronger society.
- Staff continued to foster relationships with the community. The most significant being with Synthesis Design Inc. who took on substantial upgrades to Safe Choice. Please see the photos elsewhere in the Annual Report.
- Continued focus on our Strategic Plan by the commitment of staff and Board to 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.
- Contract renewals for all ACT 2 programs have been successfully secured with Ministry of Children and Family Development and BC Housing.

ACT 2 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 ACT 2 and our community have been supported.

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



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 is an intensive parenting program that provides parenting skill development, parenting education, intervention and support to families involved with the Ministry of Children and Family Development's Surrey child protection services. Anticipated involvement for each family is 14 weeks with 12 weeks of direct one-to-one services and two weeks dedicated to report writing, transition planning and review meetings. Families may participate longer than 14 weeks if requested by social worker or recommended by program staff. At any time, there are 15 spaces available to families and each family has an assigned parent educator. In addition, all clients have access to a resource worker to assist them with needs other than parenting. Services may be provided in the program's child-centered playroom or in the family home.

Outcomes

- 24 families participated – 33 referrals

Barriers to positive outcomes

- Mental Health
- Limited cognitive capacity/learning disabilities
- Substance use/addiction
- Unstable housing/poverty
- Violence
- 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% social workers reported being satisfied with our services.



Comments from surveys included:



“Every staff member was so knowledgeable and willing to work with me at my level.”

“I was listened to and found ways that I could better my parenting.”

“This program has helped me immensely with my daughter and I am so grateful.”



“Although my client still has a number of struggles, he did gain some knowledge/skills and had access to Circle of Security which he enjoyed. The reporting is practical and useful to me as we continue to plan with this family – Thank you!” MCFD Social Worker

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 and is funded by BC Housing. Most applicants apply from first-stage transition houses; however we do take referrals from shelters, the Domestic Violence Unit of the Vancouver Police Department, Stopping the Violence counsellors 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.



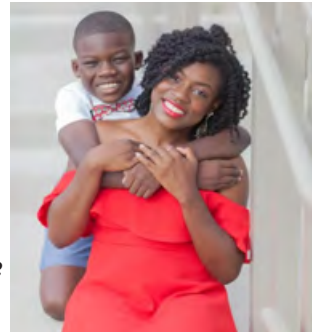
Goals of the Program:

- 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.



“My child has become confident and more independent.”

“We laugh now, we smile, we feel comfortable and safe.”



Client Successes:

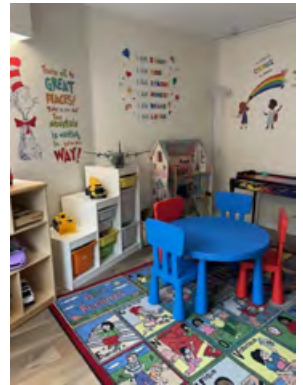
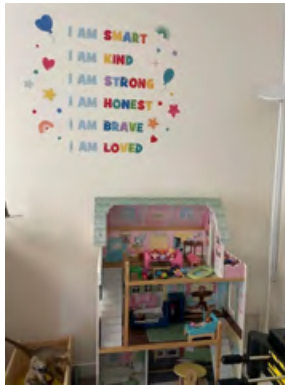
- One resident completed her English 12, then enrolled in Native Education College to study Family Community Counselling. She received her certificate and was awarded a scholarship. She has now secured employment with YWCA and received her Canadian citizenship
- One resident received a \$500 grant for being top student from Vancouver Community College
- One resident completed her licensing as a mortgage broker

Outcomes: Safe Choice has housed 21 women and children. A total of 51 women with 49 children were referred to the program during the fiscal year.



“I can sleep now knowing I’m not alone.”

“I’m cared for and staff support me without judging me.”



*“Thank you Women’s Shelter Canada”
- Upgrade to Playroom*

SYNTHESIS DESIGN INC. PROJECT AT SAFE CHOICE

Safe Choice has been extremely fortunate to have partnered with Synthesis Design Inc. who has over 30 years of experience creating high-quality custom homes, renovations and interior design projects. In celebration of its 30th anniversary, the team at Synthesis Design Inc. wanted to go big – and that they did! They made a commitment to upgrade the suites at Safe Choice. Having made that commitment, they launched an aggressive fundraising campaign with their clients, suppliers, contractors and general public to support both financial and in-kind donations.

To date, they have raised approximately \$35,000 in cash plus in-kind donations which have included significant labour and consulting. Four suites have been completed including upgrades to flooring, kitchen and washrooms as well as furnishings.

They have generously donated their time and experience to this ambitious endeavour. The goal is to upgrade all 10 suites. Their mission is not only to renovate the suites but it's about creating a warm, inviting "home" complete with the thoughtful interior elements to inspire women that positive change is possible. A special shoutout to Curtis and Lynda Krahn, and Pedro Serrano for the vision and fortitude to proceed with this project.



BEFORE



AFTER



"In addition, we would like to recognize the dedicated staff at Synthesis Design Inc. who have donated not only their design and sourcing time but assembled furniture, made deliveries, cleaned, set up, etc. You are the best!"

More acknowledgements are included in the Synthesis Design Inc. website
<https://www.synthesisdesign.ca/act-2-safe-choice-renovation-update/>

HOMELESS PREVENTION PROGRAM (BC HOUSING PARTNER)

- Lina Barrera, Housing Coordinator

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



Outcomes:

This year we served a total of 22 clients. 91% 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. They have also continued to access essentials such as food and furniture.



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.

CLINICAL COUNSELLING PROGRAM: (MCFD PARTNER)

- 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 offices are located in Coquitlam (serving the Tri-Cities/Anmore/Belcarra communities) and Maple Ridge (serving the Ridge Meadows community).



2023-2024 was an exciting fiscal year for ACT 2's Clinical Counselling Program. Staff attended a variety of key educational workshops and trainings related to mental health conversations; the social sector workforce; intensive trauma treatment; sexual exploitation; sexual health, development and concerns in children; and leading with resilience. These trainings are vital for the team's development which steers us to innovative changes to the programs and services we provide to our clients.



"This is an awesome resource to people who don't have access to other therapeutic resources, service was much better than anticipated. Keep up the great work!"

In addition, I was honoured to have the opportunity to contribute to many discussions on policies and program development with existing community agencies, I took part in new community initiatives namely the Gang and Gun Violence Prevention Training sessions (GRIP) and the Child and Family At-Risk Support Table (CFAST) in Coquitlam.

Coquitlam Site (serving the communities of Tri-Cities, Belcarra and Anmore)

- 121 referrals received (previous two fiscal years saw 99 and 89 referrals received respectively).
- 7% Self-Referrals/93% Professional Referrals

Client Profile:

- 7 – 12-year-olds were the highest % of age group at referral (32%)
- 57% Female/36% Male/7% LGBTQ2S+
- 19% Indigenous/81% Other

"I get to talk about my feelings without being teased or embarrassed."



Maple Ridge Site

(serving the communities of Maple Ridge and Pitt Meadows)

Within the Ridge Meadows community, we continue to support children and youth who have experienced abuse. Through our partnership with Alisa's Wish, Child and Youth Advocacy Centre, we use a multi-disciplinary, coordinated response to service delivery, creating capacity for our clients to heal from the abuse they have experienced.



"A safe space to learn how to express everything that is going on in our lives."

- 105 referrals received (previous two fiscal years saw 84 and 68 referrals received respectively).
- 30% Self-Referrals/70% Professional Referrals

Client Profile:

- 7 – 12-year-olds were the highest % of age group at referral (35%)
- 69% Female/29% Male/2% LGBTQ2S+
- 27% Indigenous/73% Other

We are proud of the work of our Executive Director, Clinical Counsellors and Administrative staff accomplished this year!



"Feeling heard from my counsellor and feeling understood."

Next Steps

As we move forward in 2024-2025, we plan to engage with external community agencies, MCFD, school districts, and RCMP to address the identified rising risks to children and youth in our communities. Our focus for this next fiscal year includes providing outstanding accessibility to our services for the communities in which we serve; continued professional development for our counsellors; and education for the entire team to create an inclusive workplace environment. I am confident my team will continue to demonstrate their impact and commitment to transform trauma into hope for children, youth, and their families.



"My grandson is a patient and since he has been coming here he has been able to open up and find ways to calm himself."



“Thank you so much ACT 2 for changing my view on the world and helping me understand things I never thought I would.”

FAMILY COUNSELLING PROGRAM – FREE AND AFFORDABLE PRIVATE PAY

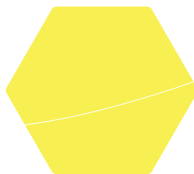
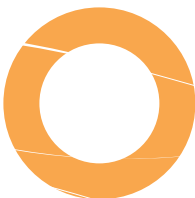
Family and individual counselling is available. No referral is required and there are no geographic boundaries to access this program.

Free Counselling:

Self-referrals for children and youth who have been sexually abused

Fee based on household income:

Areas of counselling include: mental health concerns including depression, anxiety and grief for anyone in need of support; children with behaviour issues, challenges with school, and transitioning through family divorce/separation; youth struggling with identity, peer issues, self-harm, and self-esteem; adults who have experienced sexual abuse; couples counselling.



EXECUTIVE DIRECTOR'S MESSAGE
– FRAN McDOUGALL

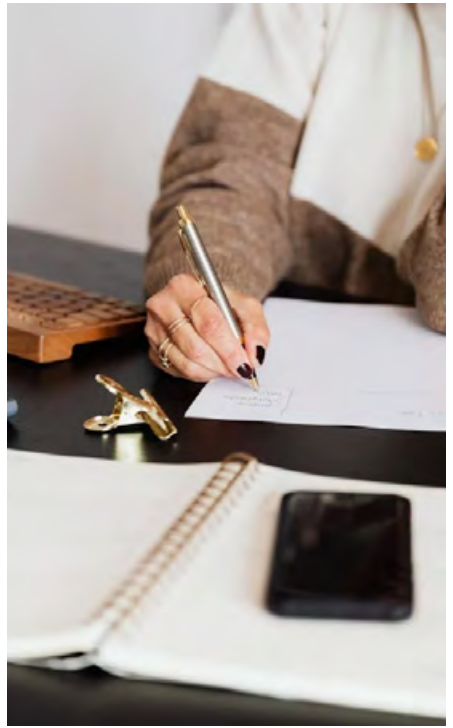
Over the past 44 years, the fundamental vision of ACT 2 Child and Family Services “Transforming Trauma into Hope” has remained focused and resilient!

I want to personally thank everyone in the organization for their continued care and valuable work supporting the children and families we serve. To our Program Managers, thank you for supporting our staff and for your leadership through ever-changing circumstances. A heartfelt thank you and recognition to the Board of Directors for their dedication and time. We thank them for their hard work and selfless dedication to supporting ACT 2.

We appreciate the support of provincial and federal governments as well as our community groups, individuals and other partners.

We are always in the “moving forward” mode to explore community sector gaps and barriers and how ACT 2 can provide support. Our areas of growth are in the Second Stage and Long-Term Supported Housing for women and children who have experienced domestic violence as well as our Family Counselling Program providing free or affordable counselling for children, youth, young adults and families in areas of abuse, grief, trauma and gender identity.

I am looking forward to an exciting year ahead!



AGENCY STAFF (FULL AND PART TIME)

- Clinical Counsellors – 9
- Parent Educators & Resource – 5
- Housing Support – 6 Management & Admin - 6

2023/24 BOARD OF DIRECTORS

Polly Krier, President

Catherine Stewart, V/President

Mary Vellani, Secretary

Karl Doering, Director

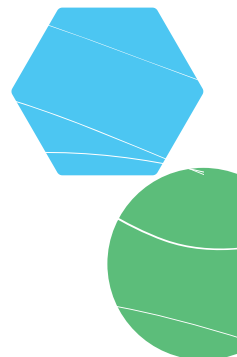
Archie Tuck, Director

Grant Lee, Past President

Brian Kelenc, Treasurer

Luba Banuke, Director

Yvonne Gaetz, Director



MEMBERSHIPS AND AFFILIATIONS:

BC Non-Profit Housing Association
BC Society of Transition Houses
Federation of Community Social Services
Tri-Cities Community Services Cooperative
Alisa's Wish Child and Youth Advocacy Centre Maple Ridge
Tri-Cities Foundry Leadership
Tri-Cities Chamber of Commerce

FUNDERS/SUPPORTERS:

BC Housing
Ministry of Children and Family Development
Synthesis Design Inc. Renovation Campaign
BCNPHA Energy Study
TD Banking Group and Whole Foods Benevity Fund – Safe Choice Food Cupboard
Women's Shelter Canada – Safe Choice Playroom Setup
Rotary Club of Coquitlam – Family Counselling Program
Home Depot – Coquitlam Office repairs and rooftop patio furnishings

HOME DEPOT STAFF COMMUNITY PROJECT:

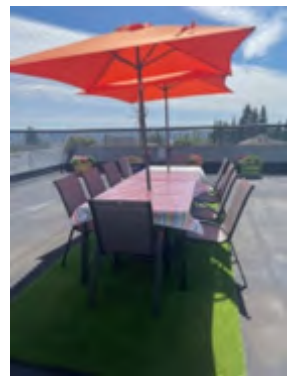
Home Depot Port Coquitlam donated \$2800 and staff time to improve our rooftop patio and small maintenance projects throughout our Coquitlam office! How wonderful was that! Thank you to Home Depot and the wonderful staff who spent the day making magic!!



BEFORE



AFTER



AFTER



FINANCIAL OVERVIEW – BRIAN KELENC, TREASURER

Turning trauma into hope, ACT 2 continues to serve its communities as the go-to organization for family support and counselling. Our successes remain a positive impact to the communities in which we serve. Fiscally ACT 2 remains very responsible amidst external threats and pressures. Rising lease and personnel costs remain the biggest challenges when budgeting. Our goal each year is to ensure we receive adequate funding for the services we provide. We were challenged this year by a claw-back to our funding from previous years but anticipate this to be a one-time event. Going forward we are working to ensure the increase in funding is in line with the increases in costs.

This will continue to remain a challenge as our agency relies heavily on government funding to survive. We've persevered in the past and expect to do the same going forward. We received another successful and glowing audit from our audit partners at Tompkins Wozny. Their review and guidance over the last several years has been positive assurance that our internal controls are strong and financial data accurate. I appreciate the auditors' support as well as all the team within ACT 2 that contribute to our financial stewardship.



2023-24 FINANCIAL OVERVIEW

Revenue

MCFD	1,804,046
BC Housing	731,259
Other	258,195
Total	2,793,500

Expenses

Direct Program	2,399,153
Management & Admin	327,157 (12%)
Total	2,726,310

Balance	67,190
(MCFD repayable)	(411,016)

Net Assets

2023	2,904,475
2024	2,560,649



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



ACT 2 Child and Family Services Society

Transforming Trauma into Hope



Contact us at www.act2.ca or:

- Tri-Cities Counselling Centre & Admin Office
2nd Floor, 1034 Austin Ave., Coquitlam
Tel: 604.937.7776 Fax: 604.937.7334
- Maple Ridge Counselling Centre
#203 – 11743 224 St., Maple Ridge
Tel: 604.463.0965 Fax: 604.463.2416
- Family Program
#207 – 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: 130071079 RR0001

