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“Building on individual and family strengths which support growth and healthy lifestyles”

Annual General Meeting (AGM)

July 19, 2018

**Comox Valley Family Services Association
Annual General Meeting**

1415 Cliffe Avenue,
Courtenay, BC V9N 2K6

Date: July 19, 2018

Location: 1415 Cliffe Avenue, Courtenay, BC V9N 2K6

Time: 4:00 pm. Refreshments and 'meet and greet' at 3:30 pm

Member/Stakeholder Notice: In person, email and posted on webpage

AGENDA

1. Call to Order- Introductions
2. Adoption of Agenda
3. Adopt Minutes from July 21st, 2017
4. Financial Statements:
 - Audit Report by Presley & Partners (Accounting Firm)
5. Appointment of Accounting Firm
6. Appointment of Directors
7. Executive Director Report (as per this document)
8. Program Reports (short versions – full reports submitted to funders)

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9. Adjourn	



Executive Directors Report

I'd like to take this opportunity to welcome each of you to our 43rd Annual General Meeting (AGM). Over the past 8 years it has been my professional and personal pleasure to lead Comox Valley Family Services Association. From our beginning in the early 70's as Strathcona Youth Chance Services, to our current status as a well-known Family Services agency in our community I have witnessed CVFSA meet many challenges and continue to evolve and grow into a well-known and respected family service agency.

I want to personally thank each employee and volunteer as well as funders, sponsors and supporters who have put their belief in our mission through their time, energy, funds and commitment to what we do. I want to also thank our Board President and the whole Board for their dedication, support and guidance. We are privileged to have 8 strong Board members with a diverse background to help guide the agency in future directions.

A few key points

- **Accreditation:** We were pleased to receive another 3 years of CARF accreditation. The surveyors came November 2017 and our next one will be in 2020.
- *Neurosequential Model of Therapeutics (NMT)*, one of our counsellors has completed twelve-month training community program, through the Child Trauma Academy. The agency supported the costs to get her trained. This year's goal April 2018 to March 2019 will be to make use of her certification through doing 'brain-map' for up to 5 clients; Family Development and/or Healthy Families.
- Comox Valley Arts Youth Media Project came in the spring of 2018; this time the project was done on our anxiety group for children/youth: 'Creating Calm'. This has been posted to our website and shared with staff and funders.
- New lease space: This upcoming year we will be moving the supervised access aspect of Family Development to a lease space; so they will have their own designated area for a private, safe and welcoming location for family visits.
- We will be partnering with YMCA/YWCA to offer a 'Y-Mind' mindfulness group for supporting young adults between 18 to 30 years old. It is an evidence-based learning for coping strategies; and to practice mindfulness to manage stress and anxiety
- At the request of the Ministry we are tracking how many of our clients are self-identified or identify as First Nations in their funded programs.

Sincerely,

Gillian Normandin
Executive Director

PROGRAM REPORTS

For more detailed general program information please go to our website (Services) at:
www.comoxvalleyfamilyservices.com



Collaborative Planning Program (CPP)

Referrals are through Ministry of Children and Family Development. Goal is support and facilitation of Family Case Planning Conferences (FCPC) and coordination and facilitation of Family Group Conferences (FGC). We also offer Youth Transition Conferences (YTC) to youth ages 16, 17, and 18 that are either on youth agreements, independent living or aging out of permanent care. The role in all three programs is to facilitate meetings that involve immediate family, extended family, supports and community. *A new aspect is Transfer Meetings (March 2018). The purpose of a transfer meeting is to share information between the intake social worker and the incoming family service social worker, as well as the family and their supports. This meeting consists of: review the key risk factors, strengths (what is working well), challenges (things that get in the way), and review of the safety plan and terms of the court order, ideas and specific next steps.

Ministry of Children and Family Development (MCFD) Social Workers use all aspects of the CPP program. FCPCs and YTCs have continued to increase this year. More social workers are ensuring the youth receive YTCs as well. FGC referrals are increasing but FGC statistics are lower due to only being one worker in the program. We continue to book review meetings at the initial FGC, YTC, FCPC or Transfer meeting. This helps the social worker by reducing the amount of phone calls/texts/emails to set up the meeting.

Many community partners have been a part of one of the processes so they are more comfortable and can better prepare families for the experience. Many teachers, community workers and family have stated that the 'meetings encourage more communication so they can better support the youth or family'.

Challenges: Due to the numbers of FPCPs and YTC's (and Transfer Meetings), the coordinator is constantly scheduling meetings which leaves limited time to prepare FGCs which take more time and energy to prepare. Finding a space to facilitate the meetings is challenging; as well as getting someone to document the process so the facilitator/coordinator does not need to.

Successes: Being co-located in the MCFD office is very beneficial for our worker; from both a referral (access) and collaborative approach.

2017- 2018 Year- end Stats: 1 full time employee (facilitation/coordination)

Family Case Planning Conference (FCPC)	113	(32 First Nations)
Youth Transition Conference (YTC)	29	(13 First Nations)
Family Group Conference (FGC)	3	(2 First Nations)



Community Based Victim Services (CBVS)

Two Aspects:

1) Domestic Violence (DV) Section: provides crisis and emotional support, information, risk recognition and safety planning, assistance with understanding the justice system and accompaniment to court to victims of domestic (gender) violence.

2) Sexual Assault (SA) Services: We serve all victims of sexual crimes, recent and historical, sexual harassment and sexual exploitation. We accept self-referrals and police based referrals.

Both programs offer support, court and RCMP accompaniment, and court orientation, liaison with RCMP, Crown and Probation, and assistance with victim impact statements and crime victim assistance forms. Clients reported that they were thankful that the service is available. They appreciated the support from beginning to the end. Frustrations, clients and family members had, were the long waits with investigations and the court process.

Challenges: Support for Men: there are services and groups that have developed within the last year to help to support Men experiencing violence. During this last quarterly reporting period, there were 5 new male referrals to do with Domestic Violence. Navigating through the system (paperwork/system mandates) is always challenging; more so it seems for youth. Many clients present with complex issues e.g. substance abuse, suicidal ideations and depression.

Successes: We gratefully received additional funding from Victim Services & Crime Prevention, of the Ministry of Public Safety and Solicitor General, which has helped address an increase demand in services. It has allowed us to hire a part time worker to assist with both aspects of the programming.

2017- 2018 Year- end Stats: 2 employees and 2 part time employees, 1 at 5 hours per week and contact worker at 17.5 hours secured with additional funds. Domestic Violence area has the higher client referral process, and this past year with the #MeToo movement there has been an increase in referrals for Sexual Assault.

Domestic Violence (DV)	67 in total: <ul style="list-style-type: none"> • 57 • 9 (part time worker) • 1 First Nations
Sexual Assault	47 in total: <ul style="list-style-type: none"> • 45 • 2 First Nations FYI: 35 were Sexual Violence; 2 Sexual Harassment; 9 Intimate Partner Violence; and 1 Criminal Harassment



‘Creating Calm’’: Therapeutic Anxiety Group

Creating Calm’s goals and objectives are the following: provide children and their parents with some practical coping methods to manage anxiety and fear; educate parents about the signs and symptoms of anxiety in children; offer parenting options to encourage greater self-reliance in children; help children develop self-awareness about personal anxiety triggers; and help children experience positive relationships with other group members.

Creating Calm utilizes a combination of therapy approaches such as Cognitive Behavioural Therapy (CBT), Narrative therapy techniques, mindfulness meditation, and expressive arts. These approaches are delivered in a developmentally sensitive way that combines games, exercises, role-plays, discussion, and arts/crafts activities. The emphasis is on learning skills in playful, fun ways.

Children came away from group with a better awareness about their own anxiety symptoms, a toolbox filled with ideas in how to cope more effectively with anxiety, more confidence about their own capabilities, and in many cases, a positive connection with other children.

Parents expressed satisfaction in being included in our weekly group, and they attended two parent evenings that provided more in-depth information about childhood anxiety, emotional dysregulation, and parenting strategies to break the anxiety cycle at home.

Challenges: With the increase of funding (see successes) we are able to offer an additional group. It would be good to have ongoing funding for 13-15 year old group and more Parenting Through Anxiety groups in order to meet the community needs around this well used program.

Successes: MCFD also funded an extra group this past year, resulting in two groups for 7-9 year olds and two for 10 – 12 year olds. We also expanded the program to include two extra sessions for parents alone. Creating Calm is now a 10-week program with this extra family support being able to be offered.

2017- 2018 Year- end Stats: 2 part-time staff (3-5 hours a week during groups)
4 therapeutic groups a year- two 7-9 year olds and two 10-12 year olds

4 Groups – total	30
Aboriginal	none self-reported



Family Development Program

Participants accessing these services are referred by the Ministry for Children and Family Development (MCFD). This program is a 'protective' family service program serving families and youth who require support, guidance, feedback and skill development to improve functioning and ensure safe and healthy living environments.

Family Development workers actively involve clients in addressing MCFD concerns and in all areas of service planning to reduce risk to children and improve family functioning and parenting capacity. The goal is to help children/youth, who may be at risk of being taken into care, to stay with their families. Family Development Program works collaboratively with MCFD social workers, other involved professionals, families, children and youth in service planning. Family Development workers will take the participant through a program orientation, outlining what to expect from the service and how service objectives will be met.

In partnership with MCFD social workers and other applicable community supports, the Family Development workers develop goals with the youth/parent/caregiver and implement a service delivery plan that will support goal achievement. Service may be provided in a one to one capacity; and for some a referral to a community group when appropriate. Progress will be reviewed on a regular basis and communicated to the ministry social worker as appropriate to ensure service objectives are being met. Depending on the situation, referrals to other services will be made as appropriate.

Challenges: a) Increase in supervised access/visit requests: In an attempt to address the increase in supervised access requests for families, the Family Development program has leased additional space. This will help decrease the need to find affordable and accessible space; to alleviate these service pressures around booking of a space; and b) staff fluctuation due to workers leaving to move/relocate and to find other work.

Successes: Continued strong collaborative connection with MCFD. It was appreciated that additional funding was given by MCFD, to address lengthy waitlist.

Client's feedback: *"I feel my worker is supportive and makes me feel at ease; I feel my worker considers my interests and strengths; I feel treated with dignity and respect; my worker uses clear communication so I know what is expected; and I felt I had a part in my plan/goals for service"*

2017-2018 Year-end Stats: 1 Program Manager and 7 full time front line staff; *currently 9 team members as some of the positions are part time

Number of Families	128
Number of youth/individuals	232
Aboriginal clients	59



Healthy Families Program (HFP)

This program offers free support groups for pregnant women and families who are parenting children from birth to 5 years, creating opportunities for social networking in a safe and supportive environment. Staff and community partners provide educational information, support and advocacy for families living in conditions of risk. We are committed to promoting positive birth outcomes and contributing to the healthy development of children in the early years. Staff consists of 1 program manager plus 4 part-time staff; and 4 contract staff.

Weekly family centered drop-in groups are offered in various neighbourhoods of the community as families move through a continuum of services. Our pregnancy outreach program, Healthy Babies, provides support and information about pregnancy, breastfeeding and newborn baby care on a weekly basis. One-on-one support, including home visits, is an important aspect of programming, to meet the needs of individual participants and to offer resources as a way to address many of the unexpected challenges in the perinatal period.

Specialized programs are also available and include the Nobody's Perfect Parenting Program, Food Skills for Families cooking sessions, Farmers Market Nutrition and Coupon Program, Friendship Community Garden activities and monthly food hampers in our Food Outreach Program. Healthy Families Program is an active participant in the Comox Valley Early Years Collaborative and works closely with more than 25 partner organizations to meet the goal of enhancing services through collaboration.

Many of our community partners contribute to the management, coordination and/or delivery of services in the Healthy Families Program. Public health nurses, early childhood educators, child development consultants, librarians, dental hygienist, midwife, doula, mental health intake nurse and numerous community guests contributed \$9000.00 of *in-kind* services (time/help) throughout the year. Approximately 1000 hours of volunteer time are contributed annually by community members.

In the past year we served 64 pregnant women, 98 parents and 149 infants/children in our core programs funded by Public Health Agency of Canada and United Way Central & Northern Vancouver Island. Approximately 25 – 30 percent of clients are of aboriginal ancestry.

Challenges: The main funder has not increased their core funding since 2000. Consequently if additional program needs are identified the monies to run these groups must be funded from other sources, which include grants and community donations e.g. United Way of Central and Northern Vancouver Island and BC Gaming.

Successes: We introduced the Diabetes Canada pre-natal food skills for families cooking program (18 weeks) which was very well received. Additional funding was received to continue the program this fiscal year.

Participation in specialized programs: 2017-2018 Year end

BC Association Farmers Market Nutrition Coupon Program The coupon program is a partnership between the BC Farmers Market	Coupons given out to: 122 families/seniors (337 people)
HOP With Me summer picnic community partnership	92 adults and 129 children participated; 27 new adults & 40 new children were referred
Food Hamper	366 food hampers



Sexual Abuse Intervention Program (SAIP)

This is a specialized treatment program offering counselling and psycho-education for children and youth aged 3 to 19 years. The goal is to lessen the impact of trauma associated with sexual abuse for the referred children and their families. The treatment team consists of the child or youth, parents or caregivers, the therapist, and clinical supervisor. SAIP also provides consultation, education, and support for community organizations; and community members such as School District 71, The Ministry for Children and Family Development (MCFD), Child and Youth Mental Health (CYMH), The John Howard Society (JHSNI), The RCMP, early childhood programs, parenting groups, the LINC (Youth Centre), and others. Any community member may call SAIP with questions about child and youth sexuality issues.

Training: One counsellor (Leslie) attended a 2-day training workshop in clinical supervision at the Justice Institute. The other counsellor (Sarah) attended 2-day training on 'Dissociation' with Christine Forner.

Sarah garnered useful information and an evidenced-based understanding of somatic and neurobiological responses to trauma along the dissociation spectrum. Sarah has incorporated much of the 'somatic and mindfulness aspects' of working with clients who dissociate into her SAIP work.

Challenges: Having only one day (Wednesday) of cross over for the two SAIP Counsellors for case consult. Note: due to funding, 1 staff member works Monday to Wednesday and 1 works Wednesday to Friday. A high case load of 18 clients' currently receiving service in this final quarter, together with 10 clients on the waitlist for the last quarter of this fiscal year has made connection and communication between the 2 counsellors more challenging; as client needs are prioritized over this meeting time. This has been discussed to look at ways to address this.

Successes: One counsellor (Leslie) completed a 12-month training program called the Neurosequential Model of Therapeutics (NMT), through the Child Trauma Academy with the support (hours) of CVFSA. This specialized assessment has informed treatment goals and interventions, and has allowed SAIP to offer some clients and their supports a deeper understanding of the specific impacts of early trauma on brain development.

2017-2018 Year-end Stats: 2 counsellors at 21 hours per week

Number of children/youth	35
Aboriginal clients	5

