



OKANAGAN
Families
Society

2003-2004
Annual Report



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President's Report

I would like to acknowledge the efforts of the Board of Directors, staff and the support of the Ministry of Children and Family Development in being able to say that the Society has been accredited by the Council of Accreditation for Children and Family Services (COA) this year. This marks the culmination of several years of concerted effort. In November 2003 a site visit was conducted by reviewers of the Council of Accreditation and in March 2004 the Society was informed that it would be fully accredited.

COA accreditation attests that an organization meets the highest international standards and is delivering the best quality services to the community it serves. COA is an international, independent, not-for-profit accrediting body that was incorporated as a separate legal entity in August 1977, as an accrediting body of social and behavioural healthcare services. COA's mission "promotes best-practice standards; champions quality services for children, youth, and families; and advocates for the value of accreditation". Okanagan Families Society is the first agency in the Kelowna area to be COA accredited and one of 30 across Canada.

The COA accreditation process involved an in-depth examination of the organization's compliance with best practice standards. The process includes a review of organizational standards such as organizational integrity, human resources, financial, risk management and continuous quality improvement as well as applicable service standards. Okanagan Families Society has been accredited in the following service areas, Case Management Services, Family Centered Casework, Supported Community Living Services, Group Living Services, and Prevention and Support Services.

In February 2004 the Society reopened the Youth Detox program with funding from Human Resources and Skills Development Canada. The facility is located at our Bernard Avenue location. We look forward to continuing to offer this important service to the community as part of the National Homeless Initiative. We also look forward building a strong link with the Interior Health Authority as part of their substance abuse programming.

In March 2004 the Society received notice from the Ministry of Children and Family Development that funding for the Cadder Avenue Residence would end no later than September 30, 2004. The reason given by local Ministry officials, in canceling the contract, was that the operation of the home has not met expectations or achieved the agreed outcomes. Ministry officials advised that the current financial restraint program was not a consideration in their actions.

The Board of Directors will contract with an external third party to undertake a complete assessment of the Cadder program in order to obtain an unbiased view of how the program operated and what it achieved. This is one way the Board can ensure the Society will continue to reach its goals in support of children and families in the community. We have invited the Ministry to participate in this assessment.

Despite the challenges presented by the closure of Cadder this has been a very important year for the Society with the completion of accreditation. I wish to thank the board and staff for their dedication and hard work, our referrers and funders for their support in this effort. The agency has set a firm foundation upon which to continue to the important work of assisting children and families of our community.

Nancy Johnson, President



Executive Director's Report

The agency is now fully accredited by the Council on Accreditation. The agency is one of approximately 20 in British Columbia and only 30 across Canada. Over 500 separate standards were reviewed and with which the agency had to comply. It is instructive to list those areas that are covered by accreditation.

Ethical Practice

Continuous Quality Improvement

Organizational Integrity

Human Resource Management

Quality of the Service Environment

Financial Management

Training and Supervision

Intake, Assessment and Service Planning

Service Delivery

Behaviour Management

Administration and Risk Management

Case Management

Family Centered Casework

Supported Community Living Services

Group Living Services

Prevention and Support Services

Accreditation is a disciplined approach to ensuring an organization is prepared to take on the complex task of providing high quality services to children and families. David Lederman, the former CEO for the Council on Accreditation used to say, "the work done by social service agencies is not rocket science, it is far more complicated." He would also say "becoming accredited is the minimum entry fee to do this important work."

The Society and all those who supported it should feel very proud of this accomplishment. The foundation has been set to continue to provide the best quality services possible to the community. Thank you to the Board of Directors, staff, funders and community agencies for helping us realize the goal of accreditation. Not as an end in itself, but rather as a beginning of even better service to the community.

This is particularly important, as the resources allocated to this work have diminished in recent years. Community social service agencies across the province have continued to feel the impact of funding cuts. This has placed even greater challenges to maintaining high quality services and will require both creative and innovative thinking and action.

Community agencies will need to find ways of working together to most effectively utilize resources. Evidence based practice must become and remain the cornerstone of service delivery. Lobbying and giving a voice to the most vulnerable of our society must be given greater priority.



We have continued our close working relationship with other agencies across the Okanagan and look forward to continuing to work with them to find efficiencies and increase our effectiveness. We will intensify our efforts to research and find the best, most effective services for children and families available. We will work to find ways to give voice to the most vulnerable of those in our community, disadvantaged children and youth, so that they may be heard.

These are the challenges before us for the coming and subsequent years.

Dennis Dandeneau
Executive Director



Service and Activities

Priority Services

Assessment and Consultation

Assessment and consultation provides a behavioral, interpersonal or mental health assessment covering a range of issues, including but not limited to: current strengths, resiliencies, social and family environment, previous diagnosis, previous attempts at remedy, medication issues, family history, and genetic pre-disposition.

The service has primarily two avenues of access. Firstly, our primary contractor, the Ministry of Children and Family Development (including Child and Youth Mental Health) makes referral of children (and their families) through our intake. Secondly, we utilize the service through our own internal referral system. As part of our Priority Services Team, we have a Registered Psychiatric Nurse on staff that provides assessment and consultation services for a number of our services, including Family Counseling, Youth Transitions, Interim Placements, and Detox Services.

The assessment and consultation enables a collaboration amongst the participant, the “assessor” and any one of a host of service providers to determine the most strategic and appropriate use of services, within or outside the agency (ranging from goal directed counseling to life skills or other specified treatment).

Assessment and Consultation has been very successful, responding in very prompt time frames to referrals within and outside of the agency. For example, when an assessment is requested by the Ministry of Children and Family Development, they are often trying to promptly establish the most efficacious service whether it is in regard to protection or apprehension issues, determining appropriate placement, evidentiary matters, a mental health diagnostic assessment, or the most appropriate follow-up services. Our Assessment and Consultation Service has provided a very timely, “get in–get-out” kind of service.

The service is highly utilized by our funders, agency personnel, and the community-at large. Our Service Reports indicate 100% utilization of the program. With the vision of establishing a youth residential treatment facility and generally expanding the diversity of service to youth (i.e. at the Iridian Centre and with increased foster care support) there will undoubtedly be a commensurate need to expand our Assessment and Consultation services.

The primary challenge we face with this program is meeting the requests of so many referrers, both from within the Society and from our contractors. This is particularly self-evident in the recent referrals to the Youth Detox (a federally–funded initiative), to which .25 of the Assessment and Consultation FTE has actually been directly assigned to accurately reflect the increased utilization by that service.

Family Counselling

Another important component to the amalgam of Priority Services is the Family Counselling Program. This service offers pragmatic and goal-oriented counseling service to families, individual members of families, and groups. Most often the file is identified by the name of the youth we are providing service for, although it is not unusual for us to provide a variety of support services to the



family, including parenting support and education, communication enhancement, and adjustment support. Referrals for this program come directly from the Ministry of Children and Family Development, or the Youth Team of Mental Health.

As part of our service, we promote integrated case management, which essentially means involving the participant, the family, and as many relevant support services as appropriate. As a result of promoting and advocating for this system, our counselors are much more involved in the collaboration of best practices service and our participants who, as a result, are much more active agents in this process. We believe that “success” for the participant is to a large extent directly related to the participant’s active engagement in the planning of goals and outcomes of service. We have been working with the Ministry of Children and Family Development to further develop and enhance the use of this model.

Service includes supporting youth and their families through the emotional, behavioral and family challenges that include, but are not limited to; job, school and family challenges, stress, grief, fear, trauma, adjustment and support for children who have been temporarily or permanently been placed in care, and a variety of mental illness challenges including anxiety, depression, ADHD, OCD, and substance abuse.

This year we have been very successful in bringing our reporting systems into COA compliance, a very rigorous process which included, amongst other innovations, a formalized supervision process which has not only pushed our counselors to higher standards of accountability, but also improved the quality and creativity of service, to the benefit of our participants.

Our Service Reports indicate the Family Counselling Program is consistently above 100% utilization, given our current FTE resources. Our staff invites the possibility of offering more preventative and voluntary service, not solely based on the Ministry of Children and Family Development compliance, nor solely reliant on one funding source.

The Family Counselling Program has been an active participant in the MCFD-Okanagan Families Society Joint Management Committee, which meets quarterly to review the quality of service and maintain our communication and feedback loop as contract service providers for the Ministry. We give and receive feedback to ensure responsiveness, vitality, and preventative maintenance of our service.

Youth Transitions

Since 1988 Youth Transitions has provided support to young people, enhancing the skills necessary for a competent transition to adulthood. It includes a residential component, comprised of nine transition suites and is designed to provide a community-based living experience for young people.

Youth Transitions believes in the inherent value of young people and the unique experiences and knowledge they bring to the service. Young people are involved in all aspects of service planning, development and evaluation. This speaks to the motivational level of young people when, as partners, they are provided with opportunities to be actively involved in decisions that affect their lives. It also speaks to the counselors who, believing in a capacity building approach, are always searching for ways to provide opportunities to assist young people to enhance their sense of self and to create a vision of their futures. Together, service providers and participants provide resources that contribute to the ongoing evolution of the project.



In 2003, Okanagan Families Society was unable to provide participants with employment opportunities through the Youth Summer Project, however; counselors were diligent in ensuring that participants were provided the opportunity to secure summer employment within the community. Several young people in Youth Transitions, with the assistance of counselors, found summer employment and returned to their educational programs in September. The Okanagan Families Society bursary was again awarded to a young person who graduated from Youth Transitions. The recipient of the bursary was planning on attending Business Administration through Okanagan University College.

Youth Transitions has been involved with several community organizations including Ministry of Children and Family Development, Okanagan Boys & Girls Club, Kiwanis Club – Summit and SAFE (Supporting Adolescents From Exploitation).

Lifeskills Project

The Youth Transitions team, in partnership with Okanagan University College social work students, coordinated the annual Lifeskills Project. Practicum students Robin Morgan and Josh VanderMeer co-facilitated the 10-week course and the reviews were excellent. In the previous year participants were surveyed as to their areas of interest. The results of the survey indicated that participants involved in the project were interested in certification; thus, Superhost, First Aid/CPR, and Foodsafe were added to the sessions offered during the 10-week period. It has been suggested that in the future we offer other young people in care of the Ministry of Children and Family Development the opportunity to attend these sessions. Okanagan Families Society would like to thank practicum students Robin and Josh for facilitating the lifeskills project. The hours of preparation they devoted to the project are deeply appreciated.

Voices in Transition

Voices in Transition is a youth development project in the Central Okanagan, which aims to advance the community's awareness of young peoples' perspective on the adolescence-to-adulthood transition. This community initiative is a partnership venture involving young people in the Central Okanagan, Okanagan University College and the Ministry of Children and Family Development. A survey was developed and distributed by a youth advisory team. Between 1999-2001 the survey was distributed among youth in the community and 160 surveys were returned and the findings analyzed. In May 2002 Vicki Bruce, Krista Stremel and Leigh MacLeod were invited to present the findings of the research at the National Child Welfare Conference held in Toronto, Ontario. In August 2003 Lisa Schechtel, Krista Stremel and Leigh MacLeod were invited to present to the 7th International Youth and Child Care Conference held at the University of Victoria. Both presentations were well received. In September 2003 a research article written by Vicki Bruce, Lisa Schechtel, Krista Stremel and Leigh MacLeod was selected for publication in the Journal of Child and Youth Care Work out of the University of Milwaukee.

Youth Projects

In 2002 Okanagan Families Society, in partnership with the Ministry of Children and Family Development, provided an intensive program for young persons with extremely challenging behaviors. The funding for this service provided counselors the opportunity to intensify support to



young persons and to on-site mentors, while focusing on developing the skills necessary for competent adulthood. Counsellors provided support to the young persons who attended an educational program and was provided with opportunities to participate in social, cultural and recreational activities. Counsellors developed a budget and maintained a joint bank account with the funds received through the Ministry of Children and Family Development. Between April 2003 and March 2004, counsellor hours were slowly reduced from forty hours per week to fifteen hours per week due to ongoing funding constraints.

Transition Suites

Transitions suites provide young people, including pregnant or parenting adolescents, with self-contained accommodation. Each suite has a mentor on-site for support. The young people are assisted to gain or enhance life management skills with the assistance of the mentor and the Youth Transitions counselor.

During this fiscal year, Okanagan Families Society was contracted to operate seven transition suites with the capacity for more if the service was required. Out of the total of 12 operational suites, 7.5 suites were utilized on average, which reflects 106.7% utilization as per Okanagan Families Society's contract mandate.

The mentors actively participated in Okanagan Families Society's successful accreditation process. One of the on-sight accreditors had an opportunity to visit one of the transition suites where he interviewed the mentors and the youth. The Youth Transition Suite program and the quality of service being provided to youth openly impressed him.

Throughout this reporting year the mentors continue to provide quality service to the youth residing within the transition suites. The success of the transition suites is demonstrated by the mentor's ability to work collaboratively with the referring social workers, youth counselors, Transition Suite facilitator and other involved community professionals, their willingness to continuously improve their mentoring skills and, most importantly, their unending dedication to the youth they support.

The mentors will continue to maintain their collaborative working relationships with Okanagan Families Society and the Ministry of Children and Family Development. They will continue to provide a high standard of service for the youth residing within the transition suite, through ongoing training and skill development opportunities, and with continued support from the Youth Transitions counsellors and Transition Suite facilitator.

Youth Residences

Interim Placements is comprised of two group homes. The Lawrence Avenue residence and the Cadder Avenue Residence provide placement for four youth 12-18 years of age. Young people who are unable to live in their family home or foster care due to challenging behaviors can access our resource. Youth are referred and screened by MCFD.

The focus of the residential program is to provide a home-like atmosphere for youth while providing a safe, caring, structured environment to assist in the development of skills. Programming for youth is individualized to build on strengths and increase capacities to facilitate a move to a family care home or to independence.



Residential programs have experienced many successes working with youth. There have been opportunities to work closely with youth and their extended families. Several youth have successfully transitioned to mentor suites or to family care homes.

In January 2004 MCFD made a decision to discontinue funding for the Cadder Program. On July 15, 2004 Cadder Avenue residence closed. This is a significant loss to the agency and to the community. The motivation of the provincial government to reduce the number of staffed residential beds has created new challenges to care for youth with exceptional needs in other care environments.

Foster Home Support

The foster home support program provides training; support and education to contracted MCFD foster parents. Foster parents access this program through the MCFD Resources team. Foster parents work intensely with a support worker to identify challenges regarding the care of the children placed in their homes. Handouts, one to one counselling, debriefing, and development of behavioral programs are used to enhance foster parents skills. The support worker also spends time with children placed in foster homes to provide them with opportunities to enhance skills and/or debrief issues that may have occurred in the home.

Through this program foster parents have access to a support worker 24 hours a day, seven days a week, for consultation, crisis intervention, debriefing and mediation. The support worker also provides training in crisis prevention and intervention to foster parents as needed.

The support to foster homes program is a well-accepted service. With the decrease in residential beds and a reduction in higher levelled care homes, foster homes are being requested to provide care to children with very challenging behaviors. In many cases the children who are in the foster homes have limited access to school or no school program at all. A need for day-program activities and respite for caregivers is increasing and the foster parents look to the foster home support worker for solutions to this issue.

Youth Detox

The Youth Detox Service of Okanagan Families Society endeavors to provide a supportive and safe environment in which young people under the age of 19 can withdraw from substances. Participation in this service is voluntary. Funded by the National Homelessness Initiative, the Youth Detox service provides opportunities for young people to withdraw from substances in the two-bed residential setting, or at home with the support of Youth Detox staff. The staff team includes residence workers, counselors, and a psychiatric nurse. Staff work with the young person to develop a plan for withdrawing from substances and making lifestyle changes.

During and following their participation in Youth Detox, young people are offered opportunities to access other programs and community organizations to enhance overall wellbeing. Such alternatives may include day or residential treatment, education opportunities, employment programming, and/or counseling. Efforts are made to facilitate stable, safe accommodation upon completion of withdrawal.

The Youth Detox service has experienced numerous changes in the last fiscal year. The Youth Detox service was non-operational between September 2003 and January 2004 as a result of funding



shortages. Funding has now been secured until May 2005, allowing Okanagan Families Society to continue providing services to young people facing various challenges, including substance misuse and homelessness. A new coordinator joined the team in April 2004.

Partnerships were developed with various service providers, resulting in improved communication and service provision. However, securing funding for long-term sustainability remains a challenge. It is difficult to facilitate treatment following discharge, given a lack of local treatment facilities for young people, as well as locating appropriate accommodation for participants following discharge.

The Youth Detox program looks forward to continued development and expansion to better meet the needs of young people, families, and the community. The program will pursue licensing under the Community Care Facilities Act. This will allow a greater number of young people to participate in the residential program. Furthermore, proposals are being made to implement a holistic approach to healing that includes residential healing and enhancement to complement the existing withdrawal management process. This holistic approach will be sensitive to the complex issues faced by participants, including substance misuse, mental health challenges, and homelessness.

Community participation is a critical part of the Youth Detox service, and will continue to be essential to the effectiveness and sustainability of the program. The Youth Detox Coordinator represents Okanagan Families Society on the Four Pillars Steering Committee and Treatment Subcommittee as well as Kelowna Homelessness Steering Committee and Sustainability Sub-Committee. Community partners endeavor to address homelessness and related issues. The Youth Detox Coordinator continues to liaise with interest groups and service clubs in an effort to increase awareness of social issues, develop sustainability partnerships, and enhance community investment in the success of the program.

Healthy Children Initiatives

Healthy Children Initiatives is the health promotion, prevention and early intervention branch of the Okanagan Families Society. The purpose is to support families and the community to promote the healthy growth and development of children ages 0 to 6 years.

Parenting Support

Giggles and Hugs

This initiative is funded by the Ministry of Children and Family Development and Health Canada, Community Action Program for Children. The purpose of the service is to provide, in collaboration with Public Health Nursing, group parenting education and support for families who are on the “high priority parenting” list with Public Health and to increase community capacity to support families of young children.

There are three Giggles and Hugs support groups, held in the Rutland Knights of Columbus Hall, the downtown United Church/Martin Avenue Centre (Central Okanagan Boys and Girls Club) and in the Westbank United Church.

Group Format: The initiative consists of a weekly group co-facilitated by an agency group facilitator and a public health nurse. Program assistants, volunteers and students from both organizations assist with program delivery. The facilitators are trained in “Mother Goose” strategies; songs and rhymes



are a popular component of the program. Educational topics include relationships, power of play, dental hygiene, sun sense, nutrition, child safety, bedwetting, speech development, toilet training, fire and car seat safety and infant development. Guest speakers/facilitators are invited frequently from community agencies.

The program content is participant-driven by parents of children under the age of two. Siblings are welcome to attend and childcare is provided for them while the parents interact with their infants through songs, rhymes and activities. Transportation, child minding and nutritious snacks are provided at no cost to the parents.

Steering Committee: The Giggles and Hugs Steering Committee (see end of report for list of names of members) is comprised of three public health nurses and their supervisor, two agency group facilitators and their supervisor, six parents (two from each group) and a MCFD representative. The committee met three times during the year to review the program format, funding, staff and program content.

Tots Making Tracks

A new parenting support group funded by Health Canada was started at the St. Michael's Anglican Church hall in May, 2003 to provide parenting education and support for young parents who work or are in school during the day and have children ages two to four years.

Group Format: The group consists of primarily the parents and their children who have previously attended the Giggles and Hugs program. A nutritious light dinner, activities for the parents and childcare for the children is provided by a Group Facilitator, a program assistant and a child minder. The goal is to offer an enriched play environment for children using pre-school themes and ideas. Parents are encouraged to participate in group planning and day-to-day operation.

Pre Natal Support

Special Deliveries

This initiative is funded by Health Canada, to provide food/vitamin supplements and prenatal support groups for pregnant women living in conditions of risk. The purpose of the program is to promote healthy pregnancies, prenatal nutrition and breastfeeding, and to increase support in the community for pregnant women. Public Health Nursing is a key partner in this initiative in promoting the service, providing consultation to staff and referring pregnant women.

Group Format: Special Deliveries is a weekly support group located at the Boys and Girls Club Youth Center in Rutland. The facilitator works with one child minder and provides facilitation in consultation with PHN's, other community organizations and the community nutritionist. A nutritious lunch, health and nutrition education, guest speakers, free vitamins and food certificates, as well as childcare for older children are provided. Women are encouraged to attend the group sessions up to six months post-natal.

Pre Natal Wellness Pilot Project

As a result of a joint Low Birth Weight project proposal submitted by the Okanagan Families Society and the YMCA-YWCA to the Interior Health Authority, the two agencies were successful in receiving the funds in February 2004, to carry out the Pre Natal Wellness Pilot Project for one-year term. The major goal of the project is to develop and deliver a Pre-Natal Wellness Program targeted



to prevent and reduce low birth weight babies through early intervention and education of pregnant mothers from all income levels.

Group Format: Group sessions are co-facilitated by part time project facilitators from both the Agencies, over two weekends or five evenings. Session topics include nutrition and pre-natal development, pre-natal body image and maternal weight gain, exercise levels and general health, supports required for reducing stress and pre-natal problems, and care of the new born. An evaluation component is built in to the project activities.

Parenting With Purpose

Parenting with Purpose is a community mobilization project in partnership with the CATCH (Community Action Towards Children's Health) initiative sponsored by the Okanagan Similkameen Health Region. The Vancouver Foundation and MCFD Learning Site funding has sustained the program in 2003-04. Supplemental funds were provided by the City of Kelowna as well as the Central Okanagan Foundation.

Format: The goal of the project is to build on community capacity and create a community environment where learning about parenting is valued, encouraged and practiced, and where opportunities are available for all parents to access parenting education. Media activities are an integral part of the program, which includes weekly spots on CHBC TV, CKOV and CBC radio to talk on parenting issues, and newspaper articles in Daily Courier. As part of PWP support, parent education courses are being coordinated for the AS Matheson Parent Advisory Committee through the United Way Family Support Program funding.

Steering Committee: A coalition of community agencies (see Appendix for a list of members) is the foundation for the project. Two facilitators, working part time, mobilize the community around the project goals.

Facilitator Training

This service focuses on Train the Trainer aspect of community capacity building in the area of parent education. Parents who are passionate about parenting and want to develop their facilitation skills participate in this program with the hope to share their knowledge with the community at large.

Group Format: Two sets of twelve-week courses have been completed over the last year with 16 parents trained to promote and deliver parent education to the community. The program includes a facilitator's manual and a workbook.

Of the total 16 trained facilitators over the year, one facilitator has delivered a parent education course (over six sessions) to 11 parents while two other facilitators are delivering educational sessions to different community groups.

Family Resource Program

Funding was received in early 2003 from the Ministry of Children and Family Development, Early Childhood Development Branch, for enhancing parent education in partnership with Kelowna Child Care Society and the Boys and Girls Club. This led to development of a mobile Family Resource Program.

Group Format: This mobile service is run by part time facilitators from Kelowna Child Care Society and Okanagan Families Society with site contribution from the Boys and Girls Club. Focus of the



program is towards a play method of parenting with active parent and children involvement. In last fiscal year, a total of 17 different sites were visited from Peachland to Ellison.

Steering Committee: The committee consists of personnel from the three partner agencies: Okanagan Families Society, Kelowna Child Care Society and Okanagan Boys and Girls Club. The committee members meet bi-monthly to monitor the progress of the service delivery and continue to work towards sustainability and capacity building on the part of parents and the community in general.

Parent Education

Parents Education focuses on primary prevention by developing parenting education courses, a parenting resource centre and responding to inquiries from the general public. Because the funding is not available to cover the costs of providing courses for parents, courses have been offered on a fee-for-service basis to recover costs.

Course Format: Five contracted facilitators instruct parenting courses for parents. Subsidies for course fees, with funds from the Central Okanagan Foundation, were made available to parents as needed. Adequate registration for parenting courses continues to be a challenge with limited administrative support and low commitment on the part of parents for long-term courses. On-site child-care and course timings need to be researched for improving registration for parent education courses.

Regional Program

This initiative is funded by Health Canada's Community Action Program for Children (CAPC) project which, in the Okanagan Similkameen region, consists of seven programs in six population centers including Princeton, Keremeos, Oliver, Osoyoos, Penticton, Kelowna and off-reserve aboriginals. The Program Coordinator for HCI acts as the Regional Coordinator for the OS- CAPC Coalition to maintain partnerships and provide liaison with Health Canada.

Steering Committee: The Okanagan Similkameen Community Action Program for Children Coalition (OSCAPC Coalition) has been established to monitor the CAPC in this region. Our agency is a member of the seven-member Coalition and participates with the Coalition to develop regional services.

Healthy Children Initiatives has experienced a number of changes in the last fiscal year. The present program coordinator joined the team in January 2004 and the Canada Prenatal Nutrition Program (CPNP) funding was eliminated and replaced with the same amount provided as supplementary funds through Community Action Program for Children (CAPC) for the Okanagan Similkameen Region, to name a few changes.

Community-based program development is integral to HCI mandate and service delivery. This is reflected by on-going community involvement of the coordinator and staff in various networking and advisory groups as well as steering committees such as Community Action Towards Children's Health (CATCH) Network, Parenting with Purpose Coalition, Steering Committee for Giggles and Hugs, Family Resource Program and Pre Natal Wellness Program.



Continuous Quality Improvement

Training

Curriculum

Curriculum training is conducted by both in-house and contracted instructors. Training is delivered through a mixture of knowledge based and skill based instruction and skill building exercises. These can include role-playing, case simulations and other experiential learning techniques.

This past year Okanagan Families Society has offered a number of training modules. The following are in-house training opportunities that have been facilitated by personnel.

Module	Facilitator	Date	Attendees
Continuous Quality Improvement			
Society General Orientation	Program Coordinators	May 30, 2003 July 11, 2003	38 3
Computer Systems	Janet Smith	July 11, 2003	11
Supervision	Program Coordinators	May 30, 2003	38
Ethics			
Ethical Practice	Leigh MacLeod / Cheryl Longeway / Marianne MacPherson	July 4, 2003	13
Legal Reporting Requirements	Leigh MacLeod / Cheryl Longeway	July 4, 2003	10
Health and Safety			
Crisis Intervention	Susan Foisy / David Daley	June 26, 2003 March 5, 2004	12 8
Medication Administration & Disease Prevention	Anita Helwing	May 5, 2003 March 9, 2004	10 7
Foodsafe	Cheryl Longeway	June 5, 2003	9
Service			
Assessment and Service Planning	Program Coordinators	October 30, 2003	30
Drug & Alcohol Addiction	Susan Foisy	July 14, 2003	9
Mood Disorders	Anita Helwing	October 14, 2003	5
Personality Disorders	Anita Helwing	June 24, 2003 August 12, 2003	7 7

The following curriculum modules were completed this past year through instruction outside of the agency.

Module	Facilitator	Date	Attendees
Health and Safety			
Cardiac Pulmonary Resuscitation / First Aid	St. John's Ambulance	13 various dates	25
Service			
Drug & Alcohol Addiction	Jack Hirose	June 2, 2003	1
Fetal Alcohol Syndrome	UBC	March 25, 2004	1
Legal System	Phil Peachy	June 26, 2003	10
Suicidal Ideation	Youth Suicide Prevention	January 27, 2004	1

Non Curriculum

Further training may be offered to personnel to assist in the performance of their job duties, including certification training for in-house curriculum instructors. This past year two staff members were re-certified in Nonviolent Crisis Intervention instruction (August 24, 2003 and January 5, 2004). Although personnel may not be specifically designated for certain curriculum training, they may make



application to attend any training that may further their opportunities to advance within the organization and/or their profession. All non-curriculum training may be arranged with an immediate supervisor or program coordinator.

Where certification or licensure is required for the performance of duties, the Society supports opportunities for personnel to fulfill the continuing education requirements of their respective professions.

This past year personnel attended over thirty-two non-curriculum training events. These events ranged from conferences, including the 2003 CGA Conference (October 2, 2003), the Conference of International Federation of Social Workers (July 29, 2003), the CAPC/CPNP Conference (February 25, 2004), and the OUC-BSW Conference (March 28, 2003) to certification training. Training which provided staff with certification included WCB Worksafe Training (February 12, 2004), Excel (April 23, 2003) and Mandt System Training (March 12, 2004). In-house non-curriculum training facilitated by personnel included Diabetes Management (September 24, 2003), Mentor Training (Fetal Alcohol Spectrum Disorder and Alcohol and Drug Awareness- July 14, 2003, Observing, Reporting and Recording- November 25, 2003 and Attachment, Separation and Loss- February 18, 2004), Accreditation Preparation (October 30, 2003), Youth Detox Orientation/Training (January 26, 2004) and Minute Taking (February 26, 2004). In-house non-curriculum training facilitated by an instructor from within the community included Non Aversive Behavior Management (September 4 and 11, 2003), Car Seat Safety (January 30, 2003), Ergonomics (May 7, 2003), and WHIMIS (September 10, 2003).

Other training events that personnel attended this past year within the community were DSM-IV Training (April 3, 2003), Stress Management and Organizing & Managing Accounts Payable (April 17, 2003), a Rental Tenant Workshop (May 15, 2003), a Family Educators Symposium (September 19, 2003), Integrated Case Management (October 17, 2003), Personal Information Protection Act (January 20, 2003), Making Your VOICE Count! (February 12, 2004), a Leadership Series (February 17, 2004), Attachment Disorder (February 27, 2004), Dialectical Behavioral Therapy & Borderline Personality Disorder (March 12, 2004), and a workshop on Lesbian, Gay, Bisexual & Transgendered Youth (March 27, 2004).

Transition Suites

This was a busy educational training year for the Transition Suite Mentors. The Mentors training agenda 2003-2004 included Curriculum Training on:

Non-Violent Crisis Intervention Certification (June 26, 2003; March 2004) and Foodsafe Certification (June 5, 2003). The training was offered by the following Okanagan Families Society staff: Transition Suite Facilitator - Susan Foisy; Certified Foodsafe Instructor - Cheryl Longeway; Non-Violent Crisis Intervention Certified Instructors - David Daley and Susan Foisy

Non Curriculum Training: Fetal Alcohol Spectrum Disorder and Alcohol and Drug Awareness (July 14, 2003), Observing, Reporting and Recording (November 25, 2003), Attachment, Separation and Loss (February 18, 2004)



Evaluation and Stakeholder Feedback

Priority Services and Healthy Children Initiatives

Background and Purpose

In 2003 Okanagan Families Society completed a stakeholder feedback process (Stakeholder Feedback Report April 2003) in preparation for accreditation with the Council on Accreditation for Child and Family Services (COA). Okanagan Families Society management decided to undertake a follow-up stakeholder feedback process in 2004 as part of its commitment to ongoing quality assurance. John Lewis, the external consultant who completed the 2003 study was contracted to work with Okanagan Families Society to complete the follow-up study during the period January to March 2004. The final 2004 report was completed March 19, 2004.

The 2004 study replicated the 2003 study gathering feedback from employees, referrers, volunteers and participants of all the programs, excluding the services recently terminated.

Data Collection Method

The survey method was used to obtain feedback from four stakeholder groups: employees, referrers, volunteers and program/service participants. The 2004 study essentially replicated the 2003 study using the same questionnaire survey instrument.

A total of 12 surveys were administered: with 3 to each of the employees, referrers, and volunteer groups, and to participants in 9 different programs/services.

Findings

Please refer to the full report “Okanagan Families Society Stakeholder Feedback Report 2004-Working Document” for a detailed discussion of findings.

Integrated Summary of Findings

The following is an integrated summary of the findings from the 12 surveys completed on the stakeholder groups. Findings have been organized into two categories: feedback on the Okanagan Families Society employees, programs and services, and feedback on Okanagan Families Society as an organization.

Feedback on Okanagan Families Society Employees, Programs and Services

Survey results from employees, referrers, participants and volunteers of Okanagan Families Society’s programs/services are consistent in their high degree of support. While each group has a different perspective and interest, there is general agreement in many areas. These areas include:

High quality of Okanagan Families Society staff

Referrers and participants consistently rated Okanagan Families Society staff very highly in all the surveys and described them as “knowledgeable”, “well-trained/experienced”, and “professional” with “flexibility and ingenuity.” The high quality of Okanagan Families Society staff continues to be a major strength of the organization.

Professional, effective services

Okanagan Families Society continues to provide high quality, professional services to youth and their families. Referrers commented on the “very strengths-based, collaborative services” and were “confident of their services.”



Suggestions for improvement

One theme relating to increased resources appeared a number of times in terms of the need for more staff, increased space, or longer hours of service being available.

Feedback on Okanagan Families Society as an Organization

Overall, the feedback from Okanagan Families Society stakeholder groups of program participants, employees, volunteers and referrers indicates that Okanagan Families Society continues to provide a high quality, professional service to youth and families. The Okanagan Families Society mission and mandate appear to be clearly conveyed and the philosophy of an empowering, client-centered approach remains fundamental to service delivery.

Healthy Children Initiatives

Program Evaluation is an integral part of all projects activities. The following tables provide participant feedback with respect to outcome achievement through outlined deliverables.

Parenting Support

Table 1

Parenting Support Focus Groups – Data (29 respondents)	
% of parents who have attended the group 10 or more times in past 3 months	84%
% of parents who attended the group 4 to 9 times in past 3 months	16%
% of parents who “learned about things in community to help with parenting”	91%
% of parents who “used these things to help with parenting”	95%
% of parents who “learned about baby care and toddler development in the group”	95%
% of parents who “learned about child’s growth in the group”	96%
% of parents who “feel supported by other parents”	95%
<i>General Comments:</i> Socializing really helps! Helped my child to interact with other children; Bonding with my baby; Confidence in parenting; Parenting course information; Having a place to come and share feelings; Helps with getting out and reduce risk of post partum depression” “I like getting out of the house and having a place to go where my kids can see other kids. Like the supper, don’t have to cook and clean”	
<i>Community Resources:</i> Boys and Girls Club, Health Unit, Kelowna Child Care Society, Church Organizations, Pregnancy Outreach, Food Bank, Parenting Classes, Mental Health, Rainbow of Opportunities, Packing House (for apples and veggies), Women’s Resource Center, Fire Department for car seat safety and many others.	

Pre Natal Support

Table 2

Pre Natal Support Focus Group Data (9 respondents)	
% of parents who have attended the group 10 or more times in past 3 months	34%
% of parents who attended the group 4 to 9 times in past 3 months	66%
% of parents who “learned about things in community to help with parenting”	80%
% of parents who “feel supported by other parents in the group”	100%
% of parents who “learned about baby care in the group”	67%
% of parents who “learned about parenting in the group”	89%
% of parents who “learned about baby’s development in the group”	89%
% of parents who “learned about healthy eating in the group”	89%
%of parents who “used at home what they have learned in the group”	67%
<i>General Comments:</i> “I like the program; helpful to receive food vouchers and vitamins; helps with eating better”	



Parenting With Purpose

Table 3

Parenting with Purpose Project Outcomes 2003-2004	
PROJECTED OUTCOMES	RESULTS FROM MAY 1, 2003 to MARCH 31, 2004
Enable parents to locate and access parenting education	Inventory of existing parenting education opportunities Five editions of Parenting with Purpose newsletter distributed (over 9000 copies) to nearly 50 community organizations and individual agencies. Public awareness through weekly media coverage on CHBC TV, CKOV and CBC radios and newspaper articles in the Daily Courier and Capital News Parenting course subsidies available to general public
Implement parenting education activities with community partners	Organizing and hosting public events such as Parenting Conference, Parenting with Pizzazz Event, Fire Recovery Festival, Dads make a Difference Day, Dr. Nancy Reeves Workshop, "My Daddy Matters because..." workshop by Tim Paquett, with strong support and active participation by community partners and volunteers.
Ensure effective Parenting Education Resources	Facilitator Training Course-to train the trainers; two sets of courses completed over the year with 16 graduates/ facilitators ready to facilitate the parenting education courses in the community. Purchase and distribution of new parenting curriculum package
Ensure sustainable funding	Funding received from Vancouver Foundation, Central Okanagan Foundation, City of Kelowna, MCFD (Learning Site funds through CATCH)

Parent Education

Table 4

Parenting Courses – Parent’s Comments (33 Evaluations)	
Did the course meet its objective?	46% said "yes, definitely"; 33% said "yes, generally" and 12% selected "somewhat"; 9% selected "No, not generally, definitely not"
General comments from parents: Simple & applicable and nothing will go void. Very good for all relationships of all ages. Would love to see this course and others continue in Peachland. We really enjoyed it. It gave me hope when I was at the end of the rope; right from the first session I was able to put new ideas from this course into action. Very informative. I learned a lot. Would like to repeat in a year or two. Time to reinforce MY behavior. The workshop was great. Worthwhile course. Wish we could have covered more material in class. More time! We didn't have the time to talk about things and file things away in my brain. I found the split format of classes very beneficial as I tried to apply some of the ideas from the 1 st class & also really take a look at my handling of things. Thoroughly enjoyed the course and will definitely use the tools & knowledge provided. Where can I sign up for the next class? Great! Insightful! I hope to use this information in the future (tomorrow morning).	

Regional Program

The Regional Coordinator works with the evaluation consultant and staff to compile and analyze participant data in order to prepare the annual progress report due to Health Canada. Preparation and mailing of National Project Profile forms as per Health Canada's Evaluation Guideline are also carried out by the regional coordinator. Copies of evaluation reports are available on file.



Financial Report

**CHARTERED
ACCOUNTANTS**

MacKay LLP

Landmark Square
1726 Dolphin Avenue Suite 500
Kelowna BC V1Y 9R9
Tel: (250) 783-5021
Fax: (250) 783-3800
www.MacKayLLP.ca

mackay.ca

Auditors' Report

To the Members of
Okanagan Families Society

We have audited the balance sheet of Okanagan Families Society as at March 31, 2004 and the statements of operations, changes in net assets and cash flows for the year then ended. These financial statements are the responsibility of the society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free from material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the society as at March 31, 2004 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles. As required by the Society Act of British Columbia, we report that in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Kelowna, Canada

May 28, 2004

Chartered Accountants

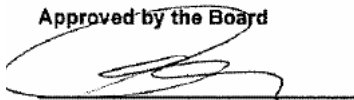
mackay.ca refers to the Canadian firm of MacKay LLP

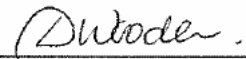
**Okanagan Families Society****Balance Sheet**

March 31,	2004	2003
Assets		
Current		
Cash and cash equivalents	\$ 198,579	\$ 505,450
Short-term investments	319,660	204,093
Accounts receivable	75,874	50,154
Prepaid expenses and deposits	22,946	21,105
	617,059	780,802
Property and equipment (note 2)	648,311	837,880
	\$ 1,265,370	\$ 1,618,682
Liabilities		
Current		
Accounts payable and accrued liabilities	\$ 284,865	\$ 251,055
Deferred revenue	162,076	408,734
Demand mortgages (note 3)	325,642	460,974
	772,583	1,120,763
Net Assets (note 4)		
Accumulated operating deficit	(159,883)	(208,987)
Internally restricted	330,000	330,000
Invested in property and equipment	322,670	376,906
	492,787	497,919
	\$ 1,265,370	\$ 1,618,682

Commitments (note 5)

Approved by the Board

 Director

 Director



Okanagan Families Society
Statement of Operations

For the year ended March 31,		2004	2003
Revenue			
Lawrence Avenue Residence	Government contract	\$ 715,843	\$ 577,523
Cadder Avenue Residence	Government contract	758,223	292,368
Foster Home Support Program	Government contract	81,000	73,871
Youth Detox Program	Government contract and other	235,584	175,659
Transition Suites Program	Government contract	244,814	204,849
Youth Projects	Government contract	42,538	67,359
Counselling Support Programs	Government contract	741,500	687,106
Parenting Support Program	Government contract and other	112,746	113,238
Prenatal Support Program	Grants, donations and other	29,534	31,006
Regional Programs	Government contract and other	37,204	40,070
Parenting with Purpose Program	Government contract	32,659	30,000
	Grants, donations and other	23,116	14,866
Parent Education and Family Literacy Programs	Government contract and other	12,917	35,415
Other residential programs	Government contract	-	1,096,586
Family Enhancement Program	Government contract	-	30,349
Interest and other income		14,496	23,015
		3,082,172	3,493,280
Expenditure			
Lawrence Avenue Residence		727,384	579,190
Cadder Avenue Residence		789,729	232,454
Foster Home Support Program		82,080	57,282
Youth Detox Program		244,963	176,237
Transition Suites Program		261,816	214,644
Youth Projects		41,104	66,977
Counselling Support Programs		710,875	701,110
Parenting Support Program		113,872	113,212
Prenatal Support Program		31,140	31,032
Regional Programs		35,578	42,565
Parenting with Purpose Program		54,298	40,509
Parent Education and Family Literacy Programs		12,599	37,521
Other residential programs		-	1,143,640
Family Enhancement Program		-	23,316
Other		2,815	11,365
		3,108,253	3,471,054
Excess (deficiency) of revenue over expenditure before the following		(26,081)	22,226
Gain on sale of property		20,949	-
Excess (deficiency) of revenue over expenditure		\$ (5,132)	\$ 22,226

**Okanagan Families Society****Statement of Changes in Net Assets**

For the year ended March 31,				2004	2003
Net Assets	Invested in Property and Equipment	Internally Restricted	Accumulated Operating Deficit		
Balance, beginning of year	\$ 376,906	\$ 330,000	\$ (208,987)	\$ 497,919	\$ 475,693
Excess (deficiency) of revenue over expenditure	(26,173)	-	21,041	(5,132)	22,226
Investment in property and equipment	(28,063)	-	28,063	-	-
Balance, end of year	\$ 322,670	\$ 330,000	\$ (159,883)	\$ 492,787	\$ 497,919

**Okanagan Families Society****Statement of Cash Flows**

For the year ended March 31,	2004	2003
Cash flow sources (uses)		
Operating activities		
Cash receipts from funding sources	\$ 2,802,437	\$ 3,771,492
Cash paid to suppliers and employees	(3,012,388)	(3,477,550)
Investment revenue received	9,207	11,082
Interest paid on demand mortgages	(18,623)	(13,793)
	(219,367)	291,231
Financing activities		
Demand mortgages advance	-	390,000
Demand mortgages repayment	(135,332)	(21,426)
	(135,332)	368,574
Investing activities		
Increase in short term investments	(115,567)	(51,952)
Purchase of property and equipment	(20,703)	(618,358)
Proceeds on disposal of property and equipment	184,098	-
	47,828	(670,320)
Decrease in cash	(306,871)	(10,515)
Cash and cash equivalents, beginning of year	505,450	515,965
Cash and cash equivalents, end of year	\$ 198,579	\$ 505,450

**Okanagan Families Society****Notes to Financial Statements****March 31, 2004****1. Accounting Policies**

The Society is incorporated under the Society Act of the Province of British Columbia for charitable purposes only and its major activity is to establish, maintain and operate resources to assist children and families under a continuing agreement with the Province of British Columbia. These financial statements have been prepared in accordance with Canadian generally accepted accounting principles. Because a precise determination of certain assets and liabilities is dependent upon future events, the preparation of financial statements for a period necessarily involves the use of estimates which have been made using careful judgement. These financial statements have, in management's opinion, been properly prepared within reasonable limits of materiality and within the framework of the significant accounting policies summarized below:

- (a) **Short term investments**
Short term investments comprise fixed income securities and are recorded at the lesser of cost and market value.
- (b) **Property and equipment**
Property and equipment are recorded at original cost plus any costs of betterment less accumulated amortization. Amortization is calculated by the declining balance method at the annual rates set out in note 2.
- (c) **Donation revenue**
Donations are recorded in the accounts only when received in cash or cash equivalents or by tangible property with a determinable current value.
- (d) **Contribution revenue**
Contribution revenue includes government contracts, grants, and donations. Restricted contributions are accounted for using the deferral method.

2. Property and Equipment

	Rate	Cost	2004 Accumulated Amortization	Net Book Value	2003 Net Book Value
Land - Bernard Avenue		\$ 84,500	\$ -	\$ 84,500	\$ 84,500
- Cadder Avenue		125,335	-	125,335	125,335
- Lawrence Avenue		11,750	-	11,750	11,750
- Richter Street		-	-	-	87,333
Buildings - Bernard Avenue	5%	94,076	35,231	58,845	61,942
- Cadder Avenue	5%	278,180	19,376	258,804	268,807
- Lawrence Avenue	5%	62,069	29,326	32,743	34,467
- Richter Street	5%	-	-	-	75,817
Equipment and furnishings	20-30%	284,084	207,750	76,334	87,929
Leasehold improvements		750	750	-	-
		\$940,744	\$ 292,433	\$ 648,311	\$ 837,880

Total amortization recorded was \$45,262 (2003 - \$40,349).

The Bernard Avenue and Cadder Avenue land and buildings are pledged as security for the demand mortgages. The Lawrence Avenue land and building is subject to a covenant requiring its continued use for specified housing services.

**Okanagan Families Society****Notes to Financial Statements****March 31, 2004**

3. Demand Mortgages	2004	2003
Demand mortgage payable to Royal Bank at \$440 per month plus interest at bank prime rate plus 1/4% per annum	\$ 81,840	\$ 87,120
Demand mortgage payable to Royal Bank at \$662 per month plus interest at bank prime rate plus 1/4% per annum	-	111,920
Demand mortgage payable to Royal Bank at \$1,511 per month plus interest at bank prime rate plus 1/4% per annum	243,802	261,934
	\$ 325,642	\$ 460,974

Scheduled annual repayments are as follows:

2005	\$ 23,412
2006	23,412
2007	23,412
2008	23,412
2009	23,412
2010 and thereafter	208,582
	\$ 325,642

4. Not Assets

As at March 31, 2004 internally restricted net assets represents a reserve fund to maintain the working capital requirements established by the Board of Directors.

Under the constitution of the Society the members are not entitled to any distributive proceeds of any kind from the Society.

5. Commitments

- (a) The Society leases two photocopiers under a long-term lease which expires February, 2008, the annual payments required under the lease are \$7,632.
- (b) The Society leases premises under a long-term lease expiring in December, 2005 with three options to renew for a further term of three years each. The annual payments required under the lease are \$52,965.
- (c) The Society leases two vans under long-term leases expiring April, 2006 and August, 2006. The annual payments on the leases are \$5,707 and \$5,896 respectively.

**Okanagan Families Society****Notes to Financial Statements****March 31, 2004**

6. Financial Instruments

The Society's financial instruments consist of cash and cash equivalents, short-term investments, accounts receivable, accounts payable and accrued liabilities and demand mortgages. Unless otherwise noted it is management's opinion that the Society is not exposed to significant interest, currency or credit risks arising from these financial instruments. The carrying amounts of cash and cash equivalents, short-term investments, accounts receivable, and accounts payable and accrued liabilities approximates their fair value because of the short-term maturities of these items. The carrying amount of demand mortgages approximates their fair value because the interest rates are floating.

7. Comparative Figures

Certain of the comparative figures have been reclassified to conform with the presentation adopted in the current year.



Appendix

Funders

Central Okanagan Foundation
City of Kelowna
Health Canada, Community Action Program for Children
Interior Health Authority
Kiwaniis Club – Summit
Ministry of Children and Family Development
Human Resources and Skills Development Canada
Private Donations
United Way
Vancouver Foundation

Community Partners

Alexander Gardner
ARC – Changes Program
AS Matheson PAC
Bankhead Family Place
Building Healthy Families
CATCH
Central Okanagan Child Development Association
City of Kelowna
Esteem
Kelowna Child Care Society
Kelowna Christian Centre
Kelowna Community Resources
Kelowna Family Centre
Kelowna Homelessness Steering Committee
Ki-Low-Na Friendship Centre
Kiwaniis Club - Summit
Lower Similkameen Community Services Society
Okanagan Boys and Girls Club
Okanagan University College
Outreach Health
Parents
Pathways – Penticton
Penny Lane
Princeton Child Care Society
Public Health Nursing
Reconnect
Residential Tenancy Office
School District #23 (Storefront Programs, Central School Programs & Services)
School District No. 23
South Okanagan Integrated Social Services Society
St. Michael's Anglican Church
Trinity Baptist Church
Westbank First Nations
Willow Park Church
WINGS



Wolf's Den
YES Program
YMCA/YWCA Career Contact Center for Youth

**Board of Directors**

President	Nancy Johnson 1261 Begley Road Kelowna, BC V1P 1K8
Vice-President	Allison Engbrecht 682 Southwind Drive Kelowna, BC V1W 3G1
Vice-President	Dave Head 7512 Hespeler Road RR4, Site 81, C-16 Summerland, BC V0H 1Z0
Secretary/Treasurer	Doneen Wooden 474 Collett Road Kelowna, BC V1W 1K7
Secretary	Deana Van Fleet 841 Tronson Court Kelowna, BC V1Y 8A5
Director	Robert Levin 696 Thorneloe Road Kelowna, BC V1Y 8R3
Director	Shelley Inglis 2265 Shannon Woods Crescent Westbank, BC V4T 2P2
Director	Bob Caron 1381 Flemish Street Kelowna, BC V1Y 3R8
Director	Sandy Boon 918 Manhattan Drive Kelowna, BC V1Y 1H5
Director	Arlene Pilgrim 110 Wyndham Crescent Kelowna, BC V1V 1Z2



Personnel

Dennis Dandeneau, Executive Director

Residential Services

Chris Furby-Coordinator

Fia Andersson-Residence Supervisor

Vince Matlo-Residence Supervisor

Alan Miller- Residential Counsellor

Tracey Spittal-Residential Counsellor

Nigel Barker-Residential Counsellor

Justine Baumgart-Residential Counsellor

Sharon Hodge-Residential Counsellor

Kim Miller-Residential Counsellor

Rita Parker-Residential Counsellor

Erin Robinson-Residential Counsellor

Tasha Ryder-Residential Counsellor

Dawn Adams-Residence Worker

Kim Cherrington-Residence Worker

Lindsay Dean-Residence Worker

Chris Douglas-Residence Worker

Joelle Wall-Residence Worker

Sandra Wilcox-Residence Worker

Robyn Guidon-Awake Night Worker

Rebecca Lyon-Awake Night Worker

Anne Mackay-Awake Night Worker

Rick Spencer-Awake Night Worker

Crystal Stockes-Awake Night Worker

Pauline Williamson-Awake Night Worker

Patricia Barrows-Casual

Cameron Bryan-Casual

Jason Cliffe-Casual

Anthony Dodds-Casual

Kerry Donovan-Casual

Jennette Gilmore-Casual

Alisha Lamontagne-Casual

Nicole MacPherson-Casual

Anita Maenpaa-Casual

Sabrina Mueller-Casual

Bonnie Munday-Casual

Suzan Nash-Casual

Youth Detox Program

Ira Roness-Residence Supervisor

Nancy Henderson-Residential Counsellor

Jen Carter-Residence Worker

Lyse Collins-Residence Worker

Catherine Langedyk-Residence Worker

Vince Leier-Residence Worker

Kevin Lutz-Residence Worker

Arthur Andrew-Awake Night Worker

Judith Murphy-Awake Night Worker

Virginia Nickoli-Awake Night Worker



Karin Bauer-Casual
Ruth Leahy-Casual
Gayle Simms-Casual

Foster Home Support

Dave Daley-Foster Home Support Facilitator

Transition Suites

Susan Foisy-Transition Suites Facilitator
Kay Dostie
Nenita Gunderman
Shelly Hagglund
Gloria Helfrick
Shirley Holloway
Tim & Marvie Krogh
Jean-Yves Lavigne
Juanita Saltiel
Toni Sali
Tara Tassone

Family Services

Ross Fedy-Coordinator
Donna Eliuk-Counsellor
Greg Hofmann-Counsellor
Marianne MacPherson-Counsellor
Anita McClure-Counsellor
Lani Soar-Counsellor
Anita Helwing-Psychiatric Nurse

Youth Services

Leigh MacLeod-Coordinator
Anne Barnes-Counsellor
Tracey Begg-Counsellor
David Gruber-Counsellor
Marilyn Kirke-Counsellor
Colin Smith-Counsellor
Cheryl Longeway-Counsellor
Lisa Schechtel-Counsellor
Charles Young-Counsellor

Healthy Children Initiatives

Lynn Malinsky-Coordinator
Anima Anand-Coordinator
Nadine Edis-Prenatal Outreach Nurse
Michele Hucul-Parenting Support Facilitator
Maggie Reigh-Parenting Project Facilitator
Sheryl Sargent-Parenting Support Facilitator
Jean Shepherd-Family Literacy Facilitator
Elizabeth VanDyk-Parenting Project Facilitator
Barbara Leinemann-Early Childhood Educator
Rosalie Benson- Parenting Support Assistant
Diana Brinton-Parenting Support Assistant
Paula Tisdale- Parenting Support Assistant
Heather Yeats-Parenting Support Assistant



Administration

Kevin Miller, Manager of Finance and Administration
Julia Corbett-Manager of Finance and Administration
Gillian Gibbs-Administrative Assistant
Elaine Gill-Administrative Assistant
Vicky Moore-Administrative Assistant
Sharon Nelson-Administrative Assistant
Christine Piasta-Administrative Assistant
Kim Rougeau-Administrative Assistant
Stefani Scherle-Administrative Assistant
Janet Smith-Administrative Assistant
Andrea Wells-Administrative Assistant

Contractors and Consultants

Claire Budgen
Beverly Burry
Kristi Estergaard
Diane Goosens
Len Ingram
Dan Kalyn

Practicum Students

Monica Ingram
Robin Morgan
Karen Quick
Carol Stamer
Joshua Van Der Meer

Volunteers

Laura Clarkson
Sandra Dowhaniuk
Verna Farynuk
Pam Hayko
Monika Ingram
Elaine Jacobsen
Monika Jaegli
Jessie Johnson
Lois Landiak
Jacqueline Laughlin
Marion MacNeil
Marilyn Mager
Lynda Noble
Beverly Richardson
Bonnie Rowe
Anne Sellers
Cindy Smith
Ginger Smith
Pat Thompson



Service Utilization

Priority Services				
Services	Number Of Admissions	Average Length of Service (Days)	Group Registrations	
			Number of Sessions	Number of Participants
Assessment & Consultation	22	79.5	N/A	N/A
Family Counseling	48	329.9	N/A	N/A
Youth with Psychiatric Illness Support Group			99	10
Kids in Control Group			8	5
Youth Transitions	22	384.7	N/A	N/A
Lifeskills			11	8
Transition Suites	13	141.4	N/A	N/A
Youth Residences				
Cadder Avenue	4	178	N/A	N/A
Lawrence Avenue	10	160	N/A	N/A
Foster Home Support	13	N/A	N/A	N/A
Youth Detox				
Home Support	1	5.0	N/A	N/A
Bernard Avenue	30	8.1	N/A	N/A
Transition Suite	2	20.7	N/A	N/A
Totals	165	145.25	118	23

Referrals by Source

Priority Services	
Ministry for Children and Families	84.0
Ministry for Children and Families (Resources Unit)	13.0
Self Referral	17.0
Other	30.0
Total Referrals	144.0

Healthy Children Initiatives Group Registrations			
Program	Number of Sessions	Number of Parents	Number of Children
Parenting Support	202	97 (1181)*	116 (1427)*
Pre Natal Support	52	38 (377)*	29 (264)*
Family Resource Program	86	636*	933*
Parent Education	6	53	N/A

*Total attendance

Participant Profile

Program	Age in Years					Gender	
	0-6	7-11	12-17	18	19+	Male	Female
Assessment & Consultation	2		15	11		12	16
Family Counselling	13	28	43	3	3	46	44
Youth Transitions			52	16		23	45
Transition Suites			18	2		7	13
Lawrence Avenue		1	13			4	10
Cadder Avenue		2	6			3	5
Foster Home Support	2	8	10			10	10
Youth Detox			25	10	1	12	24
Totals	17	39	182	42	4	117	167