



INTERIOR
COMMUNITY
SERVICES

...ENRICHING LIVES, STRENGTHENING COMMUNITIES

2017 Annual Report



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Message from the CEO and Board Chair

2017 was a year of growth and opportunity for the organization. In January we began a journey of creating a food center with a vision that has now become our reality. We have rapidly expanded programs and services; created a dynamic staff team; transformed the physical space with a growing capital campaign and been recognized as the first Community Food Centre in BC under the mentorship of Community Food Centres Canada.

In 2017 we sold the property of the former Youth Shelter that was relocated to Maple Street in 2014. With these dollars the Board of Directors is committed to reinvesting into future capital projects to meet the needs of the community.

The Board would like to acknowledge the contribution of our funders, stakeholders and partners who continue to support the organization to promote social wellness.

We would also like to express our heartfelt thank you for the hard work, dedication and support of our team of 300 staff and volunteers at ICS; we truly do stand by our mission, “Enriching Lives, Strengthening Communities.”

Tracy Hoot,
Board Chair



Kelly Kelland, CEO



Mission

Enriching Lives, Strengthening Communities

Vision

People of all abilities live to their potential with dignity, choice and opportunity.


Values

At ICS we work with *INTEGRITY* and *RESPECT* and our practice is *INTENTIONAL, INCLUSIVE* and *COLLABORATIVE*


Value Statements



Integrity: We are accountable to each other and our community



Respect: The foundation on which all our relationships are formed



Intentional: We practice with the philosophy of choice, strength, purpose and quality



Inclusive: Everybody matters




Collaborative: We work as one with community

Our Strategic Priorities


In 2018 Interior Community Services developed new strategic priorities that reflect the changing political, economic and environmental factors that influence the sector, the organization and our community. The new plan was created with input from all staff and solidified by the leadership team and the Board of Directors. It will be the guiding template to move towards the overarching Mission and Vision of the organization.




A Culture of engagement and empowerment



Efficient Operations – Enhanced operational and capital effectiveness and diversification



Service Excellence – Focus on quality and practice for the people we serve



Be responsive and innovative with community development and planning

Strategic Plan on a Page

Vision

People of all abilities live to their potential with dignity, choice, and opportunity

Mission

Enriching Lives, Strengthening Communities

Values

At ICS we work with INTEGRITY and RESPECT and our practice is INTENTIONAL, INCLUSIVE and COLLABORATIVE

Strategic Priorities and Goals

A Culture of engagement and empowerment

1. **Recruitment and hiring practice is efficient and collaborative**
2. **Enhance communication networks**
3. **Cultivate a healthy work environment and culture**

Efficient Operations –
Enhanced operational and capital effectiveness and diversification

1. Improved business functions & processes
2. Universal accountability and quality assurance are maintained
3. Capital projects and asset management align with ICS mission and values
4. Explore and/or increase grant and alternate funding sources

Service Excellence – Focus on quality and practice for the people we serve

1. Effective program and performance evaluation and feedback loops
2. Practice stays relevant and evidence based

Responsive and innovative with community development and planning

1. Explore new partnerships and opportunities
2. Enhance visibility/knowledge of ICS in the community
3. Assess internal program growth needs
4. Organization-wide program planning to prioritize needs

2017 Highlights – New to ICS

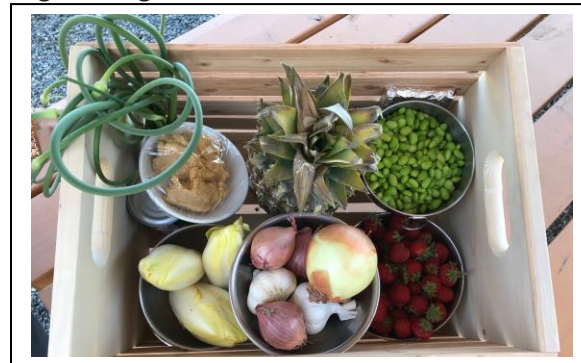
2017 was an exciting year for growth with ICS including the integration of expanded seniors programming through the provincial Better at Home program and for receiving the national designation of a Community Food Centre through Community Food Centres Canada.



Better at Home is a provincial program that helps seniors with simple day-to-day tasks so they can continue to live independently in their own homes and remain connected to their communities. Funding is provided by the Government of British Columbia and managed by the United Way of the Lower Mainland with local non-profit organizations providing the services. Services differ in every community; Kamloops support services include; light housekeeping, grocery shopping assistance both in store and by telephone, light yard work, good morning calls, friendly visiting, food bank hamper deliveries and farmers market nutritional vouchers. ICS is proud to have entered into this partnership in November of 2017 and continues to explore ways in which we can further services and integrate seniors into our community. BAH services are offered provincially with ICS managing the communities in Kamloops, Chase, Barriere, Ashcroft and Cache Creek.



At the Mount Paul Community Food Centre the vision is to operate based on the principles of food access, food skills and food education. The aim is to create healthy changes in our community, increase food literacy, engage community and foster partnerships to ensure we can deliver effective and dignified food programs. ICS strives to create a welcoming space where people come together to grow, cook, share and advocate for healthy food. The Community Food Centre is located at 140 Laburnum St. in Kamloops. It is equipped with a commercial kitchen, a spacious hall and situated on 0.8 of an acre with a 5,000 sq ft garden. There is a variety of programming offered daily including a range of culinary and gardening programs, for all ages. Any community member can access the centre in our hands on workshops, classes and gatherings.



Testimonials



"I am really impressed with the services. I have never experienced this kind of kindness in my life...the kind of kindness that can only come from God. I cried when I saw that kind of kindness. It was awesome and my wife and children cannot stop talking about this kindness. We wish there was a way we could show the appreciation that is in our heart."

Everest and Rosalie

This beautiful Nigerian family came to our attention through a staff member who saw a Go-Fund Me page raising money for the family to attend an immigration court date in Vancouver. As a family of 5 they had been living in a hotel room for 2 years in Kamloops. ICS met with the family, connected them to Kamloops Immigrant Services, and made calls to community connections to try and find permanent housing and household necessities.

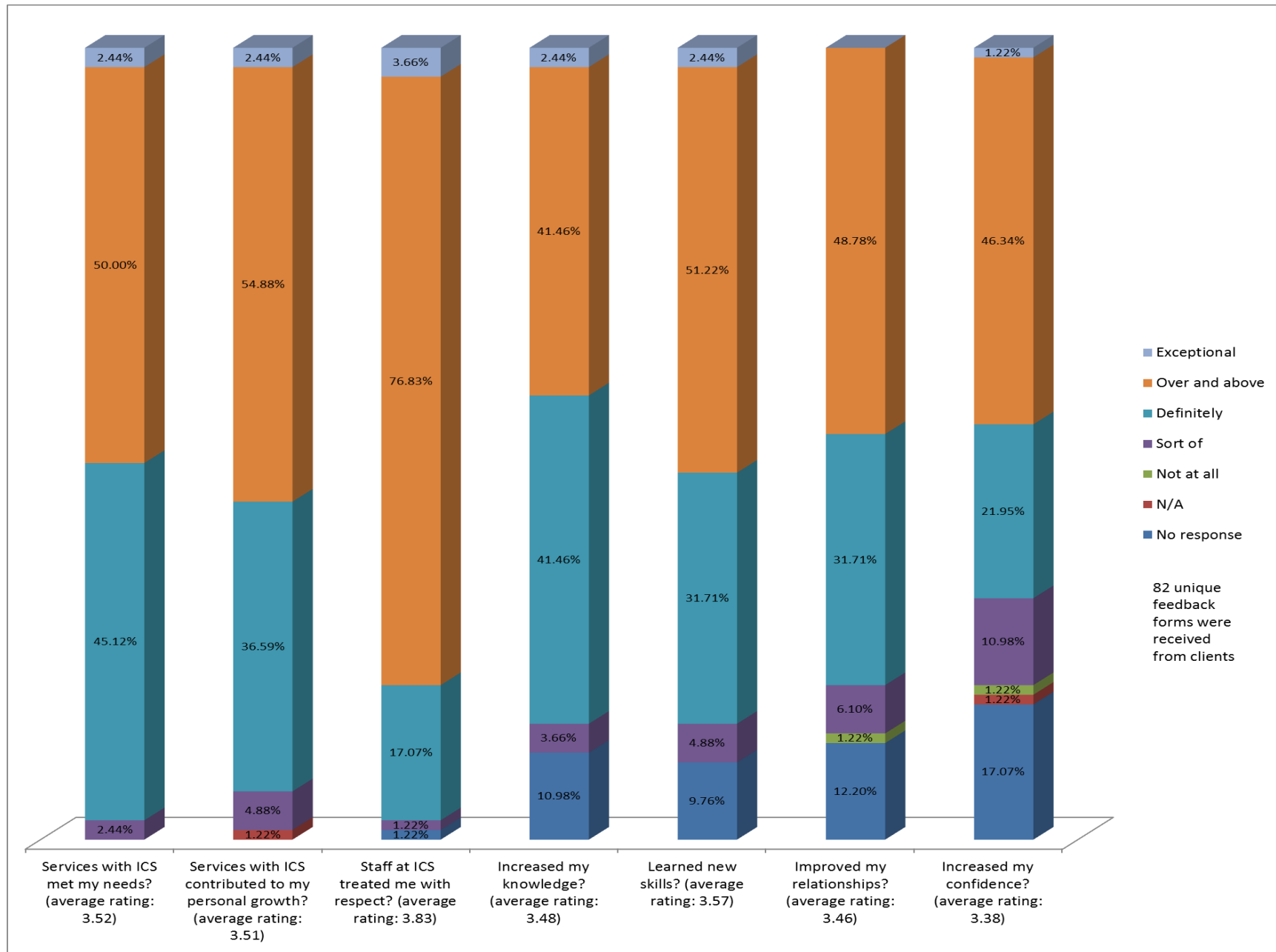
In July, ICS was able to secure the family in a 3 bedroom apartment with donated furniture and necessities from community. ICS continues to provide a support worker to link the family to resources and programs for the children. The family is so grateful and adjusting well to their new community. Everest currently works 2 part time jobs to support the family but needs to secure one full-time job that pays \$35,000 to qualify for permanent residency. His wife and two oldest children are awaiting a refugee claim.

"Having someone there means a lot it's helpful and knowing that you're never alone having to figure things out on your own or if you ever need anything they're always there. Having just someone to even talk to and go over things that you might need a second look on. Helping out getting a job or signing up for school and so much more. Needing some food or anything be able to have group lunches or just some snacks helps a lot, or needing some clothes or shampoo and stuff like that is a lot cause we don't realize how much everything is and it's a struggle for kids to figure out how to get things. It helps just that little bit that we need, helps stops us from stealing or going hungry if you don't have a job and living on the streets. They give us a home to stay in if it ever gets to the point of having to live on the streets. I couldn't of ask for anyone better either I sometimes don't talk but I know they are always there for me when I need helping out with anything you could think of I'm very grateful for my support worker I wouldn't be in the place I am today without her."

Outreach Youth



2017 Client Feedback Survey Results



Child & Family

Prevention

Baby's Head Start
Early Connections
Families First
First Steps
Healthy Beginnings
Make Children First & KELLI
Support to Family Care

Intervention

Family Service Program
In-Office Family
Counselling
Parenting Attachment &
Individual Development
Transitional Support to
Children
Supervised and Supportive
Visitation



Programs and Services

Youth Programs

Literacy Outreach
ReConnect
Safe Spaces
Youth Coaching Partnership
Youth Street Outreach
Youth Justice

Housing

Acadia Supportive Housing
Kamloops Youth Shelter
Residential Youth Mentorship
Residential Staffed Resources



Community Living

Programs

Community Inclusion
Home Support
Options and Opportunities
Skill Development

Residential Programs

Barriere House
Centennial House
Desmond House
River House





Programs

Culinary Programming for:
Children, youth, adults
and seniors

Food Sense
Food Recovery
Community Gardens
Educational Garden
Harvest to Home
Nutrition Workshops
Public Produce

Seniors

Better at Home Program
Meals on Wheels
Farmers Market Coupons
Seniors Tea

Programs and Services

Housing

Affordable Housing

Acadia Apartments
Spencer Court
Stokstad Place
Seymour Apartments
Brock Duplexes
Glenfair - Seniors Housing
Illahee - Seniors Housing
in Chase



ICS Merritt

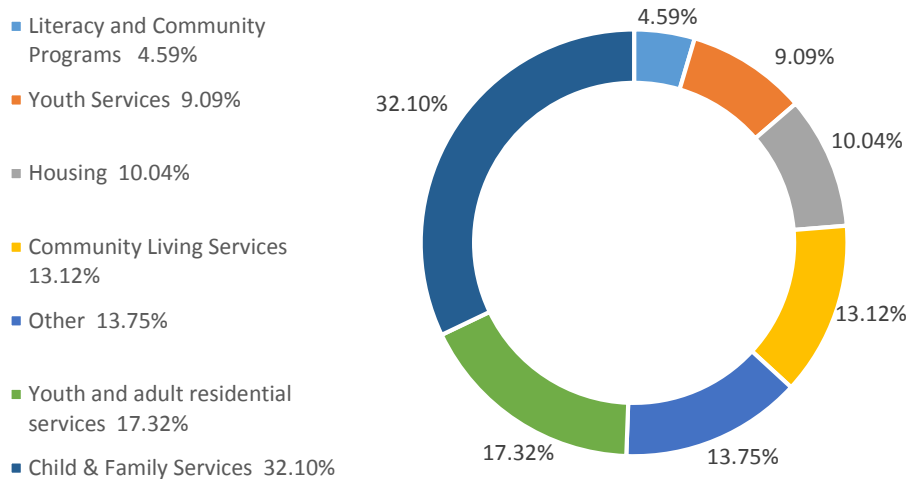
Programs

Children & Youth with
Special Needs
Community Inclusion
Family Preservation
Family Service Program
Supervised and Supportive
Visitation
Healthy Beginnings
Home Support
Safe Spaces
Teen Centre
Youth Justice

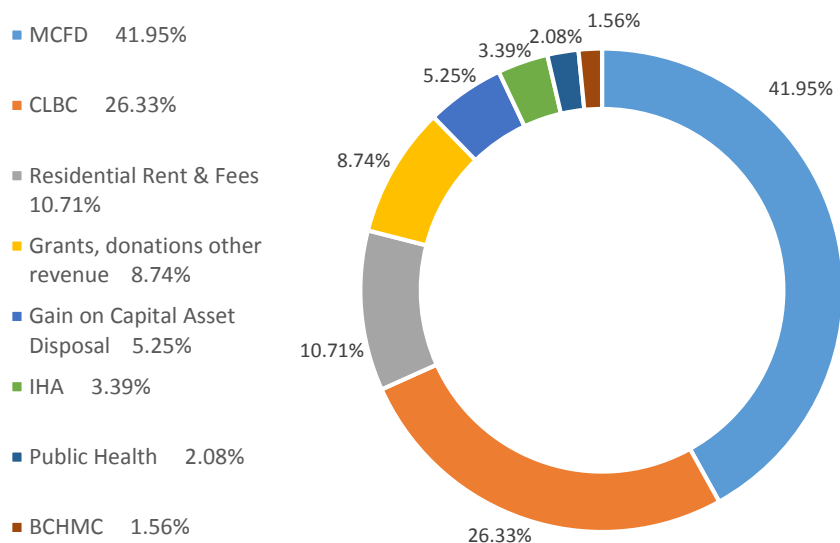


Financial

Revenue by Service Delivery Area



Revenue by Source



Statement of Operations

	2017 \$	2016 \$
Revenue	11,743,656	11,427,271
Direct Program	8,645,123	8,756,396
Facilities	1,402,897	1,807,493
General & Admin	876,116	795,706
Total Expenses	10,924,136	11,359,595
Surplus* (Deficit)	819,520	67,676

*2017 realized a large surplus due to the sale of a major capital asset. This will be re-invested into existing and new capital projects in the future.

Leadership

Board of Directors

- Tracy Hoot, President
 - Ray Jolicoeur, Vice President
 - Sushma Plested, Secretary
 - Mack Kanigan, Treasurer
 - Vern Frudd, Director
 - Bob Smilie, Director
 - George Campbell, Director
 - Everett Hoisington, Director
 - Ron Maguire, Director
 - Kaitlyn Cumming, Director
-

Senior Management

- Kelly Kelland, Chief Executive Officer
- Valerie Janz, Chief Operating Officer
- Trisha Elliott, Chief Financial Officer
- Nicole Arnould, Director of Youth and Clinical Services
- Taryn Campbell, Director of Community Living Services and Merritt
- Idris Marican, Director of Child and Family Services
- John Trotta, Director of Housing
- Shannon Nash, Manager of Housing
- Sarah Bijl, Manager, Human Resources
- Dawn Christie, Manager, Community Food Centre
- Andrina Benazic, Manager of Finance

Funders & Donors

Many thanks to our funders, donors, and sponsors who make our work in community possible.

Government

- Ministry of Children and Family Development
 - Community Living BC
 - Interior Health
 - BC Housing and Management Commission
 - Public Health Agency of Canada (CAPC, CPNP)
 - Housing Partnership Strategy (HPS)
 - Employment and Social Development Canada
 - City of Kamloops
 - Ministry of Justice
-

Corporate & Community

- United Way Thompson Nicola Cariboo
- United Way of the Lower Mainland
- School District # 73 & 58
- Community Food Centres Canada
- BC Association of Farmers Markets
- Toronto Dominion Bank
- Royal Bank
- Boogie the Bridge
- Stollery Foundation
- BC Interior Foundation
- Kamloops Kiwanis Club
- 100 Women Who Care
- Women's Leadership Council
- Home Depot Foundation
- Domtar
- Interior Savings

Partners, Associations & Credentials

Service Delivery Partners

- ASK Wellness
- Boys and Girls Club of Kamloops
- Child and Youth Mental Health
- Canadian Mental Health Association
- Children's Therapy and Family Resource Society
- Community Connections
- Elizabeth Fry Society
- Family Tree
- Insight Support Services
- Interior Health & Public Health
- Kamloops Aboriginal Friendship Society
- Kamloops Community YMCA/YWCA
- Kamloops Food Bank
- Kamloops Food Policy Council
- Lil Michif Otipiemisiwak
- Phoenix Centre
- School District # 73 and # 58
- Secwepemc Child and Family Services
- Vista Community Services
- Volunteer Kamloops
- White Buffalo Health Society

Accreditation

Interior Community Services was successful in achieving another 3 year accreditation until October 2018 through the Commission on Accreditation of Rehabilitation Facilities (CARF). Accreditation means the community can be assured ICS is committed to offering quality service to individuals and families we serve and the programs offered meet or exceed international guidelines focused on service excellence.



Professional Associations

- B.C. Federation of Foster Parents Association
- Commission on Accreditation of Rehabilitation Facilities
- Community Food Centers Canada
- Community Social Service Employer's Association
- Federation of Aboriginal Foster Parents
- Federation of Child and Family Services of British Columbia
- Kamloops Chamber of Commerce

Program Impact Statements

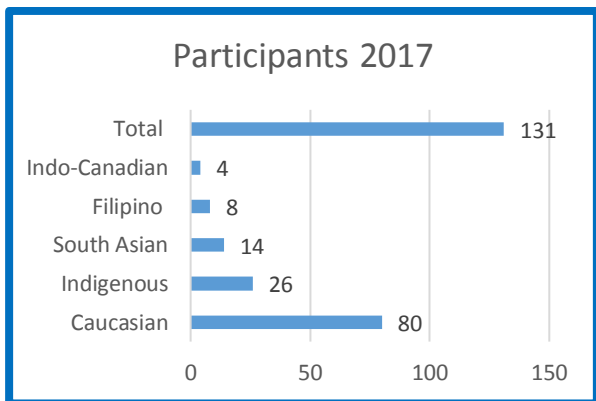
New in 2017 – Program Coordinators embraced creating one page impact statements to demonstrate the benefits and efficacy of services in their program portfolios. The impact statements are all unique and showcase statistics, testimonials and summarize measurable results. The goal for 2018 is to have impact statements for all ICS programs and services.

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Child and Family Service Programs	pgs 17- 24
Community Living Programs	pgs 25 - 27
Merritt Programs	pgs 28 - 30
Youth Programs	pgs 31 - 33

Baby's Head Start

A community resource that assists women to have the healthiest pregnancy and birth outcome



Services Offered 2017

Lunch and Learn 50 Sessions
 Other groups 30 Sessions
 (Pre-Natal, Infant Massage, Mother Goose)
 Grocery Gift Cards \$15,000
 (\$10 per week per participant)
 Free prenatal vitamins given to all pregnant women and Vitamin D for the babies

Breastfeeding

96% Initiate Breastfeeding
 80% Continue at 3 months
 60% Continued for 6 months or more

Baby Birth Weight

93% of births were within healthy birth weight
 93% of participants carried to term

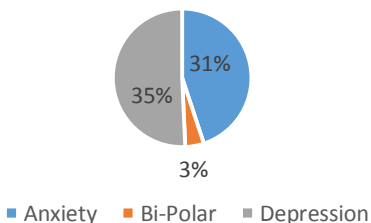
Community Partners

Interior Health, Family Tree Resource Centre, BC Farmers Market, CPNP

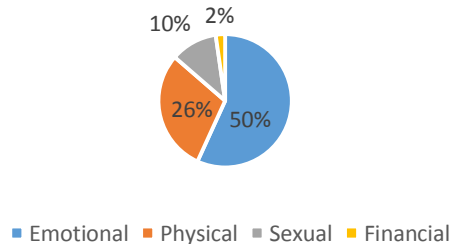
Participant Feedback

"Learning lunch was such a major part that contributed to my success as a mother" "I had no idea what I was doing when I first came here" "The staff showed me and my girls and myself so much love over the years" "Absolutely nothing could have been done differently, it has been such a life changing experience being here and learning over the years"

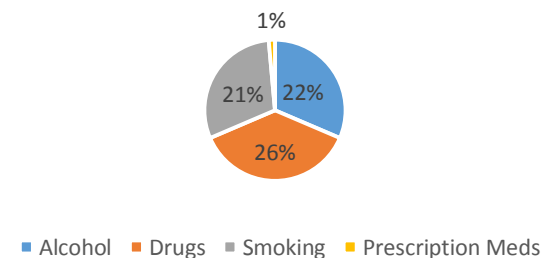
Mental Health



Abuse



Substance Use



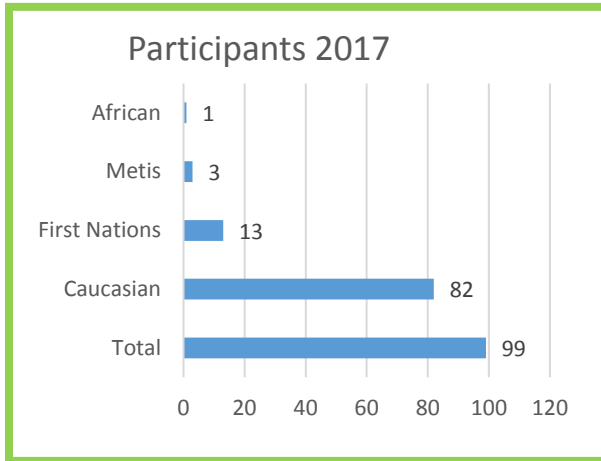
Early Connections – P.A. I. D. – Supervised & Supportive Visitation

Building strong families through education, coaching and support



Goals

- 95 Parenting
- 95 Safety
- 57 Community Resources
- 33 Grief and Loss

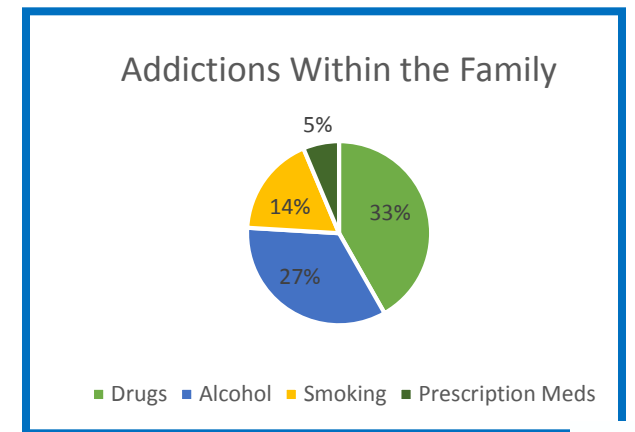
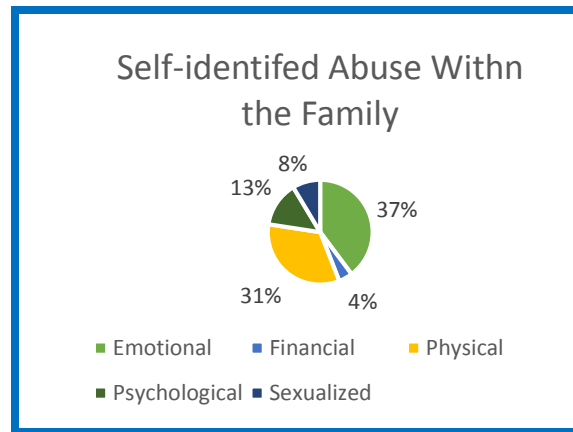
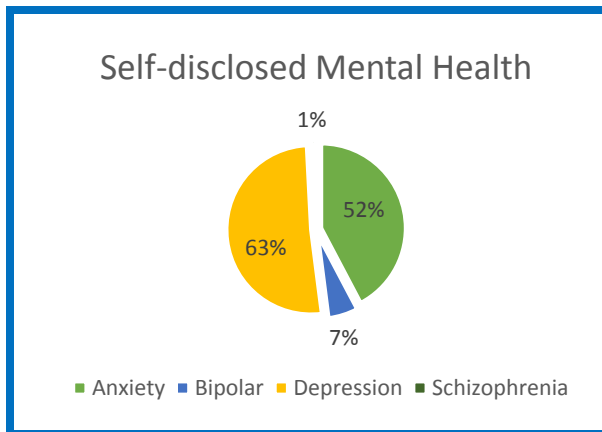


Goal Progress (EC & PAID)

- 26% Some Progress
- 27% Significant Progress
- 45% Goal Achieved

Goal Progress (SSV)

- 45% Service no longer required
- 18% Client chose to end service
- 32% Completed Program

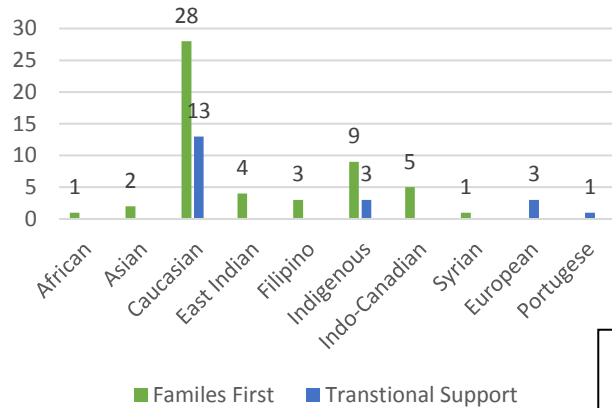


Families First and Transitional Support to Children 2017

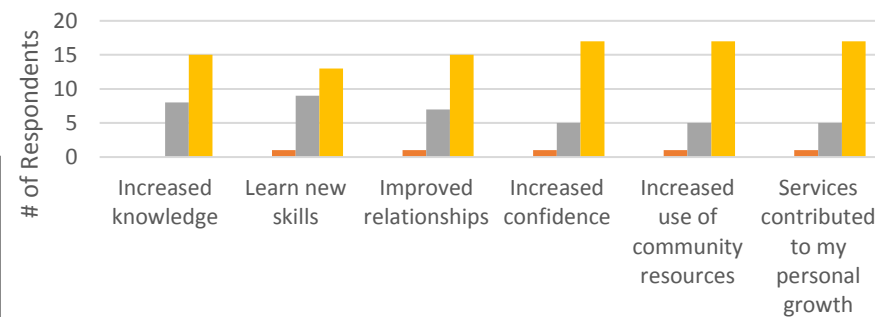
Strengthening biological and adoptive families through enhancing connections and home visiting support



Cultural Background



Participant Feedback



Survey Questions- - Services with ICS helped me.

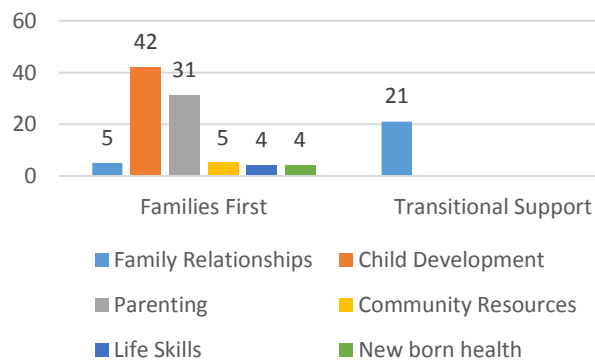
■ Not at all ■ Sort of ■ Definitely ■ Over & Above

Groups Offered

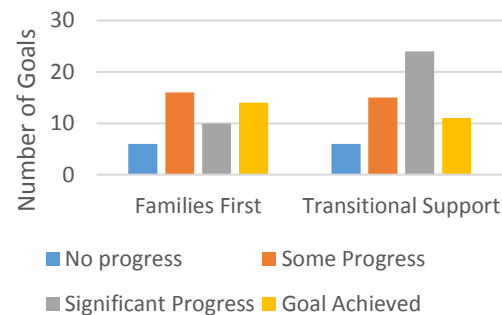
Parent Child Mother Goose
Roots of Empathy



Program Participant Goals



Goal Progress



Program Focus Areas

- ✓ Pre and Post Natal information
- ✓ Bonding and Attachment
- ✓ Parent/child relationship
- ✓ Child Development
- ✓ Nutrition
- ✓ Safety in the home

Goals

- 145 Emotional Well-being
- 37 Family Relationships
- 20 Behavioural Development
- 14 Communication Skills

Goal Progress

- 45% Some Progress
- 23% Significant Progress
- 24% Goal Achieved

Practice Trends

- 89 Moved between 1 – 5 times
- 111 Violence in the home

Types of Violence Reported

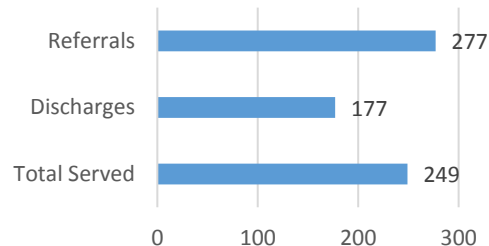
- 127 Emotional
- 96 Physical
- 58 Psychological
- 35 Financial
- 30 Sexualized

Family Enrichment Program- 2017

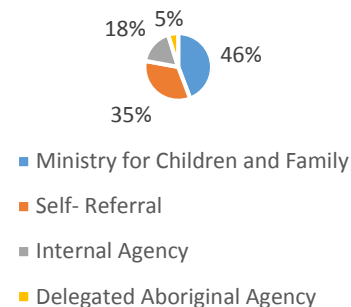
In-office Family Counselling



Individuals and Families Served 2017



Referral Source



Average Wait Time

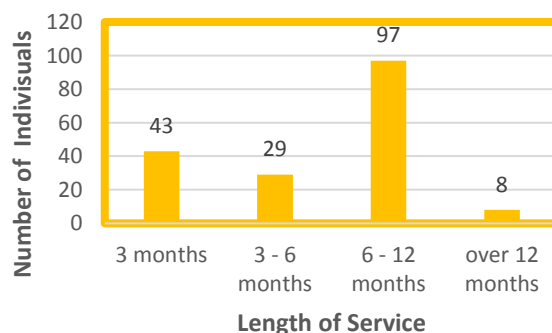
7.3 wks

Feedback

"FEP helped me increase my confidence to go out and be with people."
 "FEP helped me increase my knowledge of new resources."
 "Helped me improve my relationships".
 "My son is happier, completely different"



Program Duration



Families Self- Report

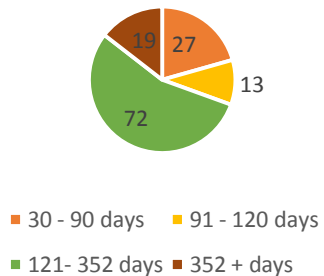
- 32% Alcohol addiction
- 31% Drug addiction
- 5% Prescription drug addiction
- 71% Anxiety
- 69% Depression

Family Service Program

Supporting families in crisis with the goal of keeping them together



Length of Service



234 Families Served
136 Discharged
109 Completed Program



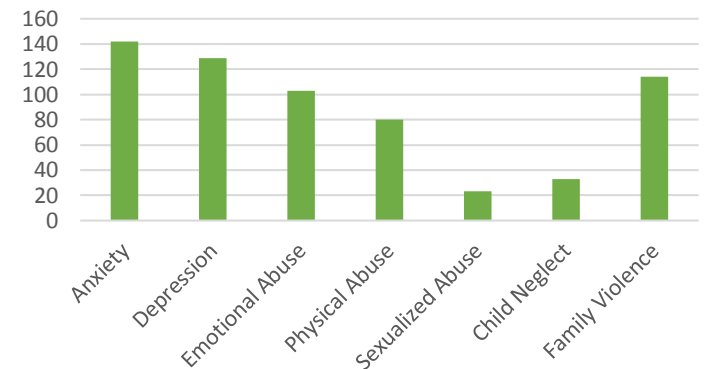
Goals

59 Behavioural Development
56 Parenting
55 Family Relationships
44 Community Resources
30 Communication skills

Goal Progress

64 Some
39 Significant
39 Goal Achieved

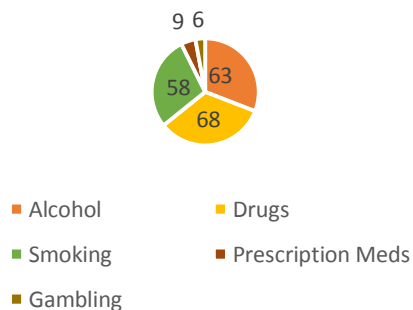
Self-Identified Family Concerns



Trends

- ↑ Duration of service
- ↑ Complexity of family needs
- ↑ Mental Health referrals

Addiction in the Family



Groups

Caring Dads	34 weeks	15 men
Mind over Madder	24 weeks	39 participants
Roots of Empathy	54 weeks	39 children
Worry Dragons	12 weeks	22 families

Feedback

- My son and I are more connected
- I am more secure in my ability to make decisions
- I appreciate that we can meet in the evening at my home
- felt comfortable enough to open up



First Steps 2016 to 2018

Providing education, supports, and childcare for young mothers and their children



Programming

Academic courses

- Graduation requirements
- Group and 1 to 1 support

Parenting supports

- Child development- ASQ
- Mentoring
- Attachment –Parent Child Mother Goose

Community referrals

- Housing
- Mental Health
- Addictions
- Legal & Financial

Health and wellness

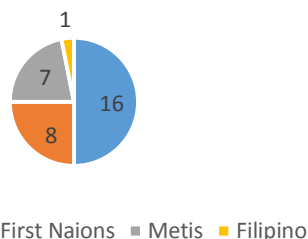
- Public Health
- Nutrition
- Fitness

Life Skills

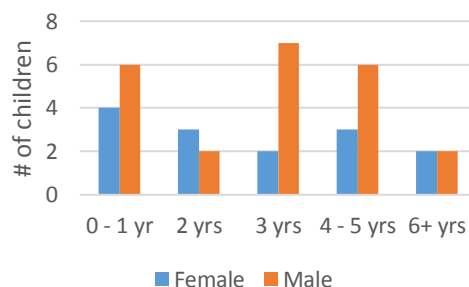
- Communication skills
- Finances
- Cooking/menu planning
- Gardening
- Career planning
- Self-Awareness
- 1 to 1 supports



Cultural Background



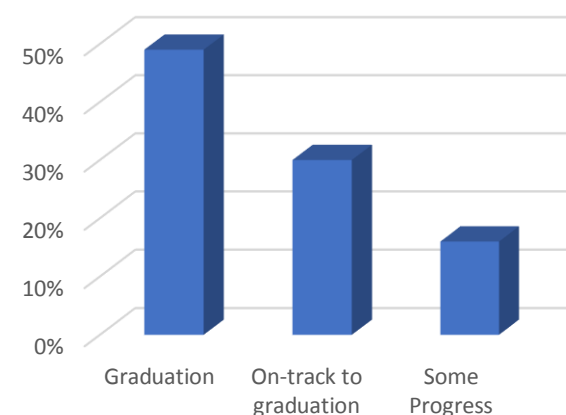
First Steps Children Receiving Services



Student Identified Barriers to Success

- 98% Low income
- 72% Addictions
- 75% Mental health
- 53% Violence within the home
- 65% Abuse (emotional, financial, and/or sexual)

Academic progress



30 Year Program Results

(90 respondents from 1988 – 2018)

- 83% Currently employed
- 42% Working full time
- 42% Graduated from post-secondary
- 95% Believe their lives improved as a result of First Steps
- 76% Were satisfied to extremely satisfied with current quality of life
- 87% Felt First Steps improved their parenting

Prepared by Dr. Heather Price Canadian Research Chair, Thompson Rivers University

Healthy Beginnings

Drop-in programming for families with children 0 – 6 years old



6 Communities

Kamloops, Barriere, Chase,
Ashcroft, Cache Creek and
Merritt

234 Drop-in groups

468 Program hours

233 Unique families

303 Children

39% Low income

18% Lone parent family

17% Children with developmental delays and behaviour challenges

76% Caucasian

24% Indigenous

Trends

More fathers involved
Increased anxiety in families
Increased connection between
families



Partners

Kamloops Aboriginal Friendship
Society
Interior Health Authority
Mother Goose
White Buffalo
Community Gardens

Additional Programs Offered

Parent Child Mother Goose, Infant Massage,
Building Connections

Feedback

“Friendly and safe environment”

“Increased Connections”

“More aware of resources”

“Learned new skills”

Program Focus Areas

- ✓ Physical activity
- ✓ Parent/child attachment
- ✓ Literacy & Language development
- ✓ Child development
- ✓ Healthy eating
- ✓ Parenting
- ✓ Injury prevention
- ✓ Social and emotional support
- ✓ Making connections
- ✓ Mental health support

SUPPORT TO FAMILY CARE NETWORK 2017

Providing education, training and support to Foster Parents in the Interior Region
(Thompson, Cariboo, Revelstoke, Golden, East & West Kootenay Areas)

PROVINCIAL STATISTICS



2,660 FOSTER HOMES

373



ARE INDIGENOUS HOMES



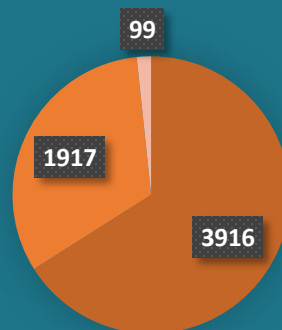
6,690 CHILDREN IN CARE

64%

ARE INDIGENOUS
CHILD IN CARE

PROGRAM CONTACTS & STATISTICS

In person, phone, email and text



- Foster Parents
- Other Community Professionals
- YICN

664 Foster Parents

420 Foster Homes

In the STFC service area

YOUTH IN CARE NETWORK

KAMLOOPS LOCAL

99 Youth attended various events
and local leaders meetings

58 Unique youth attend events

IN BC...



60% of foster parents
are 50 + years old

14% of foster parents
are 65+ years old



FOSTER PARENT TRAININGS

Attachment
Dyslexia
FASD
Grief & Loss
Naloxone
Pre-Service
Trauma

Life Books/Scrapbooking
Permanency Options: 54.1 & 54.01
Privacy & Information Awareness
RCMP & Our Youth
Reactive Attachment Disorder
Safe Babies Course
53 Hour Foster Parent Education

Adult Living Programs- Centennial, Desmond and River House

Assisted living and life skills in caring home environments

Goals

14 Health and physical well-being

11 Life skills

8 Behavioural development

5 Community Inclusion

4 Family relationships

Goal Progress

13 Some progress

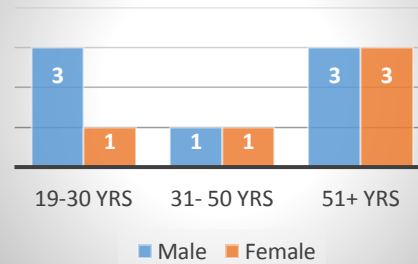
4 Significant progress

Resident Community & Volunteer Involvement

Seniors Centre
Therapeutic riding
Phoenix Centre
New Horizons
Li Michif Otipemisiwak
Options & Opportunities
Youth in Care Network
People in Motion
Thompson Community Resources
Inclusion Kamloops
Salvation Army
Wildlife Park
Gemstone



Demographics



Practice Principles

Recreation and exercise
Community inclusion
Personal hygiene
Household tasks
Healthy meals
Safety

Desmond House

Fostering Independence

24/7 staffing

1,092 meals provided

Medication administration

Safe and nurturing home

River House

Supported specialized living

24/7 staffing

1,092 meals provided

Individualized behavior plans,
Support life skills, independence,
and employment and community
inclusion



Centennial House

Semi-independent living

8 hrs/day staffing

364 meals provided

Offers evening and weekend
activities, fosters healthy
relationships, medication mgnt.
and independence

Community Inclusion and Skill Development 2017

Services are provided for adults over 19 yrs and referred through Community Living BC

Community Inclusion 2017

13,042 hrs of service
150 group hours
52 group hours (ladies only)
7 full time equivalent staff

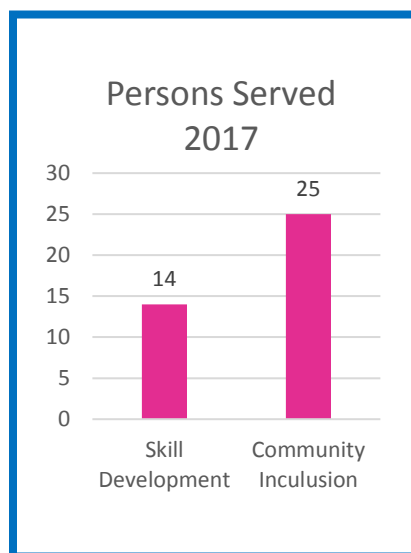


Goals

16 Community Inclusion
26 Life Skills
26 Emotional Well-being
11 Behavioural development

Skill Development 2017

3,640 hrs of service
250 freezer meals made
200 fresh meals made
2 full time equivalent staff



Goal Progress

65% Some Progress
16% Significant Progress
9% Goal Achieved

Activities we do: fishing, swimming, bowling, book club, daytrips to lakes, art drop in, bingo and movie days,
 Circle of friends peer group in Barriere (on Fridays)

Options & Opportunities

Group community inclusion for people of all abilities

Community Connections/Partnerships

- ✓ Farmers Market
- ✓ Parent Child Mother Goose
- ✓ Sunshine Bowling League
- ✓ Desert Gardens Senior's Society
- ✓ Vista- Seniors Day Program
- ✓ Community Companions
- ✓ Community Gardens

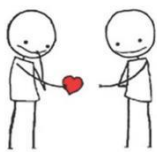
Partnership Activities

For the love of acting – drama drop-in
 Pub afternoons
 Monthly air band
 Craft club
 Variety Club
 Games afternoons
 Weekly pool tournament
 Monthly celebrations/parties
 Tea parties

Pay it Forward

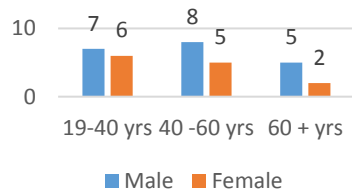
In 2017 pay it forward collected **\$1832** through bottle collection. This money was used to support Chili and Coat day, a family through Christmas Amalgamated and supported other needs in the community.

Pay It Forward Gift



Pay it forward

Demographics



Goals

- 9 Communication Skills
- 11 Health and well-being
- 11 Life Skills
- 2 Identity & culture

Goal Progress

- 27 Some progress
- 5 Significant progress
- 2 Goal achieved

Art Drop-in

Weekly art experience open to all

New painting techniques
 Multi-medium projects
 Self-portraits
 Landscapes

Bluebird Project

Partnership with TRU and Naturalist Club to

Create and maintain **15** nesting boxes
 Recording and reporting bird activity

Drama Club

O & O Community Players

Annual talent show at Stagehouse Theatre
 Music Video
 Short plays

ICS Merritt (2017)

Family Support – Family Preservation – Supervised and Supportive Visitation

Meeting Individuals where they are at & Providing Support Services to Families



Goal Progress: Family Service & Preservation

- 37% Some Progress
- 23% Significant Progress
- 33% Goal Achieved

Goal Progress (SSV) Based on 12 Participants (2017)

- 2 Completed Program
- 4 No Longer Required Service
- 6 Remain in Program

What We Do:

Advocacy Support Education

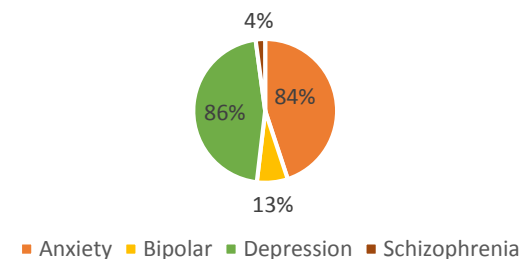
Supervision Group Facilitation

Connecting to Resources

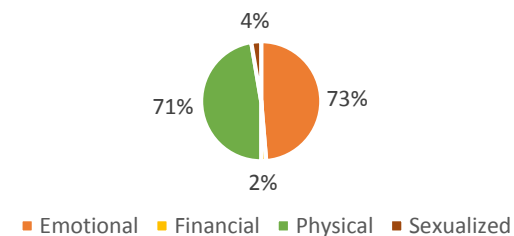
Goals

- 48 Parenting
- 25 Family Relationships
- 21 Emotional Well-Being
- 14 Safety
- 12 Grief and Loss
- 4 Violence

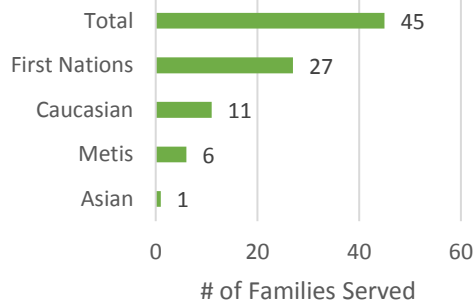
Self Identified Mental Health



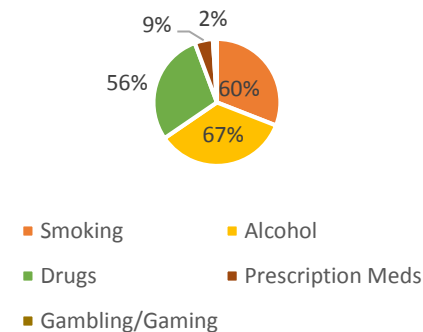
Self Disclosed Abuse



Participants 2017



Addictions within the Family

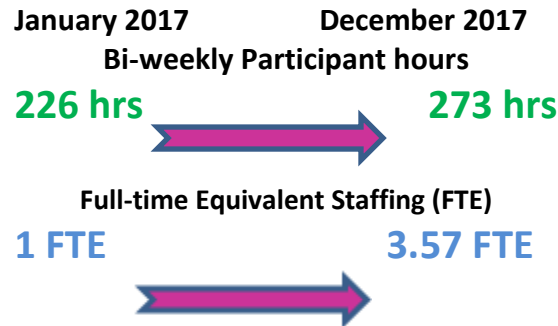


Merritt Community Inclusion 2017

Enhancing quality of life for adults with developmental disabilities by building strong and meaningful community



Program Growth



Activity Highlights

- ✓ **Wed morning group**
- ✓ **Swimming**
- ✓ **Special Olympics**
- ✓ **Kamloops Options & Opportunities**
- ✓ **Kangaroo Farm**
- ✓ **Othello Tunnels**
- ✓ **Arts & Crafts**
- ✓ **Volunteerism**
- ✓ **Life Skills**
- ✓ **River Fest**
- ✓ **Monck Park**
- ✓ **Merritt Country Christmas Parade**
- ✓ **Elvis Dinner**

Participant Feedback...

What do you like most about
Merci?

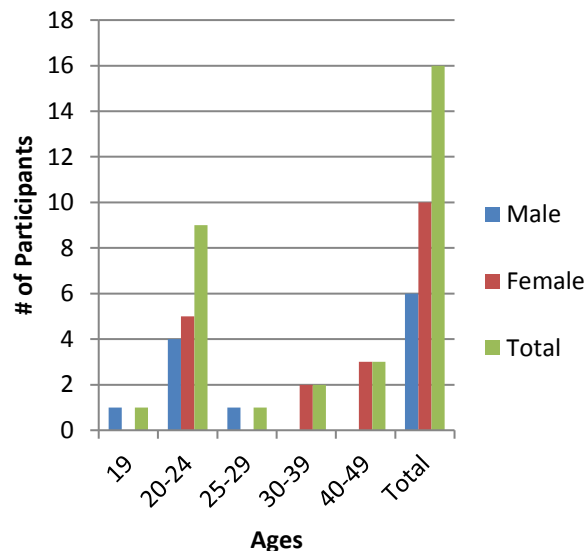
"I get to do my schoolwork
& colouring & Crafts"

"Everyone is nice & helpful"

"I like the people, days
out & food"

Participants in 2017

Total Participants Served 16



Participant Goals

- 1) Community Inclusion
- 2) Emotional Well-Being
- 3) Employment
- 4) Health & Physical Well-Being
- 5) Personal Development & Life skills

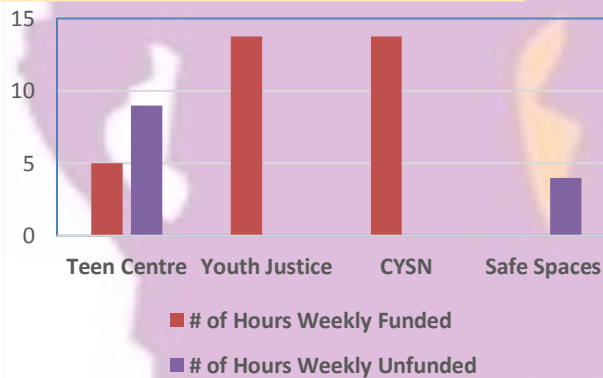


Merritt Youth Services include: Teen Centre, Safe Spaces, Child & Youth Special Needs Programming, and Youth Justice

Teen Centre Numbers 2017

Total Youth Visits	1242
Unique Youth	79
New Youth in 2017	46
Average # per drop-in (based on 48 weeks)	13

Merritt Youth Services



Quotes from Youth Attendees:

Genevieve W - *"It is an amazing place to chill."*

Stephen S - *"It's a chill place."*

Caitlin C- *"I like it, it's fun."*

Cody W- *"It's a nice place."*

Megan R" *"It's pretty cool."*

Cienna W - *"It's my safe and happy place."*

Andrez M -*"It's a nice place to get to know people and make friends."*

Harmony A – *"It's a place where you can be yourself and its safe."*

Teen Centre Activities

- ✓ Food Prep & Cooking
- ✓ Physical Activity
- ✓ Team Building
- ✓ Mentorship
- ✓ Art
- ✓ Safety
- Education/Advocacy
- ✓ Access to health info
- ✓ Job Readiness
- ✓ Volunteerism
- ✓ Life Skills
- ✓ Connection to community resources/referrals

Youth Services Partnerships

- ✓ Pacific Sport
- ✓ School District #58
- ✓ Scw'exmx Child and Family Services
- ✓ Ministry of Children and Family Dev.
- ✓ Public Health
- ✓ Merritt Centennials
- ✓ Merritt Food Bank
- ✓ Insight Support Services

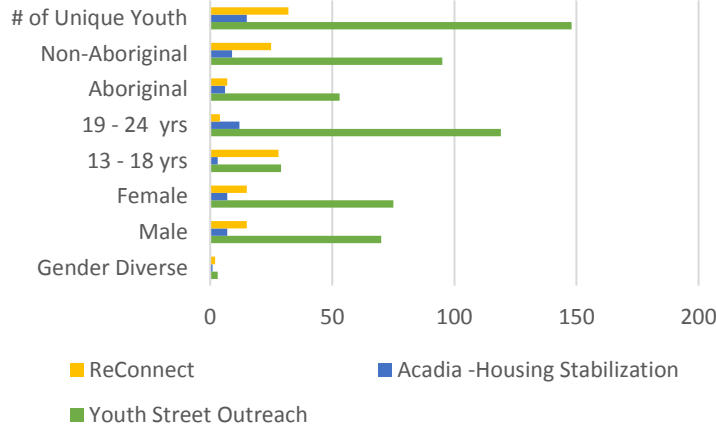


2017 Street Outreach – Acadia Supportive Housing – ReConnect

Supporting Youth in building relationships/connections, remaining safe and finding stability



Combined Program Demographics



2017 Trends

- ↑ Overdose & crisis response
- ↑ Intensive case management
- ↑ Community collaborations
- ↑ Harm reduction distribution
- ↑ Support to winter shelter and Safe Consumption Site



Acadia Supportive Housing Transitional housing for youth 16 – 24

- 17** Youth Housed
- 8** Youth successfully exited program to permanent housing
- 13** Youth experience positive changes in social participation
- 9** Youth engaged in recreational or cultural programming
- 7** Youth began education or employment skills training
- 3** Youth found employment

Street Outreach

789 Youth Contacts



Provided:

115 Harm reduction Supplies
99 Naloxone kits
39 Camping Supplies

416 Snacks & Meals
50 Bus Tickets
56 Loads of laundry
238 General Support
101 Crisis Response
93 Referrals

ReConnect 2017



33 Unique Youth

10 (13 – 15 yrs) **19** (16 – 19 yrs) **4** (20 – 24 yrs)

61 Goals set

13 Goals achieved

29 Goals had significant progress

15 Goals had some progress

The Kamloops Youth Shelter provides a safe place, 24/7, for youth under 19 years old to stay for up to 29 days.

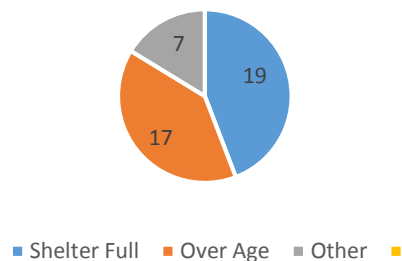
Non-Residential Service Access Rates:

- ✓ Food = 111
- ✓ Shower = 11
- ✓ Clothing/Laundry = 51
- ✓ Crisis Counselling = 9
- ✓ Phone/Internet = 35
- ✓ Harm Reduction Supplies = 60
- ✓ Naloxone Kits = 9
- ✓ Other = 10

Demographics

63 Males 53 Females
5 Gender Diverse
41% First Nations
38% Caucasian
21% Metis

Youth Turn Aways



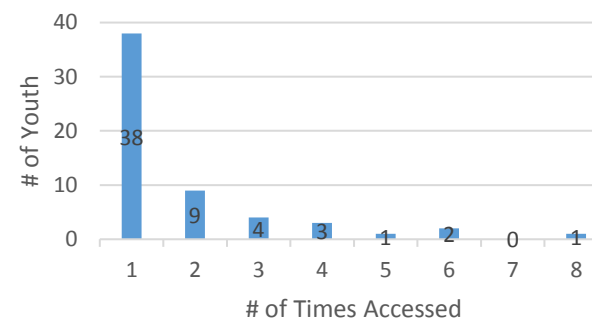
Goals

- 76** Housing/Placement
- 8** Safety
- 3** Other

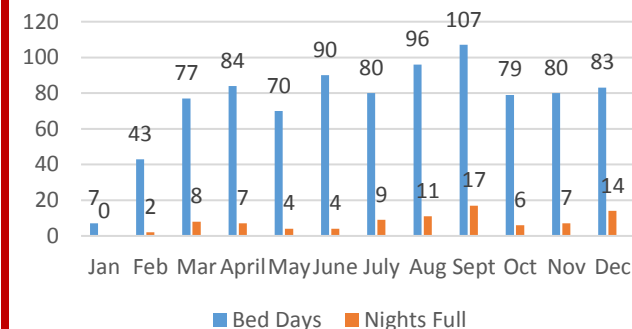
Goal Progress

- 36%** Goal Achieved
- 33%** Some Progress

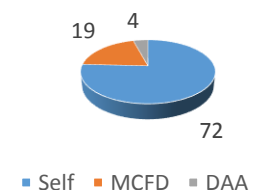
of Times Accessed 2017



Occupancy Rate 2017



Referral Source



2017

In 2017 the Youth Coaching Partnership Program served 46 youth

20 Groups

- ✓ **Getting a Job**
- ✓ **Cooking**
- ✓ **Addictions**
- ✓ **Nutrition**
- ✓ **Healthy Boundaries**
- ✓ **Budgeting**
- ✓ **Moving Out**
- ✓ **Healthy Sexuality**

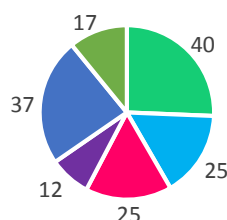
Ages of youth	13 to 15	16 to 19
Female	13%	48%
Male	22%	17%
Total	35%	65%



Goal Progress	Goals
None	1
Some	31
Significant	19
Goal Achieved	51
Total Goals	102

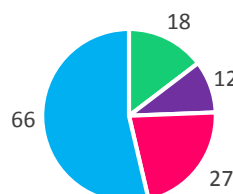
Activities – Youth were invited to participate in group activities as well. This included wind up outings at the end of each session, fun summertime activities and a Christmas dinner & craft night. Youth add their ideas for outings, meals & group topics as well participate in cooking for the groups. The youth learned to make a variety of items from scratch including pizza dough, alfredo sauce, turkey soup and sushi.

Issues Within Home/Family



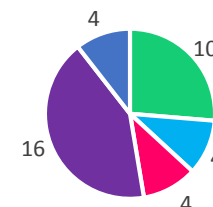
■ Addictions ■ Anxiety ■ Depression
■ Cognitive Delays ■ Abuse/Neglect ■ Violence in home

Types of Goals



■ Education ■ Communication ■ Employment ■ Life Skills

Length of Service



■ 0-29 ■ 30-90 ■ 91-120 ■ 121-352 ■ over 352