



# Cariboo Family Enrichment Centre

“Strengthening the quality of personal, family, and community life”

## Management Annual Report April 2014 to March 2015

In 2014/2015 we have continued to increase the number of children and families that we serve, developed new programs, provided educational opportunities and improved our financial stability. Our work has focused on providing the highest quality, evidence-based care to our clients and the community. We have worked hard to enhance collaboration and working relationships with our community partners.

We are very proud of the achievements of our staff, Board and management team and the support we have received from the community. It is heartwarming to see our children, youth and families in the South Cariboo recognize their strengths and become stronger and healthier.

Respectfully submitted,

Lisa De Paoli  
Executive Director

Sheila Glen  
Program Manager, Early Years

Chris Pettman  
Program Manager, Youth Services

Lloyd Garner  
Program Manager, Family Services



P.O. Box 2427, #1 - 486 Birch Avenue, 100 Mile House, B.C. V0K 2E0

Telephone: (250) 395-5155 Fax: (250) 395-1811

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## CFEC ACHEIVEMENTS 2014/2015

### **Strategic Goal #1 – Positively Impact on the lives of children, youth and families in the South Cariboo**

#### *South Cariboo Early Years Centre*

CFEC responded to a request for proposal from the Provincial Office of Early Years to be one of the first 14 Early Years sites in the Province. This initiative was part of the Province's Families First Agenda with a focus on coordinating Early Year's services for parents. The CFEC proposal included implementing a permanent South Cariboo Early Years Centre, providing outreach services and developing a South Cariboo Early Years App. In August 2014, we were notified that CFEC was successful in its application and we were awarded the South Cariboo Early Years Centre. Since that time a great deal of work has been done on all three initiatives. In March 2015 the Provincial Office signed a 4 year extension to the contract. The South Cariboo Early Years Centre represents a milestone in the development of a coordinated Early Years System which aims to reduce child vulnerability in the South Cariboo from 40% to 0%, ensuring all children in the South Cariboo are ready to enter kindergarten.

#### *Family Services*

Family Services implemented a number of initiatives in 2014/2015 to improve counseling services for South Cariboo residents including:

- Provision of Youth Counseling
- Intra agency referrals and case consultation
- Weekly case review and case conferencing
- Integration of Trauma Informed Practice.

#### *Youth Services*

In 2014/2015 CFEC continued to build a strong continuum of youth programming meeting the needs of vulnerable, high risk youth in the community. Achievements and enhancement in youth services include:

- Restructuring Youth Employment Services program and redevelopment of the curriculum to focus on the needs of youth and employers within the community
- Promoting the establishment of a Youth Mentoring Program
- Creating awareness and supporting youth issues including LGBTQ
- Continuing development of partnerships with the School District including co-location of the GRO program with the YES program



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## *CFEC Early Care and Learning Centre*

During 2014/2015 the CFEC Early Care and Learning Centre continued to meet provincial standards with the focus on care and learning to prepare children to be successful as they enter kindergarten. Improvements to the CFEC Early Care and Learning Centre included;

- Successful certification and implementation of the Seeds of Empathy program (4 staff certified to offer the program)
- Provision of a music program
- Preparation for the first accreditation of the program for COA (one of the only programs in BC to be accredited by COA)
- Development of electronic billing

## *Early Years Services*

Early Years focused on the coordination and integration of services to support the implementation of the South Cariboo Early Years Centre. Achievements in 2014/2015 included:

- Certification of three staff in Infant Massage
- Provision of regular Infant Massage and Moms Self Care sessions
- Integration of Nutritional services within the Early Years team
- Redevelopment of the revised weekly Pregnancy Outreach Program focusing on Make the Connection curriculum and target group
- Biweekly team meeting and case conferencing
- Monthly educational sessions for child care providers
- Welcome Baby Party with over 70 parents and new babies
- Promotion of Early Screening

## **Strategic Goal #2—Secure the resources and infrastructure needed to support children, youth and families in the South Cariboo**

### *Training and Education*

CFEC continued to have a strong commitment to supporting staff education and training.

Opportunities included:

- Non Violent Crisis Intervention
- Self Harm
- CORE Addictions Training
- Trauma Informed Practice
- Autism
- LGBTQ
- Infant Massage
- Make the Connection
- Daddy and Me



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In addition, CFEC supported eight UBC Teacher Candidates in a 3 week experience with the Youth Zone, Pregnancy Outreach and Early Care and Learning Centre.

In March 2015, CFEC signed an affiliation agreement with Thompson Rivers University to support student practicums. CFEC provided its first 6 week student practicum in the Social Services Certificate Program. This practicum was very successful resulting in CFEC hiring the student into a Family Support Worker casual position.

## ***Clinical Practice***

CFEC Management and staff continued to work on improvements to clinical practice. In 2014/2015. These improvements included:

- Updating CAMS standards including the implementation of “less paper” systems and streamlined clinical supervision to improve efficiency and client centered focus
- Development of new policies – Anti Oppression, Trauma Informed Practice, First Nations
- Implementation of Internal/Walk in /Call in Referral Process
- Revision of the External Referral Form to outline all services available and provide functionality of being pdf fillable
- Implementation of best practice including Daddy and Me, Infant Massage, and Seeds of Empathy

## ***Review of Tools and Systems***

Throughout the year a number of tools and systems were reviewed to improve the efficiency and cost effectiveness of the organization. These included:

- redevelopment of the reception and CCRR areas to create an open welcoming reception and a defined South Cariboo Early Years Centre
- addition of presentation technology to the Couch Room to allow for paperless meetings, webinar and professional educational presentations
- establishment of a shared folder / intranet to move all documents, forms and policy and procedure manuals to be accessed electronically

## ***Grants and Fund Development***

CFEC management applied for a number of grants in 2014/2015 which were successful and have supported core operations and enhancements in services. Grants and community organizational donations have included:

- Service Canada (two intakes of 13 participants each)
- BC Community Gaming Grant – the largest award to date of \$129,000 continuing to recognize CFEC as a regional organization



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- United Way Youth Grant and LGBTQ Grant
- Leon and Thea Koerner Foundation
- Greenshield Foundation
- South Cariboo Health Foundation
- Civil Forfeiture Grant
- Family Fun Night – 100 Mile Fire and Rescue
- MCFD Child Care Minor Capital Grant

Through partnerships and community involvement, the Fund Development Program had many successes in 2014/2015 including:

- Increasing Memberships to an all-time high of 143
- Continuing increasing in kind donations of baby supplies through the ‘Just the Basics’ program

## **Strategic Goal #3 -- Advocate mobilize community to support children, youth and families**

### ***Non Profit Board Development Skills Workshops #2 and #3***

CFEC has leveraged the seed funding provided by BC Board Voice in partnership with the Agri-Culture Enterprise Centre, CIRAC, SCCPC and the South Cariboo Chamber of Commerce, to hold two additional Non Profit Board Development Workshops in fall 2014 and spring 2015. Both of these workshops continued to bring nonprofit Board members from many different organizations together to learn and network. An email group address has been set up so that the participants of all sessions benefit from the presentations and resource materials of all three sessions. The evaluations workshops 2 and 3 were excellent, with everyone asking to have regular sessions every fall and spring.

### ***Partnerships and Collaboration***

CFEC participated in many partnerships and collaborations in 2014/2015 including:

- Farmers Market Program in collaboration with the South Cariboo Farmers Market
- CORE Addictions Training in partnership with Interior Health
- LGBTQ Education with the PSO Rainbow Club and LBGTQ Awareness week
- Frozen Meal Program distribution site in partnership with the Roe Lake and Area Community Association
- Thompson Rivers University – Affiliation Agreement
- GRO/CFEC Early Care Learning Centre Lease
- Family Fun Night – SC EYC
- Screening Day and Welcome Baby Party in partnership with Early Years Providers
- Semiannual Joint Staff Potluck – CFEC/Interior Health/MCFD



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## CLIENTS SERVED

### Early Years Programs

- 51 families accessing Home Visiting Program (29 discharged)
- 12 mothers and 8 partners attended Prenatal Education
- 7 families are receiving multi-agency coordinated services
- 97 pregnant mothers referred to Pregnancy Outreach Program
- 38 pregnant women referred were 28 weeks or less gestation
- 59 pregnant women received services were greater than 28 weeks gestation
- 23 clients served post-partum
- 263 Prenatal Food Coupons distributed
- 8 bottles of prenatal supplements were supplied
- 11 parents received individual counseling
- 105 Parent education / Drop in Sessions (average of 17 mothers and 15 children)
- 20 mothers received Mothers Self Care/Post-Partum education and support

### Family Services Programs

- 214 Counseling Clients
- 79 Family Service Clients
- 56 Fetal Alcohol Syndrome/Complex Developmental Conditions Clients
- 6 Men’s Support Group/ Men’s Night
- 4 Parent to Parent Support Group meetings

### CFEC Early Care and Learning Centre

- 18 Children enrolled 0 – 3 years of age
- 35 Children enrolled 3 – 5 years of age
- 10 Pre-school
- 13 children before school after school
- 18 MCFD referred children
- 4 children receiving Supported Child Development services



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## Child Care Resource and Referral

- 12 Licensed Facilities
- 2 registered License Not Required Facilities
- 80 Members of CCRR Lending Library
- 150 Visits to Lending Library
- 140 Clients received assistance with Child Care Subsidy
- 60 Visits were made to Licensed Facilities
- 7 Visits were made to Registered License Not Required
- 5 Professional development opportunities were offered (average 15 ppl)
- 263 Consultations were done by CCRR Consultants
- 98 Child Care referrals were given to parents
- 4 FCCT Level #1 courses were delivered by distance education
- 5 Responsible Adult courses were offered

## Youth Services

### Youth Zone

- 4900 Visits per year
- Average age 15
- 42 referrals to CFEC programs
- Average visits per day -- Wed -- 24, Thurs -- 22, Fri -- 36,
- 180 Volunteer Hours, 120 Student Hours

## Youth Employment Services

### 82 % success rate – finding employment/returning to school

- 26 Students (age 15 to 30 )
- 910 student days of instruction
- 1040 student days of job placement

## Accounting

- 6243 payroll, accounts payable and other accounting transactions processed of which 1198 are child care invoices (2014/2015)



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## Community Support

- 67 Life Time Memberships
- 76 Two Year Memberships
- 287 Donations
- 9 Volunteers

## Funders/Grants/Donations -- April 1 2014 to March 31 2015

Ministry of Children and Family Development  
Interior Health Authority  
Service Canada  
BC Gaming Commission – Community Grant  
United Way – Thompson Nicola Cariboo  
CMHA  
100 Mile Fire-Rescue Society  
108 Mile Community Association  
Ainsworth Engineered Canada  
BC Association of Farmer’s Market  
Canadian Diabetes Association – Food Skills for Families  
Canada Safeway  
Canim Lake Community Club  
Cariboo Christian Life Fellowship  
Cariboo Plateau Competitive Trail Ride  
Centennial Law  
Gold Trail Recycling  
Green Shield Canada Foundation  
Leon & Thea Koerner Foundation  
Embrace BC  
Immigrant & Multicultural Services Society of PG  
International Brotherhood of Electrical Workers Local 993  
Kootenay Kids  
PC Game Inc.  
Royal Bank of Canada  
South Cariboo Health Foundation  
South Cariboo Search & Rescue  
St. Jude’s Parish  
St. Timothy’s Anglican Church  
Sunrise Ford  
W-4 Enterprises Ltd.  
Williams Lake & District Credit Union

## Community Members

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## *In Kind Donations*

100 Mile Baptist Church  
100 Mile Curling Club  
100 Mile Elementary School  
100 Mile District Hospital Auxiliary  
100 Mile Free Press  
100 Mile Food Bank  
100 Mile Mayor & Council  
100 Mile United Church  
2+2 Holdings  
108 Mile Ranch Community Association  
70 Mile General Store  
Ainsworth Engineering D-Crew  
C.E.E.D.S Farm Coop  
Century Hardware  
Coral Reefer Holding Inc. (A & W)  
District of 100 Mile House Mayor & Council  
Donex Pharmacy & Department Store  
Eagon Lake Resort  
Family Farm Natural Meats  
Forest Grove Elementary School  
Granger Bookkeeping Services  
Green Lake Snowmobile Club  
Higher Ground Natural Foods  
Lac La Hache Bakery  
Loaves & Fishes  
Old School Grill  
One Another Coffee House  
Pizza Man  
Ramada Ltd.  
Sears  
South Cariboo Dental Clinic  
South Cariboo Genealogy Group  
South Green Lake VFD Ladies Auxiliary  
Sunrise Ford Ltd.  
Tyler's Paint & Décor  
Yummers EnRoute

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## CFEC Continuous/Performance Quality Improvement 2014 – 2015

### *Program Review*

During the year the management team and staff have reviewed a number of programs ensuring that they meet best practice evidence based standards and have measurable outcomes.

Two programs that underwent extensive change in 2014/2015 were:

### Pregnancy Outreach Program (POP)

The pregnancy outreach service review of operation and program delivery provided opportunity for service enrichment in four major areas.

#### Education offered (drop-in topics)

- Previously a Home Visitor selected presenters based on the availability of presenter and some participant feedback. Topics were often unrelated to parenting and or child development. We improved this major area, by implementing National evidence based topics created specifically for families that participate in family resource programs and through participant feedback. In addition, the annual schedule is prepared in advance and 95% of presenters are booked and confirmed before January of the program year

#### Integration of FASD services

- FASD education and prevention is now embedded into daily practice as the FASD key worker participates in regular programming, referral and case conferencing as part of the team. Mothers that are expecting are introduced early on and are often surprised that the service is available.

#### Nutrition (balance budget/community partnership)

- In partnership with Soup de Tour, the POP drop-in reduced spending by utilizing free soup every week for the drop-in participants. This savings in funds means that we can provide more direct service. In addition, the preparation time is reduced for staff also resulting in increased direct client care. Clients benefit as well from nutritious homemade soup which they can replicate at home for their family.

#### Strategic operational forecasting

- The Early Year’s Team strategically plans operations twice per year to determine vision, direction, operations, staffing, quality and programming. This strategic planning ensures that we operate efficiently and consider more factors when implementing change or programming. One example is that with our consistent evaluation we were able to improve the program environment in order to increase child development by incorporating a children’s table into the meeting room to encourage healthy early table manners while reducing negative parent communication and decreasing food waste and clean up time.



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Another improvement is the addition of an ECE Assistant in the Early Learning Room to enhance child development programming.

## Youth Employment Services:

From October 27<sup>th</sup>, 2014 to June 19<sup>th</sup>, 2015, the Youth Employment Services Program accepted 26 participants over two 15-week intakes. The YES Program had been updated to provide a clearer emphasis on workplace-related job-skills, including increased oversight and feedback with regards to participant-created outcomes such as competing resumes, cover letters, career and personal action plans, and job-search skills. These changes were reflected in the completion and success statistics, as well as positive feedback from participants.

- 13 of 26 participants received completion certificates for taking part in the entire program
- Of the remaining 13 participants, 5 left during program after successfully finding work, and 3 left the program to return to school, which satisfied the parameters for YES Program success
- The YES Program partnered with many local businesses and organizations to provide hosts for YES participants during the work-placement portion of the program. Businesses included One Another A Coffee House, Cariboo Family Enrichment Centre Daycare, Firehouse Diner, Alpaca Story Farm, Cariboo Radio, Old School Grill, Pizza Man, Canim Lake Band, 100 Mile House Fire Hall, The Bargain Shop, New Attitude Salon, Spring Lake Ranch, Topline Printers, 99 Mile Store, Sunrise Ford, Cedar Crest Facility for Assisted Living, The Ramada Inn, Uncle Buck’s Concrete, Fields
- The YES Program partnered with local organizations to provide guest speakers and/or specialized training for the participants including Interior Health, Cariboo Partners for Literacy, WorkSafe BC, Community Employment Services, School District 27, Ministry of Childhood and Family Development, Former YES participants, Thompson River University
- The YES participants gave back to the community by way of a fundraising skate with the 100 Mile House Wranglers and Canlan to benefit the Shirley Case Society, as well as organizing a Family Fun Day for parents and students from 100 Mile Elementary School at the Youth Zone

## *Referral Process*

In 2014/2015 CFEC management and staff reviewed the referral process to ensure that clients and providers have convenient access to services. The review process also reviewed the documentation and intake process to minimize gaps and enhance client confidentiality. A number of changes were implemented including:

- Revised CFEC External Referral Form updating list of services, highlighting safety and child protection concerns and adding pdf fillable function
- Development of an internal/phone in/walk in referral form to be completed by staff and/or reception to document referrals through these sources. Process now includes tracking of referral outcomes through copies being placed in a referral binder.





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- Interagency consultation and review of referrals to match clients to most appropriate staff member/internal or external resource
- Regular consultation with external referral source prior to initiating client contact

## *Trauma Informed Practice*

In 2014/2015 CFEC Board, management and staff have formalized trauma informed (TI) principles into our culture and practice. Although the Trauma Informed approach has been informally used by the organization for many years, the TI Guidelines 2013 provides a framework for staff to view each client and their behaviors and challenges as a result of the traumas they have faced in their lives. This framework encourages the professional to listen without judgment and empowers the client to use their strengths to make choices which will best meet their needs. Initiatives which have begun to formally build a trauma informed culture include:

- Development of policies (Anti Oppression, Trauma Informed Practice, First Nations)
- Trauma Informed Practice Education
- Incorporation of BC Trauma Informed Practice Guidelines 2013 as required reading as part of staff orientation
- Completion of Organizational Assessment of TIP Guidelines 2013 by management team
- Documentation on CFEC Letterhead that ‘The CFEC is located within the traditional territory of the Tsq’escen people, part of the Northern Secwepemc to Qelmuw

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