



2010-2011 Overview

This report will provide a brief overview of the past year activities as per schedule A:

PROGRAM DESCRIPTION

IMPACT is a youth specific outpatient treatment program providing individual, group and family substance use counselling. IMPACT partners with the community, schools, justice system and other agencies to educate, inform and apply preventative measure for drug/alcohol use. IMPACT is fully staffed with one full time program director/counsellor, two full time counsellors, one full time specialized youth outreach worker and one part time office manager.

EVALUATION OF PROGRAM OBJECTIVES

Services provided as follows:

CLINICAL OUTPATIENT COUNSELLING/TREATMENT SERVICES

IMPACT has provided screening, assessment, treatment planning and referral, individual, family and group counselling, case management functions, integrated case planning and aftercare, consultations and case reviews.

Clients are screened to make sure services are appropriate, and assessed using the GAIN Screener, HONOS, GAF and SOFAS.

CASE MANAGEMENT

Counsellors collaborated with other professionals in the community for case management purposes. This includes written treatment plans and goals and aftercare. Clients are assessed to make sure they are an appropriate referral and appropriate treatment matching is done. This past year, clinical supervision was provided to all staff on a monthly basis by Janit Doyle. This included individual sessions, case presentations, file review and education sessions. Case consultations were also provided by Tracy Michalkow for concurrent disordered clients.

PREVENTION

Prevention is provided to different populations in the community, largely the middle and secondary schools. IIMPACT provided 23 school based prevention presentations for grades 7, 8 and 9 students.

PROGRAM CAPACITY

Services are provided to Abbotsford and the surrounding area. IMPACT had 171 intakes in the past year. Which was an increase of 13 more clients than the previous year. We also had an increase in non-admit clients of 7. 40% of counsellor's time was spent on counselling, 15% on group, 25% on drop in and 20 % on prevention. We focused on increasing our groups this past year. We facilitated an IMPACT Sun Run Club for the first time. Youth trained for 10 weeks prior to the Sun Run with 2 youth completing the run on April 17th. We introduced a youth/young adult focused SMART Recovery Group. It was piloted March 1 and has seen continued success with an average of 5 clients attending on a weekly basis. A necessary and well sought out group was our IMPACT Parent MERGE Group that was piloted in May for 6 weeks. With 10 parents consistently attending, it was clear that it was needed and well received. Rec group were held every Thursday which was mainly boxing at City Mission Boxing. A larger activity such as paintball, tubing at Seymour, bowling, lazer tag, Playland, etc are held once a month. IMPACT hosts a pool tournament the last Thursday of every month with an average of 10 youth attending. Clients are given the opportunity to attend NA/AA meetings with a counsellor if they choose.

TARGET POPULATIONS

IMPACT provided clinical services to individuals regarding their substance use, including substance misuse and substance affected. These individuals are aged 12 to 24 years old. IMPACT had 171 active clients, 64 non-admitted clients and 7 substance affected clients.

REFERRAL

Referrals are accepted from self, family, social services and community agencies, criminal justice and others.

This past year, IMPACT had 11 self referrals, 8 referrals from criminal justice, 126 from educational institutions, 9 from family/friends, 2 from MCFD, 1 from Aboriginal services, 1 from detox, 1 from the hospital and 12 from other. All were from the Fraser Health region.

IMPACT had 3 referrals from outpatient to treatment.

OBJECTIVES

Mission: To work at the community level to identify and fill gaps in the well-being of all youth, with an emphasis on advocating for and working with substance-involved and substance-affected youth.

Vision: A community where all youth are healthy, safe, engaged, have meaningful opportunities, and feel like they belong.

Individuals who access services have the opportunity to work on:

- reduce substance misuse;
- improve physical and psychological health;
- improve family and social functioning;
- improved educational/vocational functioning;
- reduced involvement with the criminal justice system.

CHANGES IN OPERATION AND/OR STAFF

Marnee Dejong, Program Director returned from a maternity leave May 2010. Brian Gross completed his one year term and continued on as a consultant for six months.

Janit Doyle continues to work with Impact as our clinical supervisor. She is contracted to provide 8-12 hours of clinical supervision to the team every month. She also provides supervision via email and phone consultations when necessary.

We had one new board member this year, Corinne Hildreth. Currently we have nine board members.

AREAS OF SIGNIFICANT ACHIEVEMENT

Efforts this year were strongly influenced by a focus on improving group programming. Partly due to our increase in client numbers and to better service the needs of the clients in our community. These two things prompted us to seek out other successful programs, find evidence based research and elicit feedback from our clients.

Group Programming

Our first pilot group was the IMPACT Sun Run Group. This was lead by Jeff Van Asseldonk, a 4th year BWS practicum student. This group was modeled after a group that had been used very successfully at the Toronto Children's Hospital. Training took place twice a week for a total of ten weeks leading up to the Vancouver Sun Run on April 17th. During the ten week training period, youth were encouraged to scale their mood before and after runs and were coached on health, nutrition, goal setting and the benefits of physical exercise. Attendance varied throughout the weeks with an average of 4 youth each week. Two youth completed the run with great success.

Second pilot group, SMART Recovery group. After hearing repeatedly from clients that they were looking for a youth based support group similar to the NA meetings in New Westminster, the team was drawn to the idea of a SMART Recovery group for many reasons. Many clients identify with a 12 step program but many don't. Currently in Abbotsford, there were no alternatives to a 12 step support group nor a group that was youth/young adult focused. After doing research and talking to programs such as Kinghaven who had launched an adult SMART Recovery, we felt this would be a good fit for our young adult clients looking for added support in the community. One of our counselors took the lead and became trained online to coordinate and facilitate the group. We piloted in March with a weekly meeting and have seen continued growth in attendance and positive feedback.

Lastly, the piloting of our IMPACT Parent MERGE Group. IMPACT received a grant to help develop programming for parents/caregivers with youth or young adults with substance use in our community. The timing was perfect because we were noticing an increase for family counseling and consultations. The beginning of the year, we set out to do our research and listened to the needs of our client's parents. We then started building curriculum as a team focusing on the topics we felt parents were coming to us for help. Our objectives were to support parents, build skills and increase awareness and knowledge. Our six week pilot program has seen success with ten parents attending on a regular basis. Topics such as adolescence, substance use, communication, self care and boundary setting have shown to be informative and pivotal for parents navigating this difficult journey with their youth/young adults. Guest speakers have added richness to the group by providing additional information and support. We are currently working on a Parent Resource Guide to accompany and support the group curriculum for the fall. This can be a resource for all parents in the community focusing on parents and/or caregivers with youth or young adults with substance use. Evaluation measures are in place.

Community Engagement and Partnership

IMPACT staff was kept busy this past year in the community. IMPACT was asked to present to a number of different organizations about our services and youth trends/issues that we are seeing. Our outreach counsellor spoke to the staff at Xyolhemeylh, Youth Resource Centre and CDI College. He was also kept busy in the community at Bakerview School by providing services and engaging youth in the new Bakerview Hub and their Aboriginal Program. IMPACT staff partnered with other youth agencies for a summer kickoff event and a summer camping trip. Staff attended various community meetings over the year. A highlight was being asked to present a two day group at the Adolescent Day Treatment Program. This will be occurring on a quarterly basis.

IMPACT was fortunate to be involved in pioneering the Youth Addiction Knowledge Exchange through Fraser Health over the year. We were granted money to start up a community of practice for service providers in the substance use field who are working specifically with youth and young adults in a variety of capacities. YAKE meetings are held every other month at IMPACT with an average of 15 service providers from the Fraser Health region. Meetings consist of networking, agency profiling, discussion on various topics and skills training. With the momentum of the YAKE, I forecast YAKE will evolve over the next year with province wide networking, more community engagement and taking on some projects to better service our clients.

Areas that need to be Improved or Enhanced

Client Informed Feedback

Methods for evaluating and obtaining client feedback to be formally implemented over the next year. While counselors are informally checking in with clients about sessions and their progress, a formal tracking method and consistent utilization of this would create a way of tracking client satisfaction and engaging clients in a new way. Janit Doyle, clinical supervisor is in the process of implementing CDOI over the summer with the team. All staff has attended a Scott Miller conference and feel it's beneficial for both the counselor and client to get feedback after a session. Implementing this practice will inform and direct counselors and clients will have input on the counseling process. This will be a new practice for our team, however drawing out crucial information will only make our services better and more effective.

School District Programming

In January 2011, the Abbotsford School District signed on the YMCA Alternative Suspension Program. IMPACT had been providing the New Direction program in the school district for over six years to accommodate all suspensions drug related. With this new partnership, the school district requested IMPACT's New Direction program continue under the YMCA program. IMPACT continued to provide the New Direction program as in the past with adjustments to location, time and the referral process. While client referrals were low the first few months of this new arrangement, it has increased and been steady over the past few months. Staff ally piece of the program is still taking place. IMPACT is engaging in discussions for the next school year with various community agencies. This is crucial to reflect back on this new partnership to refine and adjust to get the best outcomes. While there have been bumps along the way, overall youth suspended for drug related reasons are given the opportunity for engagement, skills and awareness through IMPACT.

IMPACT continues to get the majority of our referrals from the school district. With this high demand, IMPACT spends a large portion of our time at the schools. This year we have introduced a new referral form for all school based clients. This was put in place to have documentation of incoming referrals, more appropriate referrals and adequate client information of the nature of the referral for assessment purposes. IMPACT would like to see the school district participate in CAP and Motivational Dialogue training. This would provide school district administration and staff education and will be better able to support mutual clients.

ANNUAL STATISTICAL SUMMARY

Gender

Male	114
Female	58
Transgendered	0
Total	172

Age

10-12	1
13-15	59
16-18	95
19-24	16
Total	171

Ethnic Origin

African	1
Arab	0
Caucasian	117
Chinese	2
Filipino	0
First Nations	21
Japanese	0
Korean	1
Latin, Central & South American	3
Metis	1

South Asian	15
South East Asian	10
West Asian	1
Total	172

Employment Status

Employed	8
Homemaker	1
Not in labour force	1
Retired	0
Student	148
Unemployed	14
Total	172

Marital Status

Common-law	1
Divorced	0
Married	0
Separated	3
Single	168
Widowed	0
Total	172

Age of First Use for Primary Drug of Choice

<i>Drug</i>	<i>Average Age</i>
Alcohol	13.75
Amphetamine	None
Barbituate	None
Benzodiazepine	None
Cannabis	13.35
Cocaine	15
Crystal Meth	15.67
Ecstasy	None
Hallucinogen	None
Heroin	18
Illicit Methadone	None
Inhalant	None
Ketamine	None
Nicotine	14
Opiate	16.13
Other	None
Other prescription drug	None
Over the counter drug	None
Rave Drugs: GHB, Ecstasy, Rohypnol	14
Salvia	None
Valium	None
Whip it	None

Age of First Use for Secondary Drugs of Choice

<i>Drug</i>	<i>Average Age</i>
Alcohol	13.39

Amphetamine	12.33
Barbituate	None
Benzodiazepine	None
Cannabis	13.63
Cocaine	15.39
Crystal Meth	15.69
Ecstasy	15
Hallucinogen	15.13
Heroin	17.71
Illicit Methadone	18.5
Inhalant	14.43
Ketamine	None
Nicotine	13.69
Opiate	15.9
Other	14.67
Other prescription drug	15.75
Over the counter drug	None
Rave Drugs: GHB, Ecstasy, Rohypnol	14.92
Salvia	16
Valium	17.5
Whip it	None

All Drugs Used

Alcohol	183
Amphetamine	3
Barbituate	0
Benzodiazepine	0
Cannabis	188
Cocaine	51
Crystal Meth	18
Ecstasy	2

Hallucinogen	61
Heroin	9
Illicit Methadone	4
Inhalant	7
Ketamine	0
Nicotine	93
Opiate	40
Other	3
Other prescription drug	8
Over the counter drug	0
Rave Drugs: GHB, Ecstasy, Rohypnol	77
Salvia	10
Valium	2
Whip it	0
Total	759

Primary Drug

Alcohol	35
Amphetamine	0
Barbituate	0
Benzodiazepine	0
Cannabis	110
Cocaine	2
Crystal Meth	5
Ecstasy	0
Hallucinogen	0
Heroin	2
Illicit Methadone	0
Inhalant	0
Ketamine	0
Nicotine	7
Opiate	9

Other	0
Other prescription drug	0
Over the counter drug	0
Rave Drugs: GHB, Ecstasy, Rohypnol	2
Salvia	0
Valium	0
Whip it	0
Total	172

Special Populations

Concurrent Disorder	31
First Time Addictions Services	128
IV Drug Use	3
Methadone Maint.	4
Poly Drug Use	133
Total	299

Referral Source

Aboriginal services	1
Addiction Services	0
Concurrent Disorder Therapist	0
Criminal Justice	8
Cyrus Center	0
Detox	1
Educational Institution	126
Employment	0
Family/Friends	9
FHA Mental Health	0
Hospital	1
Hospital Chemical Dependency Team	0
MCFD: Non-Protection	2
MCFD: Protection	0

Other Mental Health	0
Other: Physician	0
Others: (List):	12
Physician	0
Self	11
Support Group	0
Total	171

Geographic Region

Fraser Health	170
Interior Health	0
Northern Health	0
Vancouver Coastal Health	0
Vancouver Island	0
Other provinces	0
U.S.A.	0
Out of North America	0
Total	170

Discharges

Individuals Completing Program	46
Individuals Not Completing Program	140
Completed Program	33
Client Moved Away	8
No further contact	38
Staff Decision	1
Client Decision	94
Other/see case notes	11
Total Individuals Discharged From Program	186
Completion Rate	24.7%

Aurora	0
Charlford	0
Crossing	0
Crossroads	0
Hannah House	0
Inner Visions	0
Kawkawis	0
Kinghaven	0
Last Door Adult	0
Liz's House	1
Maple Ridge Treatment Centre	0
MELL	0
Nechako	0
Other - Contact Administrator!	1
Pacifica	0
Path to Freedom	0
Peardonville	1
Phoenix A & D Society	0
Round Lake	0
TEAM	0
WELL	0
Westminster House	0
Total	3

Referrals Provided for Discharges

	Admitted clients	Non-admitted service clients	Discharged clients	Active clients	One-on-one sessions	No Show Client Sessions	Family sessions	Group sessions	Aftercare sessions	Indirect service sessions	Community Consultation sessions
Total	171	64	198	290	925	140	89	122	70	275	85

Along with the yearly stats already presented in the report, feedback was provided from various stakeholders in the community. A total of 20 forms were received.

Comments:

“We appreciate that they (IMPACT) work so closely with our school. It is greatly appreciated and needed.”

“Thanks for the support of our students and staff.”

“IMPACT staff continue to impress me with their dedication to youth and understanding of the TRUE meaning of continuity of care.”

“This year we have had limited contact with IMPACT. Not many of the students presently attending are utilizing the services that you provide. However, in the past we have had very positive experiences collaborating with the IMPACT staff.”

“I’m a social worker and have a number of clients that receive services through IMPACT. I believe it is an essential service not only for the youth who are struggling with drug and alcohol abuse, but is also beneficial for the parents of these children to receive support and education. The staff are extremely professional and dedicated to trying to make a difference in the lives of these youth and the youth I have talked to about the program enjoy the program and staff.”

“We have such a huge need for support services within our school body. It would be great if there was more IMPACT counsellors to manage the huge number of kids who need support.”

“IMPACT has always gone above and beyond what we have asked of them at our school. The staff are fantastic. Experienced and qualified people who have an exceptional way of relating to youth. Both staff and students have tremendous respect for the work they do. We look forward to having a continued partnership with IMPACT!”

“I am so grateful that you came to Bakerview and are professionally yet approachable. Thank you for all you do.”

“Could we use staff to help build separate cultural time for relationship building?”

“Laurie has become a valuable asset to our team here at Abby. We feel very fortunate to have her working with us and our students.”

"IMPACT is flexible, accessible and youth build solid relationships with the excellent counsellors there. IMPACT staff are easy to work with and collaborative programs have worked well. We especially appreciate the outreach and community consultation staff offer and the creativity IMPACT shows in addressing youth's needs."

"I am most impressed with Laurie's grade 7 and 8 classroom presentations."

"Staff have always been professional and accessible. Have had great feedback from student and parents. An important partnership with the school district."

ORGANIZATION: Various Organizations	Yes	Somewhat	No	Don't Know
DATE: June 2011				
1. I/We are satisfied with the referral procedure to IMPACT.	16	1		
2. I/We are satisfied with the quality of services at IMPACT.	16	1		
3. I/We are satisfied that IMPACT staff are approachable and professional.	16	1		
4. I/We are satisfied that IMPACT staff have responded satisfactorily to requests for information and consultation.	16	3		1
5. I/We are satisfied that services provided by IMPACT have led to positive changes for clients.	15	1		1
6. Clients have expressed satisfaction with the services they have received from IMPACT.	12	4		1

Internet Marketing

IMPACT saw a significant improvement in traffic and contacts via its website at www.impactabby.com.

- Number of visits to the site during 2010-2011 (1,924) almost doubled over last year (1096), and traffic from search engines was up by 209% to a total of 1,440 visits (as opposed to 688 in the previous year).
- Direct traffic and traffic from referring sites were both up over 100% from the previous year.
- 66% of those who visited the site in 2010-2011 had never visited the site before.
- Visitors visited an average of 4.36 pages per visit and stayed on the site an average of 2:33 minutes.
- Pages on the site were visited 8,395 times.

- The most-visited page was the home page (2336).
- The second-highest-visited page was the contact page, which was visited 714 times.

We received 67 email inquiries from people filling out the email form on the contact page.