



Phoenix
Human Services Association

12th ANNUAL GENERAL MEETING

September 11, 2018

**at Wild Rose Room, University Club
University of Victoria**

ACCREDITED BY THE COMMISSION ON ACCREDITATION OF REHABILITATION FACILITIES



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12th ANNUAL GENERAL MEETING AGENDA

**At Wild Rose Room, University Club, University of Victoria
Tuesday, September 11, 2018**

4:00 – 4:30 Business Meeting

- 1. Welcome to Members and Guests**
- 2. Call meeting to order**
- 3. Establish Quorum**
- 4. Approval of Agenda**
- 5. Approval of previous Minutes**
- 6. Business arising from previous Minutes**
- 7. Presentation of the President's Report**
- 8. Motion to adopt the President's Report**
- 9. Presentation of the Auditor's Report**
- 10. Motion to adopt the Auditor's Report**
- 11. Appointment of the Auditor**
- 12. Presentation of the Executive Report**
- 13. Motion to adopt the Executive Report**
- 14. Other Business**
- 15. Election of Directors**
- 16. Motion to Adjourn**

4:30 – 5:00 Meet and Greet

5:00 – 6:00 Guest Speaker: Alex Nelson, "Re-entering Residential School and Reconciliation"

PRESIDENT'S REPORT

September 11, 2018

I would like to thank you for coming out and taking part in our 12th annual AGM.

I am writing this report with a great sense of satisfaction. This has another been a milestone year for Phoenix Human Services.

When Phoenix Human Services was formed, George Klukowski was the first and founding Executive Director. This past year (2017/18) our main focus of has been the recruitment of a new Executive Director and saying farewell to George. An exciting and bittersweet time.

It is well known that any major change in an agency has a huge ripple effect on everyone involved. The ED recruitment process that the Board of Directors embarked on was more intense and longer than expected and required a focused and pragmatic approach by the Board. Inevitably, there were challenges along the way. I am pleased to say that the Board was steadfast in its approach, determined to find the best candidate for the position and was therefore successful in the process. We were all delighted that Andrew Brown agreed to join us as our new Executive Director as of May 2018.

The Board of Directors wants to acknowledge the PHSA staff and Management Team for their support, grace, patience and professionalism while we conducted the quest for our new ED. We are very pleased that this undertaking was indeed so successful. Thank you to Susie Girling, Lindsay Brooks and Patti Faulconbridge, the recruitment committee, for participating with me in the process and for their dedication to it.

If you have not already had the opportunity to meet Andrew and introduce yourself to him, please take the opportunity to do so while you are here today.

Andrew has focused his first few months on getting to know agency programs, the PHSA Staff and Management Team, stakeholders and colleagues. As you can imagine, there was an enormous amount of history and information to be passed on in transferring the reins from George to Andrew. The transition has been successfully completed and Andrew now has the PHSA reins firmly in hand.

As well, there are a few changes to the Board of Directors.

We welcomed a very familiar face at PHSA, Gerry Karagianis, a retired PHSA staff and a well-known personality in the local youth services world. Gerry is the current Vice President of the Board.

Sean Baker has also joined the Board of Directors and comes to us from the world of finance. His reflections as a parent of two children drove him to seek Board membership with Phoenix Human Services Association after he realized the capacity and scope of how PHSA serves the local community. Sean joins us as one of our Directors.

Gil Owen, a founding member of the PHSA Board of Directors and our current Treasurer, will be retiring from the Board post AGM 2018. He keeps telling me that we “should be glad to get rid of him”..... and that is Gil’s humour. Quite the contrary, we will miss his wisdom and quirky humour at meetings, his unique insight and compassionate nature and the fun he brings to any gathering.

Thank you for attending today and for your support of PHSA. I look forward to another stellar year for this amazing agency.

Joanne Hurtig
Board President

MESSAGE FROM THE EXECUTIVE DIRECTOR

As I reflect on my first four months at Phoenix, I am impressed by so many aspects of the agency it is hard to focus on just two or three points for the purpose of an AGM note. My inspiration for writing was reading the notes from the programs' leaders and reflecting on the many interesting programs, services and projects the staff are working on - and fun interactions and conversations I have had with staff over the past several months.

In so many agencies like Phoenix, years of reduced funding, staffing instability and resource shortages have created tense and uncertain environments that are functional, but do not make particularly appealing places to work. Somehow, Phoenix has created and maintained a positive culture that is professional, welcoming and fun. From the moment you step off the elevator you are included and feel like a part of the agency – a noticeable and incredibly encouraging experience for a newcomer. This resilience and positive energy have placed Phoenix in a strong position to move forward as we see increased attention and investment in the sector and the stakeholder communities we serve. As I have met with the Phoenix teams and stakeholders throughout the community, I have noted the positive energy surrounding Phoenix and the important work being done by staff and management. It is clear to me that this agency is unique and that it is contributing an enormous amount to the community; this work is clearly founded on an impressive and diverse skill set, compassion, empathy, creativity and humour.

The year ahead will bring new challenges and opportunities for Phoenix and we will continue to build on the impressive accomplishments we are known for in the community. We will move forward with new ideas, approaches and technology to support the work being done and continue to build our network and profile in the community. It is my intent that Phoenix will retain its professional and fun, casual culture as our foundation as we evolve to meet the needs of our clients and stakeholders. I know that this intent will be well supported by the staff, Board of Directors and the community.

As I look forward to the coming year, I am confident that Phoenix will continue to rise to the occasion and be a source of energy, accomplishment and innovation for our community – it is a wonderful feeling to arrive in such a fun place at such an exciting time.

Andrew Brown
Executive Director

PROGRAM UPDATES

CHILD, YOUTH AND FAMILY PROGRAMS

FAMILY DEVELOPMENT PROGRAMS

Core Victoria Team

The Family Development Program continues to be very busy; the program provides service to a variety of geographical areas for the Core Victoria region. We have 3 Family Development teams assigned to the Core Victoria Area, with one team consisting of 2.25 FTEs assigned to the Saanich MCFD team and the other 3.75 pooled to provide service to 2 of the other MCFD Teams that serve all of Core Victoria from Fernwood to View Royal. The Core Victoria team has been very busy this year despite being short-staffed due to maternity leaves; they provided service to 69 families which was an increase from the previous year. Despite being short-staffed, the team rose to the challenge and took on extra duties to ensure that the program continued to run smoothly, and continued to provide exemplary service to the clients we serve. In addition to the referrals from the allocated MCFD teams, referrals were accepted from the MCFD Regional Domestic Violence Program and service was provided above and beyond their regular referred caseloads.

Out of Care Provider Program

The Out of Care Provider (OCP) Program consists of 1 FTE that provides voluntary support to Caregivers (extended family and friends) who are caring for children that have been placed in their care by MCFD with the potential outcome of permanency in those homes. The OCP program has moved to a regional program assigned to the MCFD Resource Team, whereas previously the program only provided service to the Core Victoria region. This change quickly increased the number of Caregivers being referred and has greatly increased the requests for service from this program. However, this program faced challenges as the 1 FDC assigned to this program had to take some time away from her post due to unforeseen circumstances. Recently, an FDC from another program stepped in on a temporary basis and the program is back on track. Despite having the position vacant for periods of time in the year, the program provided service to 17 families, which is approximately the same number of caregivers as last year.

West Shore Team

The West Shore Team consists of 4.5 Family Development Counsellors assigned to 2 MCFD teams who have pooled their resources to have global access to the FDCs. Within the allotted FDCs, one FT position is assigned to the Foundations Parenting Program, which allows the other 3.5 FTEs to provide service to the 2 MCFD teams. This team also experienced some brief staffing issues due to a maternity leave. This position was quickly filled, but subsequently, that person left to work for MCFD and we were fortunate to fill it again with only brief gaps affecting service delivery. Overall, the 3.5 FTEs provided service to 39 families by either providing supervised visits or working on reducing identified risks within the family home. This team also runs the Foundations Parenting Program with Lorraine Kahan being the lead facilitator and FDC Raechelle Wuolle assisting for this year, both providing part time hours to the equivalent of 1 FTE. This program runs 3 times a year for 10 weeks and provided service to 26 families last year. This parenting program is highly regarded by the West Shore MCFD teams and well received by the participants that are referred by the Social Workers. The West Shore team has seen a vast increase in

referrals to the FD program which has resulted in long wait times for services; this appears to be a trend that may continue as the population for that region is quickly expanding.

In addition to their heavy workloads, the FD program was able to accommodate a practicum student supervised by FDC Sylvia Mason from the Core Victoria FD team. The whole team embraced having a practicum student during this summer and FDs supported this experience by providing numerous learning opportunities through job-shadowing, mentoring and guidance.

The West Shore also experienced an expansion in office space, with Phoenix increasing their footprint by the addition of 2 more office spaces for a total of 3 offices in the Wale Road location. The West Shore team was fundamental in facilitating this process by interfacing with work crews and external services providers, as well as physically moving office items to make this a smooth transition into our new offices. In addition, there continues to be great deal of interest in finding permanent placements within the FD program as the 4 maternity leaves out of 12 full time positions over the last couple of years were filled by temporary staff and we are hopeful that we will be fortunate enough to keep everyone in the program permanently.

At this time, I would like to thank all the staff within this program who continue to demonstrate a commitment to the work we do and have gone above and beyond to ensure the programs run smoothly, despite staffing shortages, while practicing with professionalism and integrity. Also, I would like to thank all the staff that have supported this agency through various agency committees such as Health and Safety, Joint Labour Management, Wellness and Quality Assurance. I would like to acknowledge that the success of this program is due to the hard work and diligence that each of the Family Development Counsellors bring in delivery service and representing the agency both internally and externally.

*Written by Laurie Hill
Program Manager
Family Development Programs*

CHILDREN AND YOUTH WITH SPECIAL NEEDS PROGRAMS

The Children and Youth with Special Needs (CYSN) programs have been working hard this past year. We have hired three new Children, Youth and Family Support Workers (CYFSWs) so there have been some fresh faces and new ideas. For example, this past year the team developed a Physical Literacy group as well as an Art Group. Our team of 7 staff have been running groups out of all three PHSA locations (Joan Crescent, Wale Road, as well as McKenzie). In addition, we have introduced summer groups that run for a shorter time in the months of July and August. Our Transition Workshops continue to evolve with new topics being added based on community feedback including internet safety and consent. More and more we see referrals with dual diagnoses – specifically children and youth with developmental disabilities who are also diagnosed with mental health issues such as anxiety and depression. This has led to the team receiving suicidal awareness training and an upcoming training on Naloxone.

Overall we served 128 clients (56 through Individual Services and 72 through Group Services), which is an increase from 105 in the 2016-2017 fiscal year and a further increase from 93 in 2015-2016. Still, the demand for the CYSN program at Phoenix continues to grow. We currently have a waitlist of 112 children and youth for Group Services and 84 for Individual Services. Feedback from our satisfaction surveys indicate that families who we serve would love the opportunity to work with us for longer periods of time and be guaranteed service on a regular basis.

In addition to our regular CYSN team, the Summer Fun crew has also had a wonderful summer. Running for seven weeks between July and August, Summer Fun served 49 children and youth with a team of 4 casual staff. This past year, two of these staff were newly hired and contributed to a highly energetic, connected and passionate group of people. The group looks forward to another summer of fun next year.

Finally, this past year, a master's level practicum student was supervised by the Program Manager of the CYSN team to pilot a Counselling Services program for individuals, couples and families impacted by developmental disabilities. Feedback from referral sources as well as those who received counselling shows a high need for this service, as often times it is difficult for this population to find a specialist who understands both topics: mental health and developmental disabilities. Going forward, this program is highly needed, but requires further funding.

In the coming year, it will be exciting to see all the new ways in which the CYSN team continues to grow and change. What a lovely group of people!

*Written by Jody Lambert
Program Manager
Children and Youth with Special Needs Programs*

MENTAL HEALTH OUTREACH TEAM PROGRAM

The Mental Health Outreach Program (MHOT) has been busy this year. We have 7 full time family counsellors. The combination of a Leave of Absence from one staff member and another counsellor taking on a temporary position with the Family Development Program made it possible to hire on a new staff member who has made great contributions to the team.

The demand for MHOT services remains steady, if not becoming greater. Although referrals are screened through Saanich Child and Youth Mental Health with MCFD, there are numerous referral sources. The majority of our referrals come through Child and Youth Mental Health, the school system, physicians and psychiatrists, Ledger House and Ancomb programs, as well as through pediatric emergency mental health at VGH. A few parents self refer with the help of other community resources. The program provides outreach services throughout the Greater Victoria region. Families have usually exhausted other resources before they come to the team's attention.

It is important to note that other Phoenix Human Services programs are noticing a rise in mental health issues within their specific client populations and will consult with MHOT.

In comparison with previous years, it is the spectrum of anxiety disorders that are most prevalent in the current client population, with many of our youth not being able to attend school because of it. We are still working with a high number of clients with an ADHD diagnosis or query. There is also a steady increase in clients with more complex presentations, including multiple comorbidities, as well as clients who are referred to the team with a multitude of symptoms and behaviours which have been observed, but not formally assessed. These cases often prove quite challenging as the role of the family counsellor predominantly becomes one of trying to find physicians/clinicians who can make a proper diagnosis, which then assists them to determine their approach for intervention. Getting clients referred to these highly specialized services and receiving a working diagnosis takes a tremendous amount of time. In the meantime, family counsellors are trying to work with the minimal amount of information they have to intervene and support the stabilization of the families. All of this contributes to the increase in the average length of stay in the MHOT Program. There is a noticeable increase in clients diagnosed on the Autism Spectrum. To accommodate the rise in clients on the spectrum there will be an increased focus on training/education in this area.

For clients discharged over the past calendar year, the average length of stay was 14 months (the program's mandate states 6-9 months) which means, if the trends continues, that the program has to take on less clients per year, per staff member.

However, the staff's dedication to their clients is unwavering. They maintain excellent professional relationships with community partners and clinicians and are respected within the community for their knowledge and skill set. This, combined with positive feedback from families, their compassion, kindness and desire to support others keeps them highly motivated in their practice.

*Written by Sabine Vanderispaillie
Program Manager
Mental Health Outreach Team*

YOUTH SERVICES PROGRAMS

Youth Protection and Guardianship Services

The Youth Services department is comprised of 3 full time Family Counsellors and overseen by the Manager who also supervises Mental Health Outreach Program. The staff also have monthly external clinical consultation where they are able to explore additional approaches.

All staff work with referrals from Protection Social Workers, as well as Guardianship Social Workers.

Over the past service year, the team worked with 30 youth; 19 clients came through the Ministry of Children and Family Development's Protection Services and 11 from Guardianship. This is a decrease in the number of youth seen by 15%. There are a few plausible reasons for this: one that Guardianship files tend to remain open for longer as the focus for many of these files is preparing the youth for independent living (often 2-3 years before they age out). The second possibility is that more youth/families present with very complex profiles. The third explanation might be a huge turnover in Ministry Social Workers who are not quite familiar yet with the service. To accommodate caseloads, one Family Counsellor has been able to provide extra coverage in the Family Development Program. The full team plans to meet with both teams of Social Workers to meet and greet and provide information on Youth Services in the hope that referrals will get back up to higher numbers.

We have seen an increase in requests for support from the Emergency Pediatric Mental Health unit at VGH, as well as from Ledger House, for youth who have been assessed and evaluated as stabilized and ready to return to the community. Additionally, Fentanyl appears to be more accessible in the Greater Victoria community and has reached some of the teenagers on the program's caseload. This requires the organization to put things in place for training and education so that the team is better equipped to deal with these issues. Naloxone training has been set up for September 19th.

Staff continue to work with other community partners and are well respected by their peers in other organizations. They bring ongoing optimism for the work that they do with kindness and compassion.

*Written by Sabine Vanderispaillie
Program Manager
Youth Services Team*

ADULT PROGRAMS

COMMUNITY LIVING SERVICES FOR ADULTS – COMMUNITY INCLUSION AND OUTREACH

Community Living Services for Adults continues to be a healthy and thriving program. We have a very stable clientele and staff team, many with working relationships lasting more than a decade. A successful Garage Sale Fundraiser in September led to a great Christmas Party at Logan's Pub, complete with turkey dinner and karaoke. We have had some recent changes as Program Manager Stephanie Saunders left for a maternity leave at the end of May. Beth Cowin has stepped into the role for the year, and is grateful for the exceptional staff that are helping her get up to speed.

Phoenix Individual Services are divided into two streams: Outreach and Community Inclusion. Outreach clients live independently and have supports to help them do this successfully. Community Inclusion clients generally live with family or a caregiver with service that facilitates involvement in the community. Our Group Services are accessible to all CLBC clients through their case manager. These signature group programs will continue to run, to the delight of the individuals and families who access these programs, as well as the staff who facilitate them.

It is our privilege to support and celebrate our clients. Some of the clients' accomplishments this year include finding paid work, planning a wedding, moving to a new home, and joining a swim team, not to mention countless big and small moments of personal growth. We also continue to provide support for clients in more difficult chapters of life and collaborate with many other resources to access necessary services. These include supports around housing, mental and physical health challenges, legal proceedings, and finances.

Mental health services seem to be a growing need among our clients. CLS staff work hard to access resources as the breadth of client needs goes beyond our staff's scope of practice. We rely on mental health teams and counsellors in the community to provide help for acute and long term mental illnesses faced by our clients. Resources are limited, however, and we have struggled to support clients in crisis who are awaiting service. We are endeavoring to better equip our staff with training, resources, and healthy professional boundaries as we support clients with complex needs.

Phoenix maintains a strong reputation in the community, and our clients provide continual positive feedback both formally and anecdotally. We are proud of these recommendations and work hard to maintain our good standing with clients and the community. We believe that each individual has the ability to achieve their potential and it is our delight to help them build the independence to do so.

*Written by Beth Cowin
Program Manager
Community Living Services for Adults*

COMMUNITY LIVING SERVICES FOR ADULTS – COMMUNITY INCLUSION DAY PROGRAMS

This past year has been yet another successful year for the Community Inclusion programs. The CATS, Extensions, and Stormont programs provided services to 40 individuals ranging from 1-5 days per week. The programs are currently staffed by 11 amazing full time staff and 10 on call casual employees. Programs are based out of Joan Crescent with the majority of the services offered taking place in the community.

The staff support individuals to access the community by creating meaningful opportunities such as volunteer, sensory and music therapy, dance and music programs, facilitated involvement in local recreation classes, local tours, leisure activities, involvement in a self-advocacy group and assisting clients with personal shopping to maintain their independence. Staff also provide ongoing supports in areas of access and referral to resources such as counselling, transportation and respite services. On an as needed basis, staff will participate in case consultation with the Developmental Disability Mental Health Team, behavioural consultation, medication reviews, and involvement in developing medical and behavioural protocols.

Every successful year sees it fair share of difficulties and this past year was no different. One of the challenges experienced over the past year included the ongoing struggle to balance administration requirements with direct support for the participants. Staff navigated the new system and learning curve with an open mind and a curiosity for how going to electronic filing could benefit the program and its participants. Despite the challenges, the staff have managed to balance the two priorities and we have committed to explore ways to decrease this burden on staff. Another challenge has been the level of support needs in regards to mental health for those we support in the programs. We are seeing a rise in mental health support needs; although the staff do not have expertise in this area, we strive to do our best to ensure that we provide referrals to services that are appropriate. In the year ahead, we will be focusing some professional development opportunities on mental health with a special focus on dual diagnosis.

The year ahead has some exciting things that are being added to what we have previously offered, such as access to an amazing Snoezelen therapeutic space and a partnership with another organization to introduce drama. There are also quite a few participants who have a keen interest and ability in creative writing, so this is an area we hope to explore in the coming year. It is clear that we will need to harness the specific talents of community volunteers to bring in new programming and we look forward to discovering all the possibilities. To sum it up, the services provided by Phoenix's Community Inclusion programs continue to be based on a client-centered approach and a whole lot of FUN!

*Written by Donna Washington
Program Manager
Community Inclusion Programs*

COMMUNITY LIVING SERVICES FOR ADULTS – EMPLOYMENT SERVICES

During this past year, the CLS Adults Employment Program has worked with 34 individuals towards achieving successful and sustainable community-based employment. 33 jobs were achieved throughout the year and 27 clients attained a paid position. At this time, 91% of the clients on our caseload currently maintain a paid position and nearly one third of these individuals maintain an additional part-time job.

Our clients have a wide variety of strengths, skills and interests including: administration, customer service, merchandising, landscaping, animal care, esthetic services, childcare, culinary arts and facility maintenance. The employment team has enhanced their efforts in discovering clients' strengths and work preferences in order to achieve the "right fit" for employment, thus ensuring longer employment placements and more meaningful work for our clients. This has enabled Phoenix to support greater numbers and provided some relief to CLBC's long waitlist for supported employment services.

Each year our program enters new sectors and establishes greater community partnerships. A few of this year's highlights include: a paid position with CLBC in administration, unionized positions with both UVIC and Camosun College in the Print Shop, and a position working as a companion and conversationalist within a local senior citizen's residence care facility. The program has maintained several long-term partnerships with businesses such as: Lewis Sheet Metal, Thrifty Foods, YMCA, Costa Verde Landscaping and Murchie's Tea and Coffee. Other areas of progress are related to an overall shift in employment opportunities and accessibility for adults with developmental disabilities. There is a recognizable increase in clients attaining positions for higher pay and being offered greater hours. There is also a more consistent goal and intention within our client caseload to work towards "building a career" and not simply attaining an entry-level position.

Employer surveys indicate time and time again that many of our clients are recognized as some of the most loyal and valuable employees on their teams. In one case in particular, an employee was chosen by a staff of over three hundred members as the Employee of the Month, as well as gaining a monetary prize for his hard work.

Our program experienced a great deal of change over the past year. The previous coordinator, Lois Gabitous, accepted another position and resigned in the Fall of 2017. The team experienced a period of about 3 months without direct supervision. The program has also seen a turnover in team members. We currently have a strong team of job developers who are eager to network and build a strong community presence.

One main goal for this upcoming year is the creation of new training and programming for clients in paid positions. There will be a focus on mindfulness to encourage positivity and stress relief on the job. There will also be a greater focus on providing clients with the steps and tools to maintain independent, long-term employment and positive working relationships.

*Written by Dayna Forsgren
Program Manager
Employment Services*

RISE UP YOUTH EMPLOYMENT PROJECT

The Rise Up Youth Employment Project has filled an undeniable gap for vulnerable youth by providing accessible, flexible employment services with hands-on experiential training and skill development. Over the past year:

- 34 youth were screened as eligible to participate in Rise Up;
- 4 youth determined (after intake and several meetings with their Employment Counsellor) that they were either not able to focus on employment at that time or were not work ready. These youth were provided with a list of employment services and resources for future use;
- 30 youth left with a greater understanding of their skills and with a résumé for future use;
- 26 youth left with work readiness skills and/or participated in a work experience; and
- 16 youth successfully attained paid employment.

The majority of the youth who participated in the project left with greater knowledge and skills to interact with employers, build a résumé and apply for jobs, dress for and attend interviews, and build successful relationships at their workplace. On average, 90% of the youth we supported left with work experience and increased skills, and nearly 50% achieved paid employment. Our surveys reported that while learning work skills and job expectations, the vast majority of youth within the program also built a much greater sense of self-confidence regarding their own employability and achieved a greater sense of motivation, excitement and direction with regards to their career goals. The program consistently received referrals and still maintains a waitlist for service. Our survey respondents indicated that the improvements they would like to see with our project are that it "is renewed and continued", that it receives "increased funding" and that we can allow for a "larger volume of intake".

The main challenge affecting the project outcomes (finding youth paid employment) was an overall lack of employment skills and understanding of employer expectations in youth. Many youth supported in the project had multiple barriers to employment, but also had little to no work skills. This created a necessity for training on workplace expectations and communication skills prior to handing out résumés and participating in paid work experiences.

Another challenge was employer judgment in hiring youth who experience some form of barrier to employment. This is often due to a lack of employer experience and education on diversity in the workplace. Employment Counsellors often educate employers on the services provided through the project including: wage subsidies, extra training, job coaching and emotional support. Those employers who chose to hire a youth with extra needs are asked to remain in touch with the project team (if necessary), thus creating a more supportive and patient environment for youth during their initial months of employment. In many cases this creates a more successful, long-term job placement.

With much appreciation, Rise Up was fortunate to receive funding from a variety of sources throughout the year. These funders include: the Victoria Foundation, Coast Capital Savings and TELUS. Due to the Employment Program's recent change in management there was a missed period for fund development. As the project is greatly supported by Phoenix, Phoenix's Board of Directors approved funding the project's continuation until the next fiscal year.

Over the next year, our main objective is to establish stronger community partnerships and greater financial security. The project has now initiated relationships with two key agencies: Threshold Housing and Pandora Homes. Both agencies support youth with secured housing and transition planning. Fund development is also a main focus. Rise Up (alongside the limitless support from Joan Chalmers, our Financial Director) is currently applying for a variety of grants including multiple year grants which provide up to 4 years of consecutive financial support.

*Written by Dayna Forsgren
Program Manager
Rise Up Youth Employment Project*

Mission

Phoenix Human Services provides programs that recognize individuals' uniqueness and creates opportunities to enhance their strengths and resourcefulness.

Vision

Phoenix is recognized as a community leader in providing accessible and meaningful services to children, youth, adults and families.

Values

Respect and Dignity	We believe in honouring our differences and respecting people's individual needs.
Potential to Thrive	We believe that every person deserves the opportunity to shine.
Recognizing Capability	We believe in building from people's strengths.
Goal-oriented	We believe in supporting and assisting individuals in fulfilling their unique goals.
Inclusiveness	We believe in supporting individuals to develop strong relationships and a sense of belonging within their communities.
Social Responsibility	We believe in developing our combined strengths as a collaborative force for positive change.
Diversity	We believe in honouring diversity and recognizing that differences strengthen communities.
Caring	We believe in creating environments that are safe, welcoming, and compassionate.
Genuineness	We believe in being accessible, transparent, and fair.
Fun	We believe in the transformative power of play, that appropriate humour heals, and in not taking ourselves too seriously.