

FAMILY DEVELOPMENT YOUTH SERVICES

The Program

The Youth Services Program is funded by the Ministry of Children and Family Development (MCFD) and is offered to its participants at no cost.

Who we support

The Youth Team, consisting of 3 full-time staff, provides support services across Greater Victoria to youth ages 12-19 and/or their parents/caregivers who currently have an open file with MCFD either through its protection or youth agreement mandate.

How to make a referral to us

Referrals are sent directly by the MCFD Social Worker to Phoenix's Youth Services Manager. The youth/parent/caregiver will be provided with a Family Development Counsellor (FDC) or placed on the program's waitlist until an FDC becomes available to provide services.

Services offered

Services through the protection referral stream focus on the skill development of parents/caregivers to help strengthen their family.

Skill development areas include understanding adolescent development, setting up realistic expectations in the home, strengthening family relationships, establishing boundaries and safety, and accessing community resources.

Services offered (cont.)

Mediation services to support family reunification (when youth has been placed into temporary Ministry care) will be provided if deemed safe and appropriate for the youth and parents/caregivers to engage in the process.

Services through the Guardianship referral stream focus on skill development of youth to improve their overall well-being. Areas focussed on are emotional and mental health, cultivating healthy relationships, crisis stabilization, education and employment goals, housing, and independent living skills.

What to expect from the Program

The FDC will take the youth/parent/caregiver through a program orientation, outlining what to expect from the service and how service objectives will be met.

In partnership with the Social Worker and other applicable community supports, the FDC will develop goals with the youth/parent/caregiver and implement a service delivery plan that will support goal achievement.

Progress will be reviewed on a regular basis and in partnership communicated to the Ministry Social Worker to ensure service objectives are being met as defined by the MCFD family plan or youth agreement.

As skill development is demonstrated and safety issues have been reduced, in consultation with the Social Worker, the FDC will transition and close with the youth/parent/caregiver. Referrals to other services will be made if required.

Duration of Services

Length of services provided will depend on the specific service objectives outlined in either the family plan or youth agreement. Duration of involvement can range anywhere from 3 months to 24 months or longer, specifically for those youth in the Guardianship Program.

Program Hours

FDCs are available Monday through Friday between the hours of 8:30 a.m. and 4:30 p.m., with the bulk of direct service taking place after school and early evenings. Weekend availability is case specific and at the discretion of the FDC.

Do you need more information?

Please contact the Youth Services Program Manager at **250-383-4821**



HISTORY AND PHILOSOPHY

Phoenix Human Services Association was incorporated in 2006 as a not-for-profit society and became a registered charity in 2010.

Phoenix has been a CARF-accredited agency since 2006.

Our staff are recognized throughout the community for their skill, compassion, and integrity. At Phoenix, we strive to make a difference in the lives of our community members. We accomplish this through the exceptional support we provide for the persons we serve, through our open and giving partnerships with the many service organizations that we work with and through our accountability to our funders.

OUR MISSION AND VISION STATEMENTS

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

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

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Phoenix Human Services Association

Family Development Youth Services Program

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Accreditation of Rehabilitation Facilities

