

# 2011

Coastal Family Resource  
Coalition

## **[2011 COMING TOGETHER FORUM REPORT]**

Summary of the March 4, 2011 Forum and subsequent priority planning through the Coastal Family Resource Coalition

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## ATTENDANCE

Amanda Ward – District of Ucluelet, Manager of Emergency Services

Andrew Borbas – Ministry of Social Development, Homelessness Outreach Worker

Anita Charleson Touchie – Nuuchahnulth Tribal Council, Teechuktl (Mental Health) Regional Coordinator/Supervisor

Ann Marie Delawsky – WCRS, CYSN Family Support Worker

Ashley Little – Literacy Initiative, Special Project Program Coordinator

Barb Atleo – Ahousaht Holistic Centre, Circle of Healing Coordinator

Bonnie Cronmiller – SD70, Ucluelet Strong Start Coordinator

Cozy Lawson – VIHA, Moe the Mouse Facilitator

David Peterson – Ministry of Social Development, Port Alberni site Manager

Jason Lefevre – VIHA Discovery Youth Counsellor

Jeannine Adams – Heisquiaht School Head Start Coordinator

Jeff Swann – RCMP, Ucluelet

Jennifer Auld - SD70, School Principle

Karla Strickland – WCRS, Women's Outreach Coordinator

Kathryn Kilpatrick – VIHA, Manager of Rural Health

Karolina Dudzik – WCRS, Women's Counsellor

Kim Hoag – Hospice Society, Executive Director

KK Hodder – District of Ucluelet, Parks and Recreation, Recreation Planner

Larry Pond – USMA, Director

Laura Lundy – District of Tofino, Parks and Recreation Programmer

Laurie Hanna – Nuuchahnulth Tribal Council, ASCDP Coordinator/Consultant

Laurie Moonie – MCFD, Team Leader

Leah Walberg – Coastal Family Resource Coalition, Youth Facilitator

Lora Apostoli – RCMP, Victim Services Worker

Louie Frank – Ahousaht Holistic Centre, Youth Worker

Lynne Brown – United Way, Chief Operating Officer

Margaret Morrison – WCRS, Executive Director, NTC/VIHA Family Ties Coordinator

Melody Charlie – Nuuchahnulth Tribal Council, Community Health and Wellness Worker

Sarah Hogan – WCRS, Children Who Witness Abuse Counsellor

Selina Frank – Ahousaht Holistic Centre, Family Care Worker

Shannon Duffy – Ucluelet Childrens Centre, Manager

Sheenagh Walker – Wiccaninish Community School Society, Community School Coordinator

Susan Watt - Networking

Victoria Casey – MCFD

Waylon McLeod – WCRS, Community Youth Worker

## COMING TOGETHER FORUM

### INTRODUCTIONS

Participant and facilitator introductions, for more information please see attendance.

Thank you to Tyson Touchie for the Welcoming.

### PRESENTATION OF COALITION BACKGROUND AND SERVICE INTEGRATION PROCESS

Norine Messer, former Coastal Family Resource Coalition Facilitator was hired to assist in Co Facilitating the Coming Together Forum. Norine presented key Coalition background information; the formation of the Coalition, key projects and partners and the creation of the Central West Coast Service Integration Model through an integrated and collaborative community led process. Norine and current Coastal Family Resource Coalition Facilitator, Marcie DeWitt spoke to several major successes which highlight the effectiveness of the service integration in the region.

Marcie presented Norine with a gift of appreciation from the Coalition for her many years of dedication and hard work.

Marcie led a presentation regarding the 2010 Community Consultation which served to evaluate service integration effectiveness as well as re-establish and re define priorities for the next phase of service integration activities. Information was gathered from community parents, youth, service providers and other members of the communities in order to evaluate progress and set new priorities. Marcie presented primary strengths, barriers and opportunities identified by community members after introducing the project and completed report.

The Central West Coast Service Integration Model, Coalition Mission, Vision and Goals, Cumulative Successes and 2010 Community Consultation can be made available by contacting Marcie at [marcie\\_dewitt@hotmail.com](mailto:marcie_dewitt@hotmail.com), questions regarding the Coalition and its projects are welcomed.

### WORLD CAFÉ SMALL GROUP EXERCISES

To assess and prioritize data collected in the 2010 Community Consultation the facilitators organized forum participants into working group tables of early childhood development, child and youth and overall family services. Facilitators utilized world café format to stimulate thought on the following questions relating to the 2010 Community Consultation and subsequent priorities for future service integration as well as Coalition activities and structure. Participants were led in a 'Dot-mocracy', facilitators gathered all priorities from each group and displayed them in an accessible area. While on break each participant indicated their top four priorities for each area (Coalition, Early Childhood Education, Child and Youth and Overall Family) with color coded dots. Priorities were tallied and the participants worked in their groups to develop actions which could be taken on the top priorities indicated.

## EVALUATION FRAMEWORK

The following evaluation framework is derived from the top priorities which were indicated in this forum through the analysis of community based data presented in the 2010 Community Consultation. Actions, indicators, objectives and evaluation methods have been included in order to effectively guide and evaluate service integration activities of the Coalition. Detailed data from the world café exercises is available in Appendix A.

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
<b>Coalition</b>						
Increase Communications and Public Relations	Communications Plan Website Logo Radio, newspaper and facebook communications Community Bulletin Boards – Communities that Support Families	Completed communication venues and tools Increased visibility Increased access to community resources	Increased visibility Community awareness of CFRC, projects and regional resources Increased communication with public, funders and partners	Logo – CFRC Branding Monthly newspaper/radio communications Website and Facebook traffic Community member and service provider participation and knowledge of services	Do our communications meet community needs? Are community members/service providers aware of the CFRC and local resources? Have we reached our target audience?	Website and Facebook traffic reports Community surveys and feedback Service provider surveys and feedback Attendance at advertised events
Agencies and Management to support and encourage Coalition participation	Engage MRT in the revision of Terms of Reference Engage Managers to activate interest in the Coalition	Increased knowledge and awareness of CFRC Increased engagement from organizations and communities	Increased ability to work collaboratively Increased opportunity to work collaboratively Increased support to work collaboratively	Increased participation in monthly meetings, communications and projects Increased resources	Do we have representation which reflects our local services?	Monthly meeting attendance Ability to leverage/ utilize resources Diversity in participants
Subcommittee Working groups for specific issues	Create working groups based on need Source skilled participants for project based working groups and service providers for industry specific groups	Increased effectiveness in communications Increased engagement in Coalition priorities and process	Increased ability to move long term priorities forward Increased resources available to projects Increased output and information from partners	ECE and Youth Worker working groups created Other working groups based on projects created Attendance to working groups Projects and priorities addressed	How well are we engaging our partners? What additional priorities/work has been accomplished? Do we have increased communication? Are we more effective?	Participation Outcomes and Indicators Coalition monitoring of priorities, projects and progress Priority/project completion

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Create a Hub of resources for Service Providers and Community members, explore technological opportunities and increase connections with remote communities	Website Conference phone Conference line Community bulletin boards dedicated to family events	Increased communication Increased knowledge of resources Increased participation in programs, meetings and events	Increased visibility in communities Decrease in overall barriers to accessing services Increased participation and buy in from region	Completed Website Technology purchased and/or accessible to Coalition Bulletin boards in each community Working group to assist in Bulletin board project	Have we increased connections in remote communities? Does the use of technology increase our audience and effectiveness?	Website data summaries Teleconference participants Number of participants Level of overall participation after implementation
<b>Early Childhood Development</b>						
Infant Toddler Day Care	ECE Working Group Skilled professional recruitment and retention Advocacy for alternatives/training	Alternatives sourced/ implementation plan created Skilled professional recruitment and work share plan	Additional infant toddler spots available Alternatives available to facilities in each community Training opportunities expanded	Increased number of I/T spots in each community Increased capacity of child care centres Increased support to rural ECE programs	Are we meeting the needs of our young families? How can we work with and expand our current resources to further support families?	# of I/T spaces available # of families on wait list Flexibility of licensing requirements Availability of training
Specialised services- PT, OT Speech, Language, Dental, Respite	Explore current sources and frequency of visits Advocate for further supports and availability Explore additional venues of support	Current status evaluated Partners engaged Additional alternatives to accessing services	Increased access to specialized services Increased outreach or onsite services	Access alternatives Onsite appointments	How can we better support families to access specialized services? How can we support service providers to offer specialized services?	# of specialized appointments in region # of specialized appoints requiring travel

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Community Communications – newspaper article, website	Explore/plan coordination of newspaper articles and radio Develop website Develop bulletin boards	Working groups; bulletin boards, articles and radio Complete communications plan Website development Funding for sustainability	Increased awareness of Coalition Increased education of child development and local resources Increased visibility and transparency for funders and community	Website completion Monthly newspaper articles and other media outlets Bulletin boards in each community Project Working Groups Increased knowledge of Coalition, ECD, Youth and Family resources Increased education around ECD and Healthy Families	Do our communications meet community needs? Are community members/service providers aware of the CFRC and local resources? Have we reached our target audience?	Website and Facebook traffic reports Community surveys and feedback Service provider surveys and feedback Attendance at advertised events Popularity/feedback to media communications
<b>Child and Youth</b>						
Support youth leadership initiatives	Engage local youth groups Engage local youth service providers Determine level of support and professional capacity to provide support	Youth engagement/partners in Coalition Additional support to youth initiatives Youth events which meet the specified needs of local youth	Better supported more engaged youth Increased opportunities for development and education Decrease in youth vulnerabilities and barriers	Increase in youth opportunities Increase in youth linkages Decrease in youth vulnerabilities Increase in youth completing high school and involvement in extracurricular activities	How have we supported and worked with our local youth? Do youth have a voice in community and program planning? Are regional youth well supported through educational, leadership and extracurricular activities?	SD70 Statistics – high school completion, etc. Mc Creary Report EI and SA youth stats Regional social indicators of health CBT social indicator monitoring

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Support Youth transition/program gaps	Identify gaps Create action plan with working group participants Engage key partners	Working group Integrated programming Interagency/community transition plans	Increase in targeted youth programming Formation of additional universal and targeted youth services	Increased high school completion Decrease in youth vulnerabilities and barriers Supported transitions	How do we support community, school and life transitions? Where are youth experiencing barriers and how do we lessen?	SD 70 statistics Mc Creary Report EI and SA youth stats Youth surveys Program evaluations
Strengthen service integration in youth services to include youth priorities such as youth housing, sexual health, alternative school programming and other youth service barriers	Engage key partners and youth working groups Identify priorities Secure funding for projects and coordination Plan programming and/or alternatives	Increase in ability to respond and plan for youth integration Increased youth issues in Coalition and MRT Increased collection and monitoring of youth statistics	Increase in youth service integration and project implementation Increase in universal, targeted and clinical services and programs Increased ability to address youth barriers	Increase in youth linkages Decrease in youth vulnerabilities Increase in youth programs Decrease in youth barriers to services and health	How are we meeting the needs of our vulnerable youth? What supports are in place to support youth? How can we further strengthen our youth services?	VIHA health statistics SD 70 statistics Mc Creary Report EI and SA youth stats Youth surveys Program evaluations
<b>Overall Family Services</b>						
Universal support/resources (increase men's services)	Investigate and act on opportunities for further programming Engage key partners to implement programming Research and monitor statistics and support	Working group capable of responding to upcoming opportunities Bank of stored resources to utilize Key partners mobilized and engaged	Increase in universal support for community members Decrease in family vulnerabilities	Increased social indicators of health Increased social economic determinants Decreased barriers for community members Increase in available services Decrease in need for clinical interventions	How do we decrease barriers to accessing services? How can we offer a wide array of accessible universal services? How do we engage vulnerable community members?	Social indicator monitoring VIHA health statistics Regional socio economic statistics Increase or decrease in clinical interventions Evaluations
Building communities that support families – economic development, affordable housing	Engage business and local government in policy support Participate in working groups, advocate for services On-going research and indicator monitoring	Better communication between direct service providers and govt Better collaboration on social indicators Increase in family support and retention of young families	Increase in supportive family programming and services Decrease in barriers to families Increase in regional social indicators	Increased social indicators of health Increased social economic determinants Decreased barriers for families Increase in available services	How do we support families? How do we increase and retain young families in our region? How do we ensure healthy families?	SD70 statistics Social indicator monitoring VIHA health statistics Regional socio economic statistics Evaluations

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Transportation – increase access to services	Engage key partners Participate in working groups Plan programming and/or alternatives Secure funding	Awareness of regional barriers and potential solutions Awareness of impact on social indicators Working group with ability to target barriers and source solutions	Transportation system Increased connection to services Increase in overall health of communities Increased ability to access health resources	Transportation alternatives – rideshares, shuttles, etc. Transportation system Increase in out of town transport options year round	Have we increased access for community members? How can we connect communities with services? How do we support medical travel?	VIHA health statistics MSD travel requests and options Community feedback/Consultations Indicator monitoring
Ha’wiih, Culture – programs, components to programming and cultural awareness	Engage community leaders, chiefs and elders Access current and potential cultural implementation Plan with working group or support partner Implement	Increased cultural relevance in programming Increased elder and community participation Increase longevity of programming with community support	Better supported and connected youth Culturally sensitive services and programs	Communities and leaders participation Cultural competency course developed and offered Increase in culturally relevant programming and support	What are we doing well to support cultural competency? How can we strengthen cultural programming? How do we better engage Ha’wiih in planning?	# of programs Surveys Consultations # of participants at events and training
Coordinated training delivered in our communities – break down silos communities host training	Identify applicable training Source training/trainers Source funding Ensure multi-disciplinary invitations/attendance	Increased professional capacity Greater linkages between communities and service providers Increased attendance	Train the trainer workshops Increased professional and facilitation capacity Pool of trainers Increased regional retention	List of training opportunities Train the Trainer for local sources Training offered Training supported/attended by multiple communities/organisations Training sustained Increased retention	How can we better support local professional development? How can we increase training capacity? What opportunities exist to meet our community goals? What organizations will benefit from training?	# of training opportunities locally # of individuals trained Availability of training # of trainers trained Staff retention and satisfaction
Cultural exchange for front line workers	Identify partners Assist in development Plan Implement	Partners identified Working group Program/plan finalized	On-going exchange Increased cultural awareness and empathy	Working group formed Partners sourced Exchange Increase in cultural learning	How can did we increase cultural awareness? How is this best sustained?	Exchange happens Surveys/evaluations Longevity

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Increased flexibility/availability of Mental Health and Addictions Services/ supports	Work with local providers Look at ways to assist in strengthening current services Increase service integration and transparency of services	Greater transparency of available services Increased service integration	Integrated events and programming Participation in joint case consultation	Increased access to services Increased outreach for mental health Increased visibility of programs Increased community education	How can we increase and improve the function of current services? How can we increase the visibility of local services while respecting organizational policy?	Community consultation VIHA stats Service provider feedback Joint event/program surveys and feedback
Universal Supports/General programming: Life skills, Healthy Living, Family events	Support and assist in expansion of local programs Source additional funding Assist in program and alternative development	Increased service integration Additional universal programs through existing programs and new partnerships Increased statistical information for program development	Funding for universal programs and increased targeted programs from statistics collected	Increased early interventions Decreased clinical interventions Increase in overall community health Increase in community education	What programs are most effective in attracting and educating community members? How do we identify and create effective prevention programs? What issues in our communities need addressing?	VIHA stats Socio economic stats Program evaluations Funding allotments
Develop integrated fundraising approach	Identify key partners Develop framework Plan Implement	Fund holder(s) identified Working group Policy, messaging and strategy developed	Messaging and print developed Events planned and implemented Distribution to programs through application process	Increase local capacity Increased ability to leverage funds Increased community support and visibility Decreased duplication for local business	What is our messaging? How do we decide what to support? How do we plan events not duplicating/overwhelming com?	Organizations involvement/interest Ability to leverage funds # of fund development opps
Building sustainable programs around programming need, not people in role – formal service agreements, MOU's b/w agencies/organizations	Identify key partners Develop service agreements and templates for program development Develop program development best practices for partners	Collaborative practices Increased alignment between community priorities and program development	Increased sustainability of programs and initiatives Strategic implementation and sustainability planning Increase in succession planning	Increase in longevity of projects Increase in pilot or special project continuation Increase in alignment between community priorities and programs	What are our community priorities? How do we meet these objectives? (Maybe an evaluation framework!?) Who needs to be involved?	Evaluation framework Program/project longevity Social indicators

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Sexual Assault Resources – SANE nurse trained	Identify current resources and services Explore the addition of services or alternatives Implement	Plan developed in conjunction with VIHA	Increased support Skilled professional trained/recruited/retained More immediate service in sexual assault cases	Increase in victims services Decrease in re victimization	What is our current services? What are our service needs? How have we/can we improved services?	Hospital and victims services stats VIHA stats
Legal Outreach Services	Identify current resources and services Explore funding and addition of services Implement	Project plan implemented Funding/project partners identified	Program developed Resources purchased Educational programs offered	Increase in access to legal services and education Increase connections b/w legal services and front line workers	How do we strengthen legal services and supports?	Client statistics Program evaluation
Shared Protocol – Case consultation, referrals, info sharing, direct service	Identify partners Analyse current practices Develop best practices/case consultation protocol Implement and monitor Evaluate	Partners identified MRT group engaged First steps initiated	Framework Best Practises Implementation Monitoring Evaluation	Increased case consultation Increased effectiveness of service Increased collaboration and service integration	How do we introduce case consultation while respecting protocol of participating partners? How does this increase our effectiveness?	Partner statistics Program evaluation Social indicators of health
Alternatives to Rural Health – home birthing education and resources	Identify local resources Identify key partners Identify safety protocols Explore education and resources for the public	Educational workshops Network of midwives and doula's Increased options for families	Increase in home births Increase in education and resources Increase in alternatives for families	Increase in home births Increase in education and workshops locally Increase in use of local resources Increase in support for alternatives	How do we safely offer alternatives for families in the region? What safety measures need to be in place? How can we attract alternative practitioners?	VIHA Stats Hospital Stats Pre and post natal program stats Evaluation

Identified Priorities	Activities	Expected Early Outcomes	Expected Long Term Outcomes	Indicators	Key Questions	Data Sources
Sexual Health Clinic	Identify partners Source funding Pilot based on VIHA clinics in other communities Evaluate Sustainability planning	Key partners and funding Program implementation	Increase in sexual health and education Increase in access to services	Increase in sexual health and education Increase in access to services Decrease in risky behaviour Decrease in teen pregnancy	How do we strengthen sexual health programming and education? How do we sustain such a program?	VIHA stats Pre and post natal program stats Evaluation
More opportunities for families and multiple generations to come together	Increase elder participation Additional family events and support for events	Increase in community events Increase in visibility of events Increase in participation	Increase in family interaction Increase in educational opportunities Increase in intergenerational programming and interaction Increase in shared knowledge and trust Increased relationships	Stronger families Increased family programming Increased elder participation	How do we effectively plan or partner on multi-generational events? What protocol for such events should be followed?	Attendance at events # of programs stemming from increase in events

# APPENDIX A

## EXERCISE 1

1) When looking at the Community Consultation Data and Coalition Successes what do you see as community strengths to build on around ECD/CHILD AND YOUTH/OVERALL FAMILY SERVICES supports and services?

### Early childhood Development Table

- Small town atmosphere – word of mouth, sharing info
- A written form for services in community for newcomers
- Everyone is family in the community language and culture are strengths
- Hesquiaht Elementary School, Ahousaht High School, Ukee Hub (new facilities)
- Strong value placed on children in our communities
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### Child and Youth Table

- Partnerships
- Community Driven – starting where people are at
- CBT
- “I’m bored” = be creative and create your own fun
- The service Hub for Ucluelet
- Co-location of services
- Small town knowledge of each other/community
- Transfer of trust
- Coalition Model – Interconnectedness
- Local service providers act as liaison to outside service providers
- Passionate/dedicated to work and community
- Recognition that one service model will not fit all- flexibility
- Communication among service providers
- Figuring out how to get more youth/child workers to Coalition meetings (hard to make meetings a priority)

- Business communities donate services for different events circumstances
- Knowing individuals in the support positions, especially in emergency services

### To Build on

- Virtual – community calendar and someone to regularly update
- More dancing opportunities – bridges understanding of different cultures
- More sharing of culture and practices

- Idea to have child/youth working group meetings (utilize tech, Skype, etc. to overcome transport)
- Monthly/bi monthly – easier for relevance
- Communication through schools for services and transport
- Support of school administration for child youth
- Support of extended family for youth (uncles, elders, etc.)
- Draw on traditional ways/knowledge
- Support strengths/resources within communities
- Support youth leadership e.g. “walk the talk”
- “Fountain of youth” – youth as an inspiration to adults administrators
- Support to bring your own passion to the job
  - Have managers support this
  - This will bring more sustainability to the work

- Support traditional outdoor programs

linking youth and elders

### Overall Family Services

- Access to information
- Resources provided for recreation, health, etc. opportunities
- Small community
- The value of relationships
  - Networking
  - Teamwork
  - Personal side to other service providers
  - Trust and accurate referrals
- Collective practise VC individual
- Diverse amount of roles/skill sets at the table
  - We build on the individual strengths to creat programs
  - Collaborate
- Holistic/Centralized services in communities/culture/Hubs
- Locations are strengths as well as barriers
- Utilizing the land for enhanced programming
- Collaboration
  - Web - Client centred
  - Referrals to service because of knowledge and availability
- Case consultation – intake info sharing protocol
- Attitudes – positive, desire to enhance and make it work
- Community Voice – coming forward to express need for service
- Technology – video conferencing, internet
- Local youth workers
- Recreational workers

- Development of safe homes, group homes
  - Leaving children in home with home maker and removing unsafe parents to group home
- Merge Traditional approach to protecting children with USMA requirements
- Judge travels to Tofino and Ucluelet
- Holistic Centre
- Pilot projects one time funding - build on
- Youth recreation counselling
- Roots Program – cultural plans, identity
- Neighbours supporting neighbours
- Communities supporting communities
- Rainbows program and trained facilitators
- Sharing expertise/resources
- CFRC – effective communication between service providers
- Rural communities – integrated services, providers working together
- Strong verbal communication (word of mouth)
- Inclusive
- Personal relationships/small communities
- Personal connections – motivating
- Positive attitudes – “can do” attitude, results orientated, personal ownership of projects, etc.
- Ucluelet Community Centre, Hub, Daycare and Library
- Creativity, resourcefulness and independence
- Family services within communities – well respected

### 1) What gaps and barriers do you feel are important to address?

#### Early childhood Development

- Families and youth having to leave the community for high school (Hesquiaht, Tofino)
- Transportation, isolation, costs involved

- Learning the culture... trust building takes time

- Roll over and starting again of service providers, new people, turn over, staffing for position on the coast
- Sexual health and birth control for youth
- 'to do' attitude without listening to the community first
- Leaving the community to give birth – connections lost, fragmented care
- Elder care, home care
- FASD supports just beginning, limited OT, PT services
- Prenatal classes consistently

### **Child and Youth**

- Abuse and violence prevention work with teens is not funded
- No youth sexual health services (youth health clinic)
- No SAIP
- Transportation
- No specialized services – OT, Speech, Vision, Dental, Psychiatry
- Limited access to secondary and post-secondary education – alternatives for youth at risk, teen parents
- Housing, supported living, safe house
- Links families closer for service via transportation
- Time/schedules – creative ways to deal with limited time/money
- Sustainable wage/schedule for youth workers – for them as well as the ability to

### **Overall Family Services**

- Case consultation – info sharing protocol, developing service integration agreement (memorandum) for info sharing
- Ages 17 – 21(25) gap in services/support, critical time for successful transition to adult
- Role flexibility with programming
- How we are evaluating youth development, need more individualized approach

- Education training opportunities locally
- Leaving the community for training
- Young 'tweens' interest or activities are expensive
- Surf camps – free gear between communities, gear swaps
- Public transportation (\$250 for family to leave Hesquiaht)
- Bridging gaps between environmental groups and social service groups
- Education about nature, using our natural environment/resource

create relationships with youth and follow through (often not during business hours)

- Supporting people to be accountable, develop work plans/evaluations
- Training opportunities – network and train together locally
- “not enough to do” – timing, money, enthusiasm/interest, support interests
- Support youth perspectives in activity planning
- Business case for universal programming vs clinical/targeted
- Ecological model/early intervention and prevention – more advocacy high priority
- Support youth transitions – Grade 7 – 8, follow through

- Accessibility - advertising what/where/when services, bringing services to communities
- Valuing recreation and play
  - Positive development
  - Supports mental health
  - More things to do recreationally
- Mental Health services
  - No services (Comox)
  - Better laws for addressing

- Acute needs
- Flexible outreach
- Navigating services that are available
- Psychologist/Psychiatrist available in all communities
- Adequate Social Assistance \$
- When/where/who/what – centralized info centre for services
- Bioregional approach
- Continued sustainable funding for successful pilot projects
- No court in Ahousaht
- Ministry policies and procedures don't always fit in communities – e.g. criminal record check, # of bedrooms in foster homes
- Communication
- Safe adequate housing
- Preventative services not funded adequately
- Transportation
- Hospice volunteers in every community
- Affordable good food
- Fishing rules
- Ignoring traditional protocols – fishing, child protection
- NIC closed in Ahousaht – need funding to continue
- Need for on- going training
- Funds for travel
- Babysitting for parents wanting to participate in programs/education
- Childcare
- Infant care
- Limited funding – government service cuts
- No access to United Way funding
- Keeping message accurate is difficult – ‘the rumour mill’
- Effective communication with public
- Lack of office space for service providers
- Facility space (lack of)
- Gaps in medical services – maternity
- Seasonal employment
- Affordable and appropriate housing – lack of
- Difficult to connect with youth in Tofino
- Transportation – limits program potential and participation
- Big geography many small community's spread out – commuting
- Lack of \$ to support needed services e.g. homelessness
- Communities in Transition – who are we and where are we going?
- Significant seasonal change in demographics
- Lack of infrastructure
- Isolating to many individuals “new” to town especially professionals
- Difficult to maintain staff and staff skill set – cycle of training
- Geographical constraints – isolation of each community
- Connections based on relationship rather than sustainable program structure
- Need to build programs around program need and not around people (those in the job who may move on at which point the program ceases)
- Unrealistic expectations – sense of entitlement e.g. multiplex, complex health system

## EXERCISE 2

- 1) **When looking at the strengths and challenges you identified this morning what are our opportunities to make improvements around ECD/CHILD AND YOUTH/OVERALL FAMILY SERVICES in our communities?**

### **Early childhood Development**

- Creative way to deliver training in communities – ECE, Blade Runners, Dental Therapist, SL Moe the Mouse
- Having assistants trained for speech and language, dental, language program for Nuu-Chah-Nulth language @ NIC – modified/adapted skill development

### **Child and Youth**

- Stay the course of integration
  - MRT – reaffirm commitment of Managers
  - Bring youth housing to MRT
- Examine youth housing
  - Safe house
  - Supported recovery
  - Youth agreements
  - Teen moms
  - Fluid flexible multipurpose, similar to Youth House in Naniamo
- Supporting youth leadership through youth councils
- Communication/networking among youth workers
- Schools as links for communication with families

### **Overall Family Services**

- Funding!
- Social marketing and fundraising
- Working together more to prioritize, streamline, offer more time to providers
- Protocols for collaborative work, written down so it can be referred to when working together
- Master resource list – Community Calendar, Central Coast internet resources links parks and rec, cultural programming etc. (e.g. Vancouver Red Book and internet version)
- Open houses service providers connect with community members, high school (job fairs)
- Laid back community exposure and personal approach
- Lobby for adequate funding – political pressure and media

- Cultural sensitivity training for community service providers
- Capacity to build courses
- Directory for house swapping services – e.g. Birthing situations

- Subsidies for universal program
- Alternative Education Programs
  - Bring in more cultural programs
  - A whole other program outside of school system
  - Life skills, trades, etc.
  - Advocate for local broad government support
  - Community buy in
  - Coalition to build a vision
  - More info on places like VAST
  - Community/government partnerships
  - Independent living youth
- Foster care, local options

- Create effective communication plan
  - Linking West Coast communities
  - Highlights advantages/positives and establishes realities
- Integrated multi-disciplinary homelessness committee – VIHA, BC Housing, Districts, Non-profits, MCFD, MSD, First Nations
- Building sustainable programs based on the program not the people – building sustainable relationships
- Access United Way funding – Children up to age 10, youth 11 -19 and Seniors
- Develop integrated fundraising approach
- Economic Development
- Affordable housing

- Building communities/ Supporting Families
  - Legal Services
  - Restorative Justice Program
  - Youth Program coordinator – opportunities to share funding with other communities
  - Transportation coop (Vancouver Model) - web online based
  - Designated hitchhiking program
  - Weaving together traditional approaches to supporting children in families with modern agencies
- Child protection – learn from Ha’wiih, leaders, elders and teachers
  - Ha’wiih need information and education about legislation and policy
  - Reduce myths and misunderstanding on both sides
- Support outside agencies to gain more local understanding of our communities, priorities, and processes – traditional protocols,

## DOT – MOCRACY RESULTS

### 2) What should be our priorities over the next few years?

#### Early childhood Development

- Teenage Development Education – pre parenting, sexual health, post-secondary education (30)
  - Infant/Toddler Daycare – Coalition to advocate licensing for more flexibility, need spaces (25)
  - More dancing - cultural dancing, community dancing (13)
  - Specialized services PT, OT (12)
  - Newspaper article, questions from parents and the service providers answer them (12)
- Evening for fathers to voice concerns (with or without children) sometimes with male facilitator (12)
  - Respite care – more special needs services (4)
  - Assistant services – Speech & language, dental, PT (2)
  - Westcoast support line/encouragement line (1)

#### Child and Youth

- Support youth leadership initiatives (27)
  - Local Youth Housing – foster care through independent living, stakeholder meeting, needs assessment, review of priorities, related services, current resources and solutions (26)
  - Build Coalition vision and community buy in and support for alternative education program (18)
  - Strengthen Youth issues in MRT – specifically to source funding and support for:
- Transportation (11)
  - Abuse and violence prevention work (9)
  - Youth sexual health services (8)
  - Alternative programs for secondary school (8)
  - Specialized services (OT, Psychiatry, Speech, Paediatrician) (6)
  - Sexual abuse intervention (1)

#### Overall Family Services

- Men's support/resources (17) Peer support
  - Counselling
  - Group support
  - Male role models
- Building communities that support families (14)
  - Economic development
  - Affordable housing
  - Promote positivity in communities
  - Community identity
  - Restorative justice
- Transportation (12)
  - Transportation coop
  - Designated hitchhiking program
  - Publicly funded
- Culture (9)
  - Components to programming
  - Nuu-chah-nulth teachings included
  - Cultural awareness
- Safe homes for families and children (8)
  - Children stay home and parents removed to receive treatment
- - Foster parent/worker/family care for children in own home
  - At home fostering
- Youth Transition/Program Gaps (7)
  - Ages 17- 25
  - Services
  - Funding
  - Supports
  - Life skills
  - Youth in transition
- Coordinated training delivered in our communities – break down silos, communities host training
- Cultural exchange for front line workers (6)
- Increased flexible/available Mental Health and Addictions Services (5)
- Generalized supports (5)
  - Life skills
- Healthy living
  - Overall family events/activities
- Ha'wiih (5)
- Develop integrated fundraising approach (4)
- Building sustainable programs around programs not people – formal service agreements, MOU's between agencies and organizations (4)
- Sexual Assault Resources – SANE nurse trained (4)
- Legal Outreach Services (3)
- Protocols (3)
  - Case consultation
  - Referrals
  - Info sharing
  - Especially medical referral
  - Direct service
- Men's transition home (3)
- Rural maternity health – more education and resources for home birthing (2)
- Sexual Health Clinic (2)
- More opportunities for families and multiple generations to come together (2)
  - On land and sea to learn together and build relationships
  - Good venue for conversations and support
  - Cultural pride
  - Self-sustaining
  - Supports universal programming
- Include childcare for parents so they can attend educational parent programs (1)
- Capacity building for communities to take on their own service delivery – Ahousaht pulling out of NTC, Ma-multh Nations (1)
- Children living away from communities are supported to come home for cultural events and activities (1)
- Acknowledge cultural and community competencies – practical experience
- Change government regulations so they work for communities – community driven policy

- Basic needs
- All communities to celebrate mothers and fathers
- Family Therapy/Services
- Bioregional Approach
- To services
- Health
- Programming
- Family Court right in Ahousaht, Tofino and Ucluelet

### EXERCISE 3

#### 1) What steps can we take to build on our strengths and improve the effectiveness of the Coalition and our Management Resource Team? Is anyone missing from the table?

##### Everyone

- Improve communication/public relations with public (34)
  - Communicate successes
  - Branding
  - Public face for Coalition
  - Community resource fair
- Youth reps in Coalition/MRT (15)
  - Invites
  - Make official
  - Provide transportation
- Council Delegates from municipalities to sit on Coalition and MRT as well as more Band Council representation (10)
  - Further relationship/legitimization with in communities
  - Improve effectiveness of MRT
- Agencies support staff to attend Coalition meetings (9)
- Elder representation (8)
- Subcommittee working groups for specific issues (5)
- Expand into adult, senior/elder needs/issues (4)
- Increase connections with remote communities (4)
- Explore technological opportunities to expand services and tap into resources and services - Live meetings/online conferences (3)
- Invite businesses to the table (2)
- Create a “Hub” of information for both service providers and public (2)
- Invite Alternative Health Practitioners (2)
- Take CFRC Documents to different tables e.g. public education (1)
- It is especially challenging for some agencies to attend because of travel, budgets etc. (1)
- ‘Coalition feels welcomed into community - Ahousaht does this well’- yes thank you, you do!

#### 2) How can we improve communications within the Coalition?

- Creating ripple effect
- Change meeting times
- Include more food and a social activity
- Bring a buddy to a meeting
- New name or a description of what the Coalition does and what happens at meetings
- Logo for Coalition
- Email list and directory attached to it
- Make more effort to go to outlying communities
- Updates in paper for coalition, questions/answers
- Central place to explain what the Coalition does
- Email effectiveness improvement
- Video conferencing centre

- Teleconferencing at Coalition meetings (MCFD has conference number that could be used)
- CFRC Calendar
- Once a week emails good (not too many filling up inbox)
- If sending lots maybe sections or separate ECE, Child and Youth, Family
- Emails are great
- Strengthen/build connections with First Nation communities
- Business cards/paper form brochure to pass on to other potential coalition participants
- Website
- Isolated community – interact through video conferencing
- Clearer contact information
- Summarize key points with in mass emails – concise points
- Clarify service provider positions roles
- Email is working great
- Occasional face to face
- Web based “share point” type program for members of the coalition
- Establish a ‘Coming Together Forum’ as a yearly priority – hosted in alternating communities
- Teleconference/video conference
- Develop external communication plan – Families, youth
- Monthly westerly article/interview with reporter with different service provider each month
- Branding – simple logo, PR
- Either Council delegation or report to council – keep them in the loop
- Have more presence in schools and other community programs

**3) How do we improve communications and promotion about the Coalition and our goals with communities? Families? Youth?**

- Media
- Radio
- Television
- Coalition = Community as a slogan
- Newspaper column (quarterly)
- Web Calendar of events
- Blog, column in local newspaper/ media etc. to communicate Coalition info with communities
- Community open houses, laid back, informal, approachable
- Publicizing coalition outside of West Coast communities
- Logo
- Editorials in Hashilthsa, Westerly
- Have youth at coalition table (youth rep)
- Brochures
- District involvement
- Participate in events
  - Coalition float in Parade at Ukee Days
  - July 1<sup>st</sup> in Ahousaht
  - Whale festival
- Articles in papers, press releases
- Local radio, VHF in Ahousaht
- Coalition sponsor a youth event – surf, dance, skateboard, food, etc. through the schools

## EXERCISE 4

**1) When looking at the top priorities that have been identified around ECD/CHILD AND YOUTH/OVERALL FAMILY SERVICES supports and services what actions do you think we should take over the next few years?**

- Teenage development/education:
  - Incorporate in community services, create work experiences, board approved courses (BAAC), Red Cross has a respectful education course,

- CARE kid, Respectful Relationships (Advocate for funding to keep it going), support pass it on program, peer counsellors, sexual health – combine crafts, cooking outdoor ed and conversations to normalise
    - Regular counsellor at elementary schools
    - Coalition advocate for sexual health ‘youth sexual health clinic’ trained youth to deliver sexual health in schools/communities
    - Educating kids in local knowledge, local environment
    - Educating service providers about sex ed
  - Infant Toddler Daycare
    - Certified staff, trained employees
    - Have facilities but no staffing
    - Advocate for staff, staff wages
    - Subsidize training for ECE Training (ask CBT)
    - Advocate flexible licencing in daycare spaces (address minister officers)
  - More dancing/culture
    - Invite local first nation to community activities to dance
    - Community potluck dinner and dancing
  - Physical Therapy and Occupational Therapy \$\$
  - Meeting next week developing a plan to present to SD70 for an alternative High School Program
  - Funding to conduct Needs Assessment for Youth Housing (CY practicum students) – look at what has already been done
  - Connecting existing youth councils through tech
  - Train the trainer youth mentorship
- Core funding for a Youth Lead project
  - Establishing men’s support
    - Male counselling
    - Funding opportunities
    - Start with consultation needs assessment to see what men wanted
    - Gathering information from men in each community
    - Coordinator
  - Building communities that support families
    - Culture
    - Sustainable communities
    - Culturally relevant
    - Overall family events, inclusive events
    - Encouraging businesses/services to be family friendly/policy physical space
    - Front line workers having opportunities to attend events
    - Affordable housing –lobbying
    - Family therapy – mental health overall service not specialized
    - Economic diversification (meaningful employment)
    - Relationship with District and council delegates on council
    - Present to council
    - Using available resources/Bioregional approach and localizing services to create employment
    - Regular column in Westerly and Hashiltsa
  - Transportation
    - Specialized services to come to community instead of so many appointments out of town
    - Advocate for programs such as:
      - Wheels for wellness
      - Handicab

- Hitch hiking programs – designated spots
- Fare subsidies for low income families for boats
- Water taxi for across inlet
- 'Sign on car' program here
- Culture
  - Integral piece to healthy community
  - Family based groups, meetings, music
  - Family events to bring the community together
  - Interactions with local culture learning opportunities of natural social regional information
  - More Nuu-chah-nulth culture and chances to interact
  - Create communication about existing events and program opportunities

## APPENDIX B

### EVALUATION FEEDBACK

#### How was the Coming Together Forum successful?

- A lot of consensus
- Diversity among attendees – Networking. Diversity in perspectives.
- Looks like a lot of work got done, got to meet some new faces
- It was successful because it was a great opportunity to learn more about the resources and service providers in the community and great brainstorming
- Increased communication and understanding of needs for youth and families
- Yes increased communication
- Generated new ideas and perspectives. Good to have perspectives of people outside the coalition, network and good conversations.
- Yes I thought the brainstorming within the group was great and the prioritizing with stickers. Great process to look at fulfilling needs
- A diverse group of people were brought together to share ideas
- Specifics kept us focused and brainstorming brought results
- It highlighted how many services and programs we have in the community helped me recognise who are working towards the service goals

#### What was the most valuable part of the day for you?

- Youth housing has been a dream of mine for a long time and when I brought it up to the other participants saw it as plausible and worthwhile to pursue
- Networking, invaluable
- Having a lot of time to think through the process, very structured – I like the table questions kept us on task
- Meeting other service providers and brainstorming ideas
- Group exercises
- Connecting with everyone
- Table discussions with small group – the Coming Together Forum is valuable in its own right. Should definitely be a priority to do this every year as it is such a valuable experience... thanks Marcie!
- Since I am a new employee to WCRS I found it valuable to listen to the frontline workers who have been working in the community for some time
- Having likeminded people to share ideas with and feel supported in my concerns
- Education of coalition role and how to use resources – find locate
- Inspired to get more involved in the coalition

#### How can we improve on this event?

- One day format was good – maybe an optional evening before a full day!
- Mix of groups for each round of questions
- No suggestions come to mind right now, Great job!
- Increased number of attendees, shorter and concise background to coalition

- Keep it going – annual event?
- A great time to invite new service providers or even community members for fresh perspectives. Questions were great but could be a bit clearer on end results – e.g. what are we working towards (easy to get ‘off topic’ during table discussions) maybe have quick session before hand with table facilitators so they know what to expect
- I’m unsure – more so I ‘m interested in the follow up of the progress we made today
- Somehow bring in even more community members
- Bring buddies next time – warmer room
- Less time on end brainstorming

#### **What do you feel is the most valuable aspect of the Coalition?**

- Concrete steps and plans
- Dialogue, communication, big picture
- Connecting with other and seeing ideas come to fruition
- It serves as a great platform for communication and brainstorming
- The development of action items
- Action orientated, proactive approach
- Connecting communities and service providers/ Establish positive relationships and hopeful attitudes
- Sharing thoughts and opinions, updates, program training and networking. Things get done when we work together
- Community care for the community
- Bring together community resources as an education – but need to get out there in the communities face!
- Working together to avoid redundancies and provide the most for our community

#### **Where can the Coalition improve?**

- Reinvigorate MRT commitment
- Greater participation – encourage more members of some agencies/organizations to attend – spread the knowledge
- More branding
- No suggestions at this time, great job
- Communication – better communication/PR with the public, reporting councils etc. More public presence, establishing more opportunities for service providers to work together on concrete projects
- More people coming to it, better attendance
- Give itself a more warm and catchy title
- Advertising, attention to actual benefits and workings of this source
- Improved communication strategies