

2021 - 2022
ANNUAL REPORT



Oak Centre
Child and Youth Advocacy





OAK CENTRE

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INTRODUCTION



Fiscal year 2021-2022 was the first complete year of Oak Child and Youth Advocacy Centre aligning data collection with the new BC Provincial CYAC Network Evaluation Process. This Evaluation Process involves two primary components:

1. **Evaluation data:** collection of case characteristics, processes, and services provided by Oak Centre.
2. **Feedback** on services and processes using four surveys:
 - a. *Multi-disciplinary team brief feedback:* completed anonymously online after each interview at the centre.
 - b. *Multi-disciplinary team long form feedback:* completed anonymously online on a pre-determined schedule of a sample of cases.
 - c. *Caregiver feedback:* completed anonymously online by willing caregivers of child clients at Oak Centre.

Partner Clients¹: Note that in a typical year, Oak Centre would host many partner clients for interviews (e.g., in 2019-2020, over 100 partner client interviews took place at the Centre). However, in 2021-2022, as in 2020-2021, due to the Covid-19 pandemic, the Centre was closed to partner clients for most of the year. Thus, only 16 partner clients used Oak Centre in 2021-2022.

The services described in the report require extensive time investments. Each client is seen and communicated with multiple times over the life of their file. Gathering of information and coordination of the MDT process also requires substantial time. Additionally, in 2021-2022, 19 hours were spent providing information to those outside Oak Centre, 34 hours were spent responding to requests for service, 10 hours were spent completing Crime Victim Assistance Program (CVAP) applications for clients, and 18 hours were spent on Partner Client interviews (calls and emails with partner agencies to arrange logistics, answer clients' questions, etc.)

Finally, though extensive efforts have been made to capture the many activities of Oak Centre in 2021-2022, the cases Oak Centre sees are highly complex and often span multiple years. Thus, the presented data underrepresent the activities that take place at Oak Centre on an ongoing basis.

¹ Partner Clients are those that do not require a multi-disciplinary team response. Clients are brought to the centre by partners of Oak Centre to use the facilities for interviews and meetings without engaging the MDT.

EVALUATION DATA:

APRIL 1, 2021-MARCH 31, 2022

A total of **81** Centre Clients² were seen at Oak Centre from April 1, 2021 to March 31, 2022. Children were primarily from Vernon (N = 61), but there were 4 children each from Armstrong, Enderby, Lumby, and Salmon Arm, with 1 child each from Anglemont, Cherryville, Fauquier, and Revelstoke.

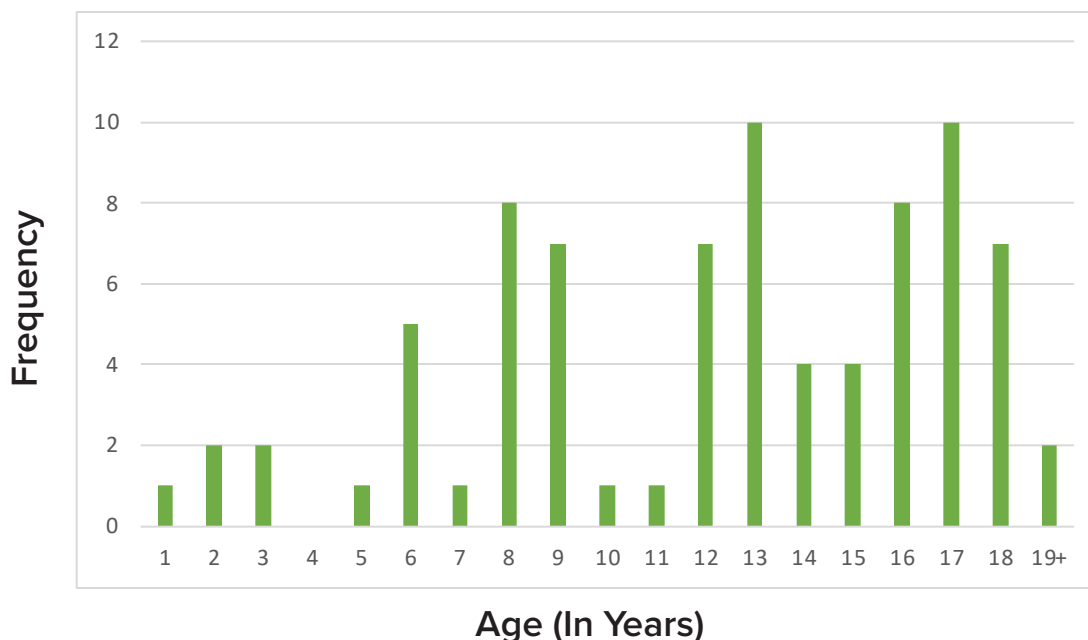
Note that not all cases have data for all variables.

CHILD CHARACTERISTICS

- Children aged 1-to-18 years attended Oak Centre (and 2 adults with special circumstances were 19+ years).
- Children were primarily female, white, and spoke English as their primary language.

Average age: 12.09 years

66% were 12+ years



² Centre Clients are those that require a multi-disciplinary team response

Gender Identity	N
Male	22
Female	56
Trans male	1
Trans female	1
Unknown	1

Ethnicity/Cultural Background	N
Chinese	1
Indigenous	17
Métis	2
White	61
Unknown	1

Primary/Preferred Language	N
English	81

Role	N
Victim	72
Witness	9

Many children had one or more reported complex characteristics, including:

Complex Characteristics	N
Anxiety	23
Trauma Symptoms	21
Depression	16
Mental Health Concerns	14
Behaviour Problems/Concerns	8
Suicidal Ideation	7
Self-Harm/Self-Inflicted Violence	7
ADHD	5
Developmental Delays	5
Autism	3
PTSD	3
Problematic Sexual Behaviour	2
Academic Problems	2
Special Needs	2
Other	9

FAMILY CHARACTERISTICS

- Almost all children visited Oak Centre for the first time and **30% had a history of domestic violence in the family.**

Previous contact with Oak Centre	N
No	64
Yes	14
Unknown	2

Known domestic violence within the family	N
No	53
Yes	25
Unknown	3

NATURE OF THE ALLEGATION

- Most children who attended Oak Centre reported a **single instance of sexual abuse.**

Type of abuse (at referral)	N
Sexual abuse	49
Physical abuse	17
Witness domestic violence	4
Internet child exploitation	1
Other	10

Abuse frequency	N
Single	46
Repeated	12
Unknown	22

ALLEGED OFFENDER

- Most allegations involved a single male adult (18+ years) offender. Relationships between the alleged offender and the child were varied with the **large majority being people known to the child.**

Gender Identity	N
Male	70
Female	5
Trans male	1
Unknown	1

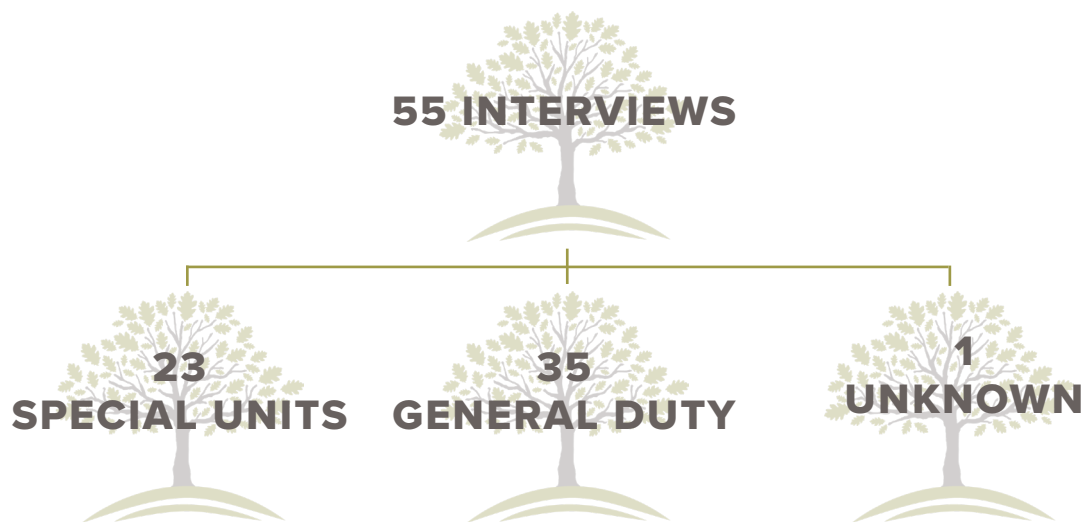
Age	N
12-17 years	21
18+ years	54

Relationship to Child	N
Peer	18
Family friend/acquaintance	6
Father	15
Mother	2
Other relative	6
Mother's boyfriend/partner	12
Unfamiliar stranger	6
Other/unknown	15

CYAC EXPERIENCE

Interviews

- 55 interviews were conducted at Oak Centre, most by specially trained police interviewers.



**33 interviewers were trained
in child interviewing**

**Only 1 child was interviewed
more than once**

Children's Experiences

- 81 of 82 children who attended Oak Centre were connected to services, including:

Service	N
Crime Victim Assistance Program	26
Sexual Abuse Intervention Program	17
Counselling	6
Child & Youth Mental Health	5
PEACE Children's Counselling	5
Stopping the Violence Counselling	3
Child-centered Family Therapy	3
Outreach	3
Other	10

- 7 forensic medical exams were conducted, with one additional case in which it was unknown if a medical exam was conducted.



Oak Centre Interview Room

CYAC FEEDBACK

Feedback was received from Multi-Disciplinary (MDT) members, in brief and long questionnaire form, and from caregivers and children.

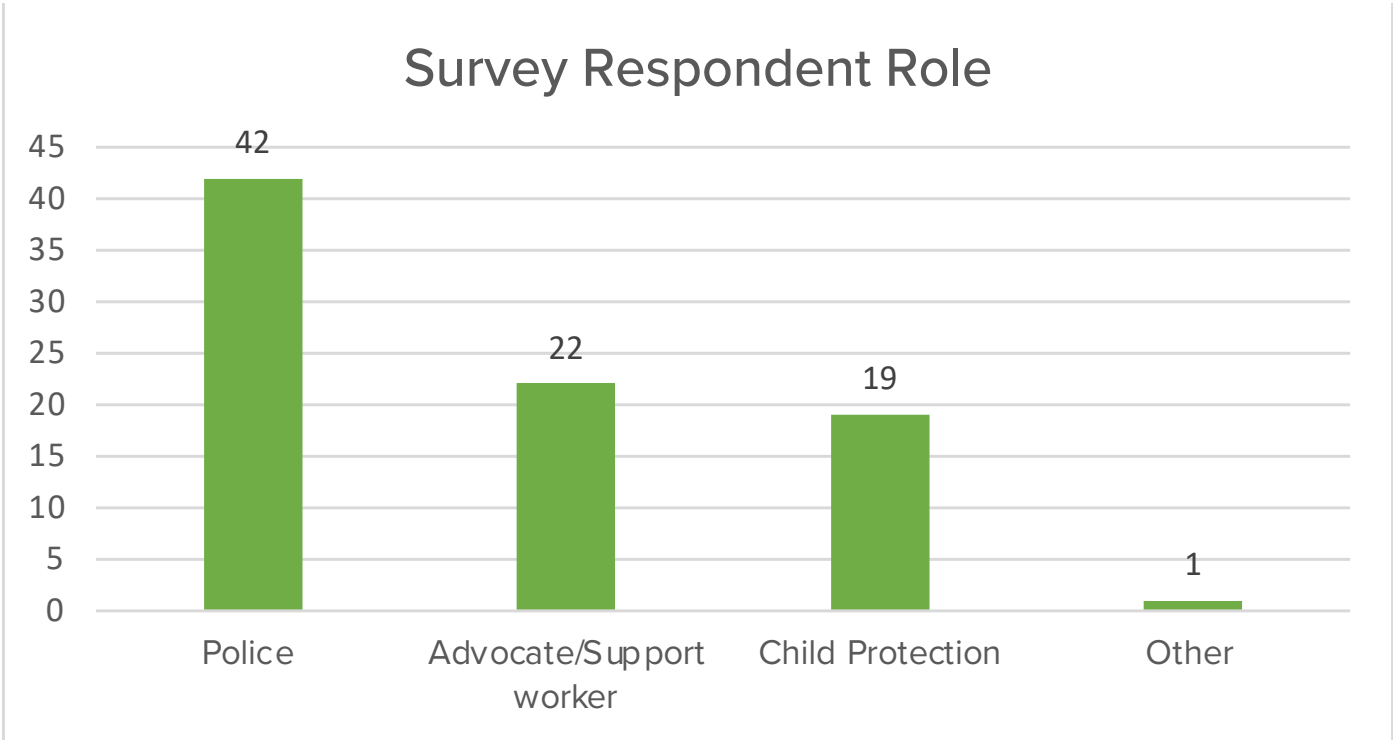
MULTIDISCIPLINARY TEAM FEEDBACK: BRIEF FORM

Total responses N = 83

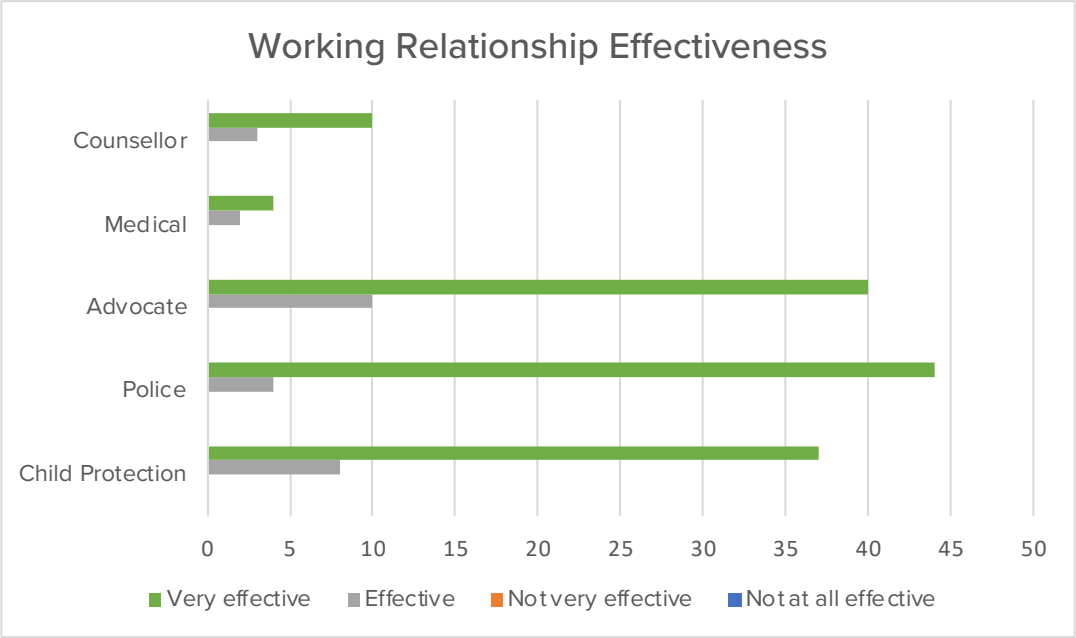
- After each interview conducted at Oak Centre, MDT members completed the Brief MDT form on an on-site tablet. The tablet provided a link to an anonymous survey for completion. Note that not all respondents answered every question.
- Most respondents were police, followed by the advocate, and child protection workers.

Respondents reported highly effective working relationships with MDT members, with all respondents indicating that working relationships were effective.

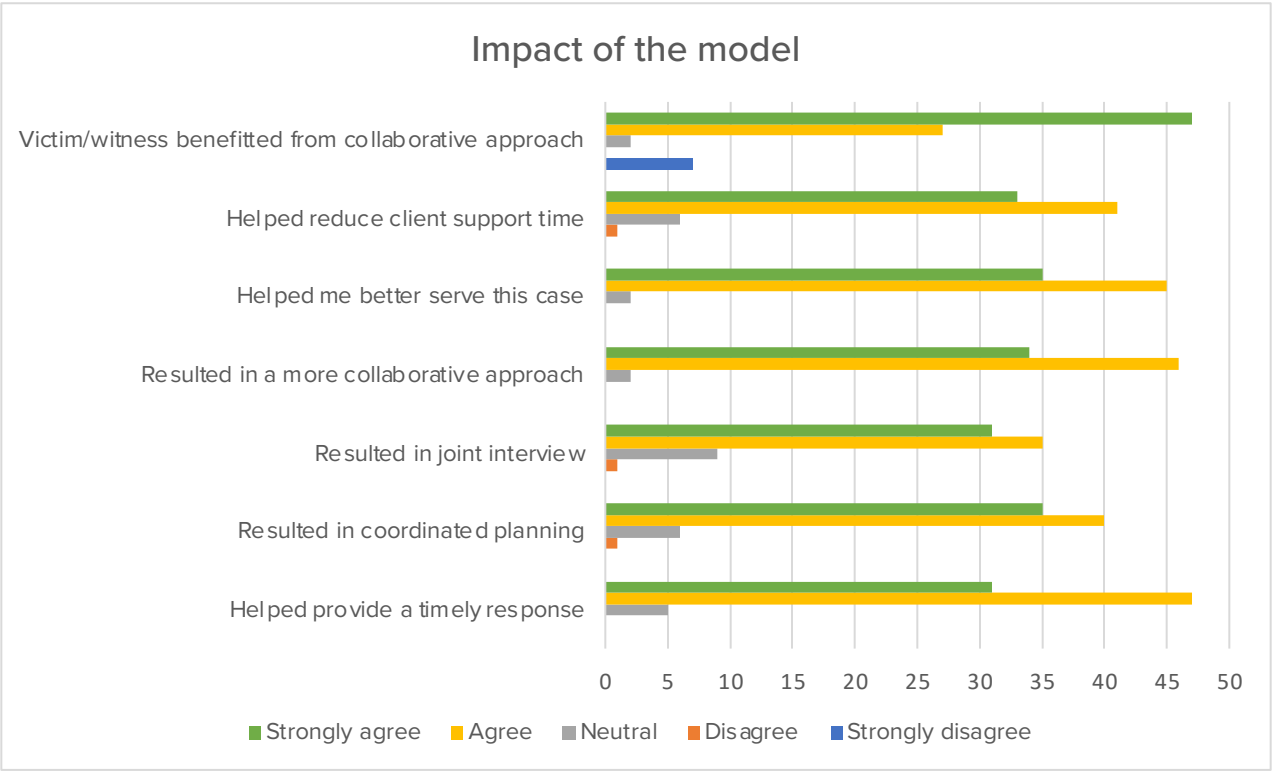
Respondents also indicated that the model has a strongly positive impact on the case.



Overall, how would you rate the effectiveness of your working relationship with each of the other partners on this case?



What impact did the CYAC Model have on this case?





**Comments about the positive or negative impact of the CYAC model and/or additional comments about the working relationships.
(Responses are reproduced verbatim)**

Excellent facility. Great instructions for video equipment.

GOOD COLLABORATIVE APPROACH.

Great environment. Great first option for child interviews.

SW did not let the youth know why she was being interviewed by RCMP.

Great work.

Helpful with having a great room to casually speak with victims.

Room was perfect and made child feel more comfortable.

So helpful.

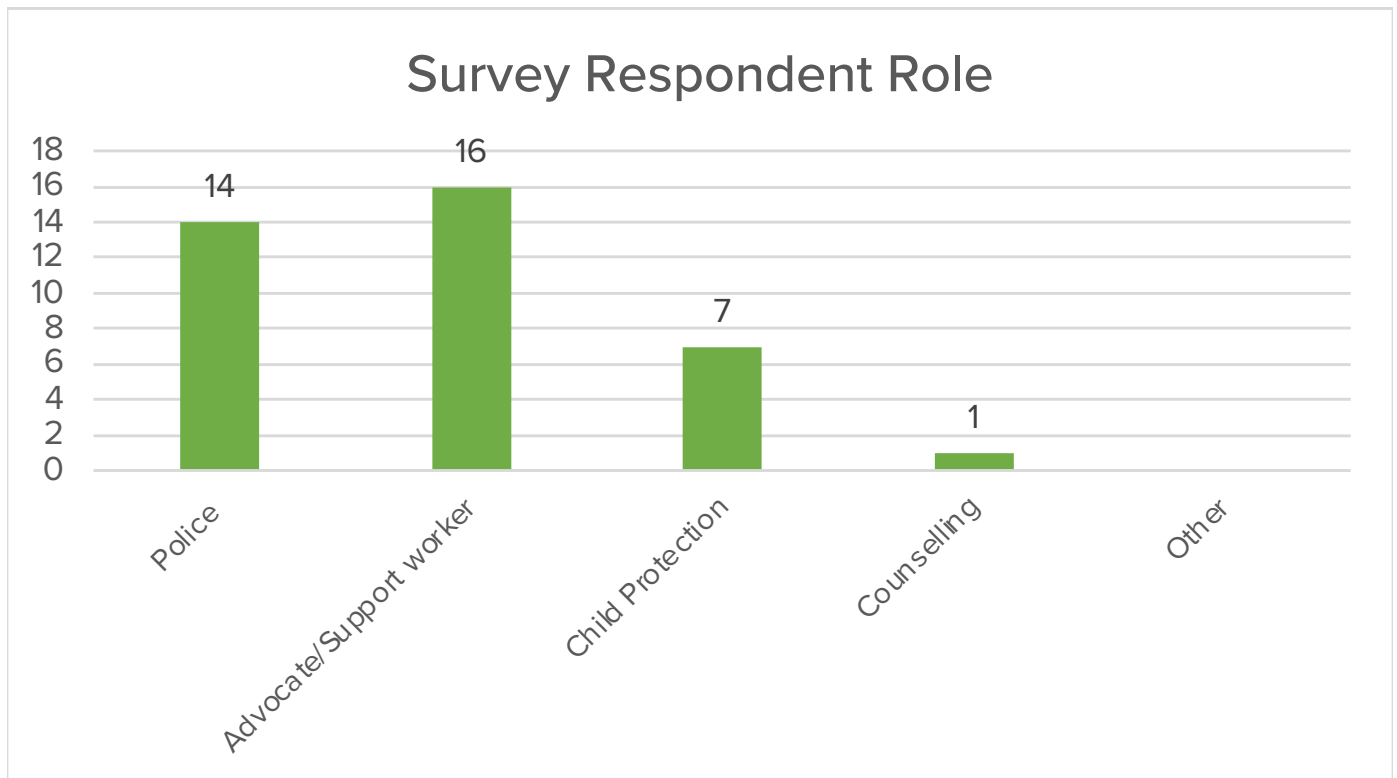
MULTIDISCIPLINARY TEAM FEEDBACK: LONG FORM

Total responses N = 38

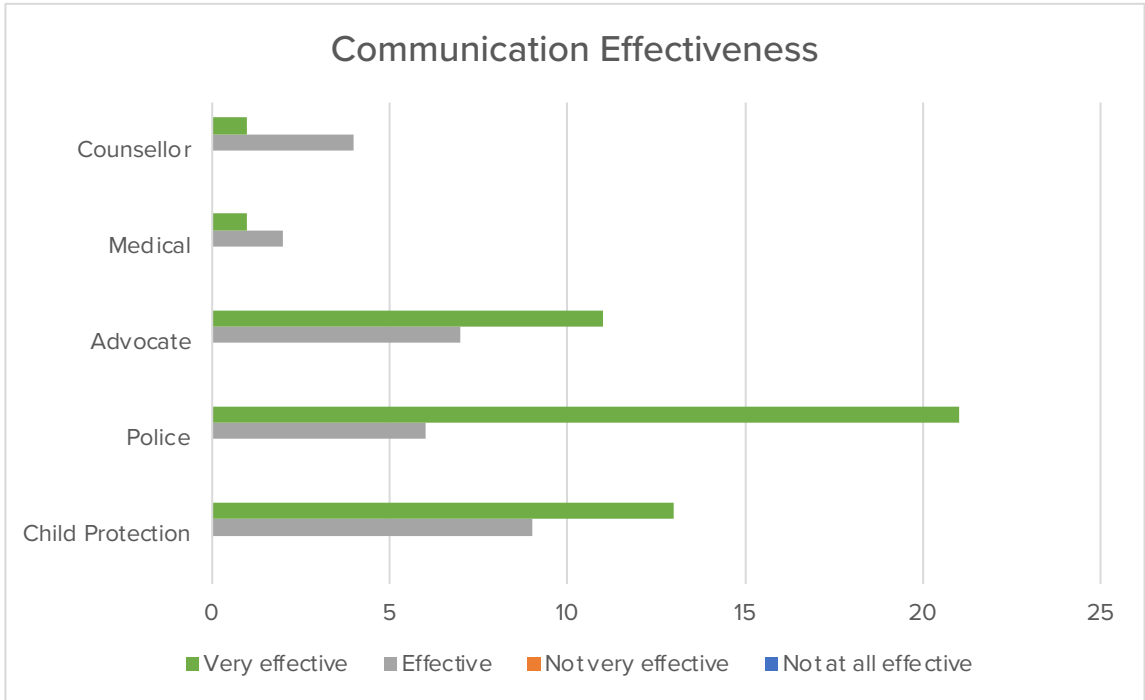
- MDT members were sent a survey link to complete the MDT Feedback: Long Form for deeper feedback on specific cases. This was completed for every third case, 2 months following intake. Oak Centre staff sent the link to all MDT members and followed-up with each member until survey completion.
- As with the MDT Brief form, most responses were from the Advocate, police, and child protection.

Communication and working relationships among the MDT were rated as universally effective by MDT members.

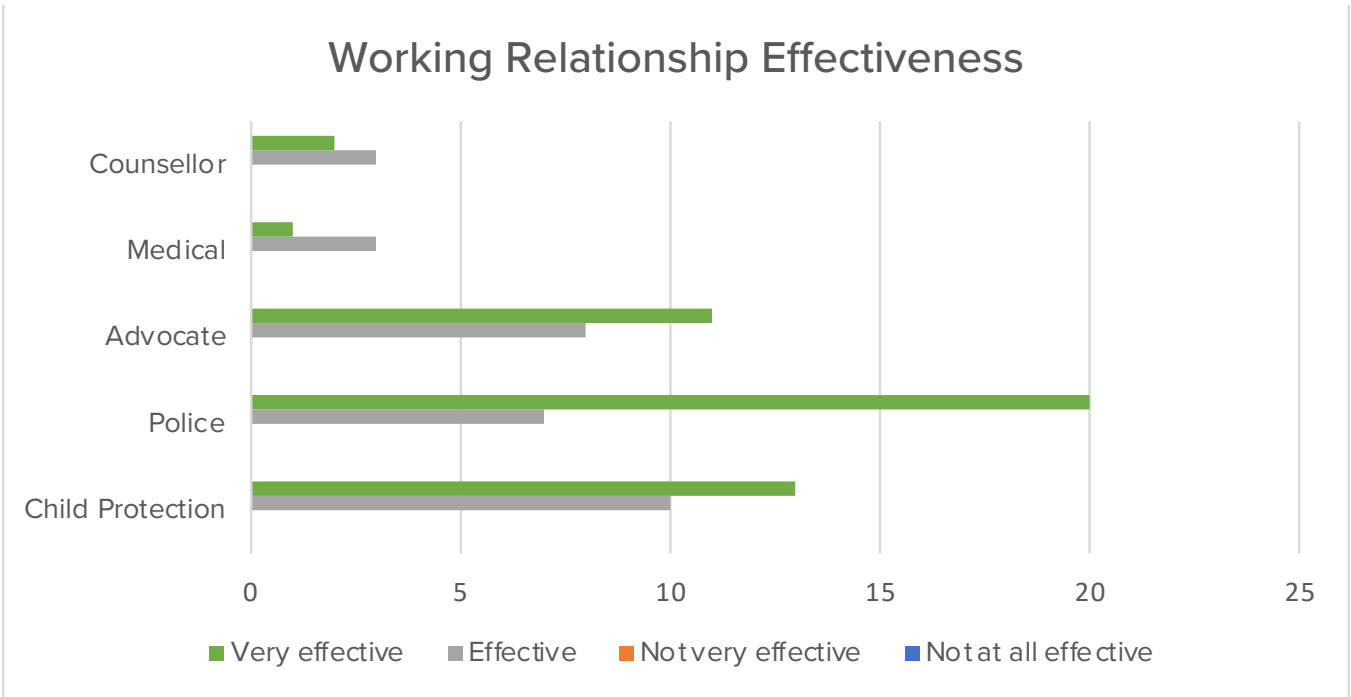
The impact of the CYAC model on the case was consistently positively rated by MDT members, as was the value of case review meetings.



How effective was the communication among the MDT partners in this case?



Overall, how would you rate the effectiveness of your working relationship with each of the other partners on this case?



Comments about the positive or negative impact of the CYAC model and/or additional comments about the working relationships. (Responses are reproduced verbatim)

Always a positive experience. Provide a safe and comfortable environment.

Child was interviewed in the evening by RCMP. PBVS sent us a referral following the interview.

CYAC provided an update to the CP SW through the case management meeting about the police investigation in a timely manner and SW did not have to contact police for that information.

It is good.

The working relationship with the RCMP has been a bit more difficult as the partner client is [located elsewhere].

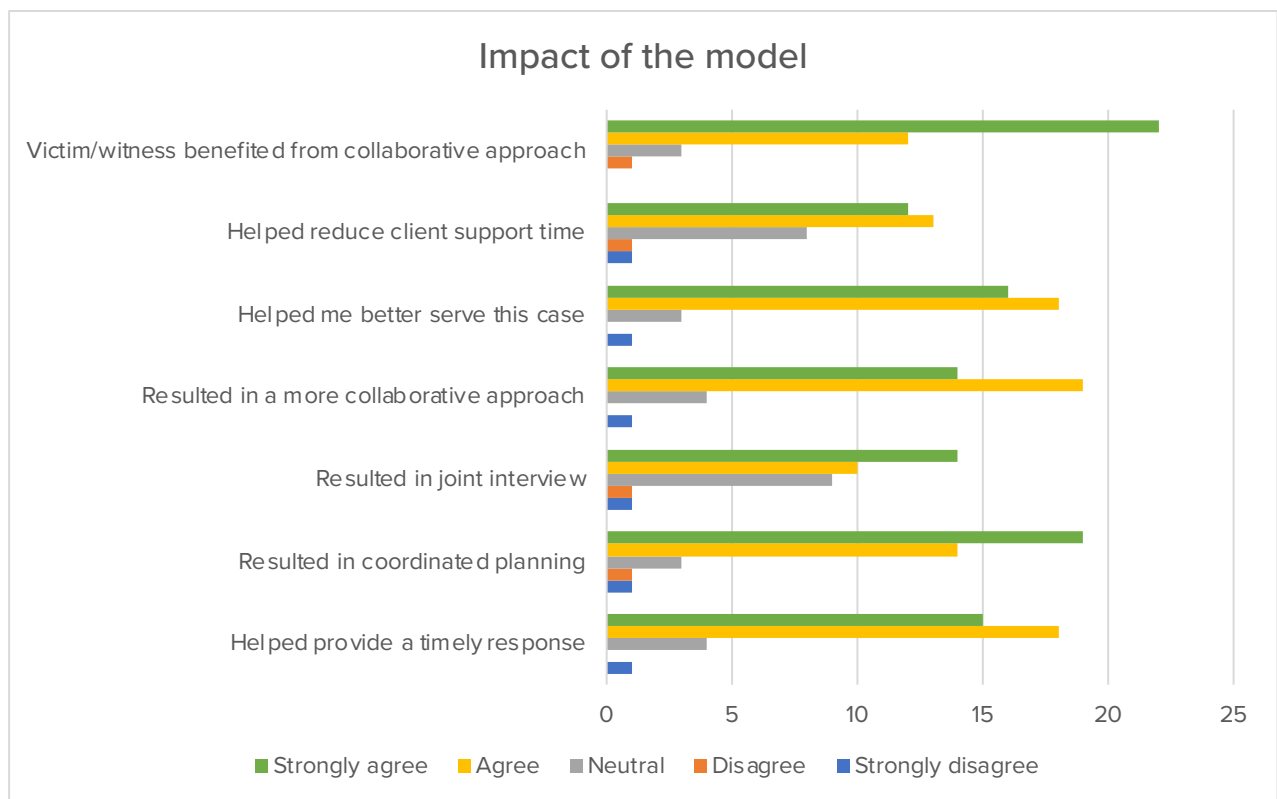
This came in as an after hours referral.

This one was a difficult case due to the parent wanting to be involved and support but the parent not receiving anything and felt left out.

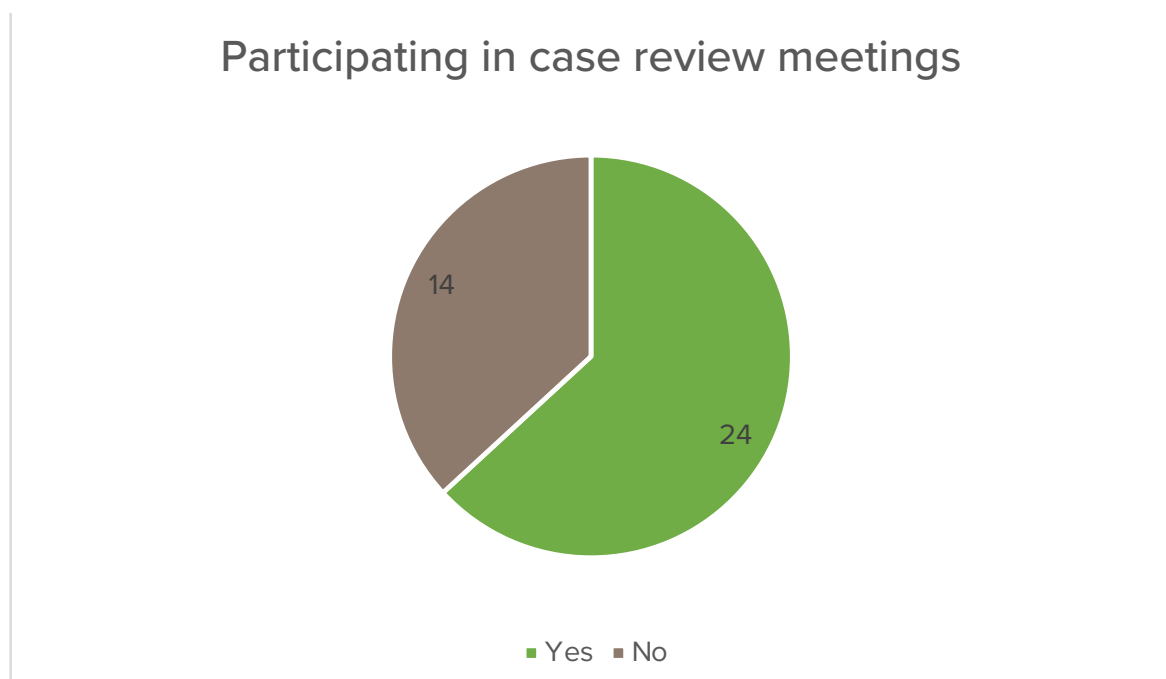
Very accommodating and efficient.

Very helpful with victim services. Provides a safe and comfortable space.

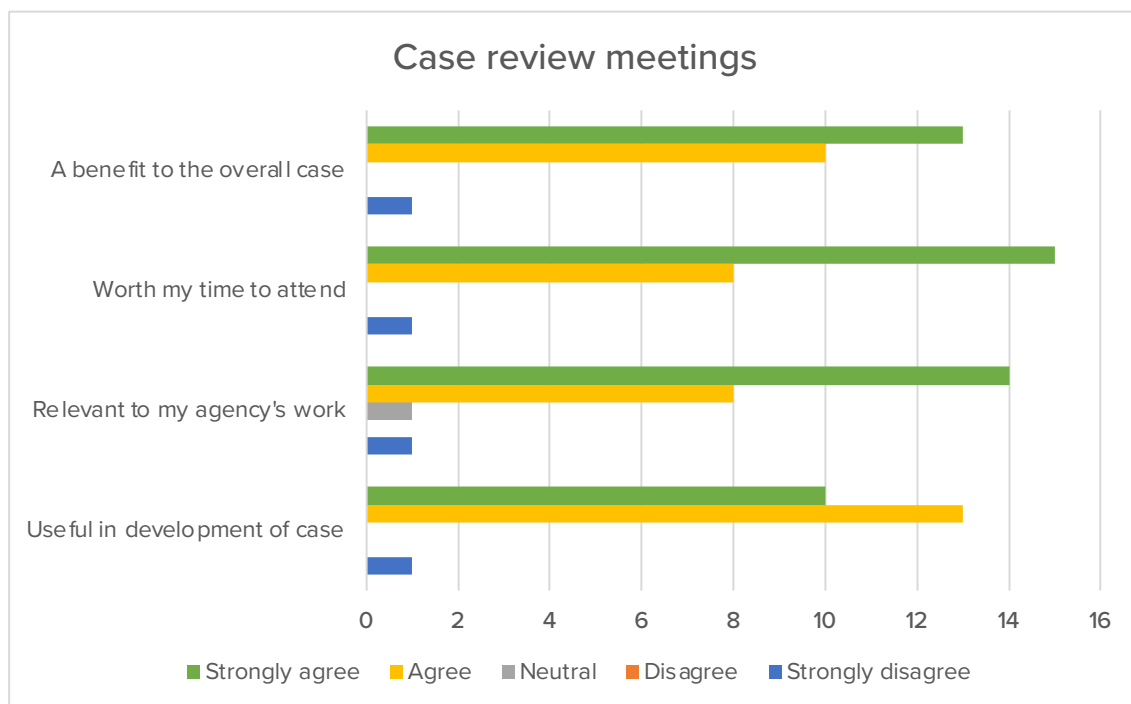
What impact did the CYAC Model have on this case?



Did you participate in a case review meeting(s)?



Your view about the case review meetings is that they were:



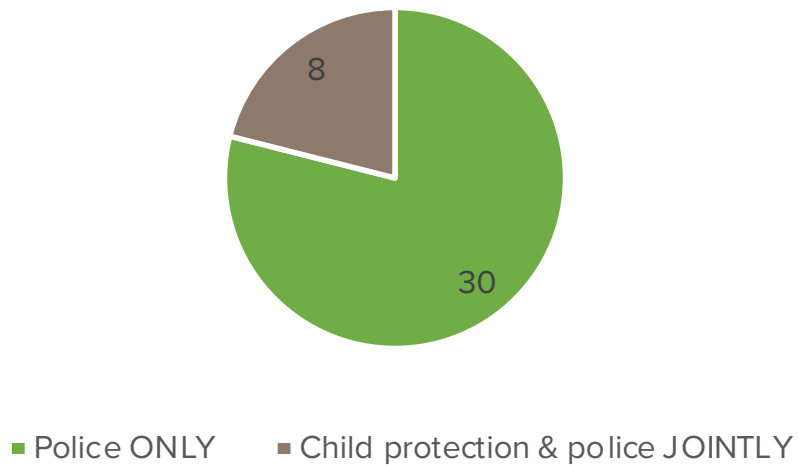
Comments about case review meetings. (Responses are reproduced verbatim)

Helpful to receive updates on the RCMP investigation.

Receiving update on the criminal investigation.

Very helpful to have everyone at the table.

Who led the investigative/forensic interview?



Where did the investigative interview(s) take place?

Location	N
CYAC	38
Police station	4
Home	2

How many investigative interviews were conducted?

Investigative Interviews	1 Interview	2 Interviews	3 Inter-views
Victim	33	5	0
Witness 1	10	1	1
Witness 2	2	0	0
Non-Offending Caregiver 1	13	3	0
Non-Offending Caregiver 2	1	0	0

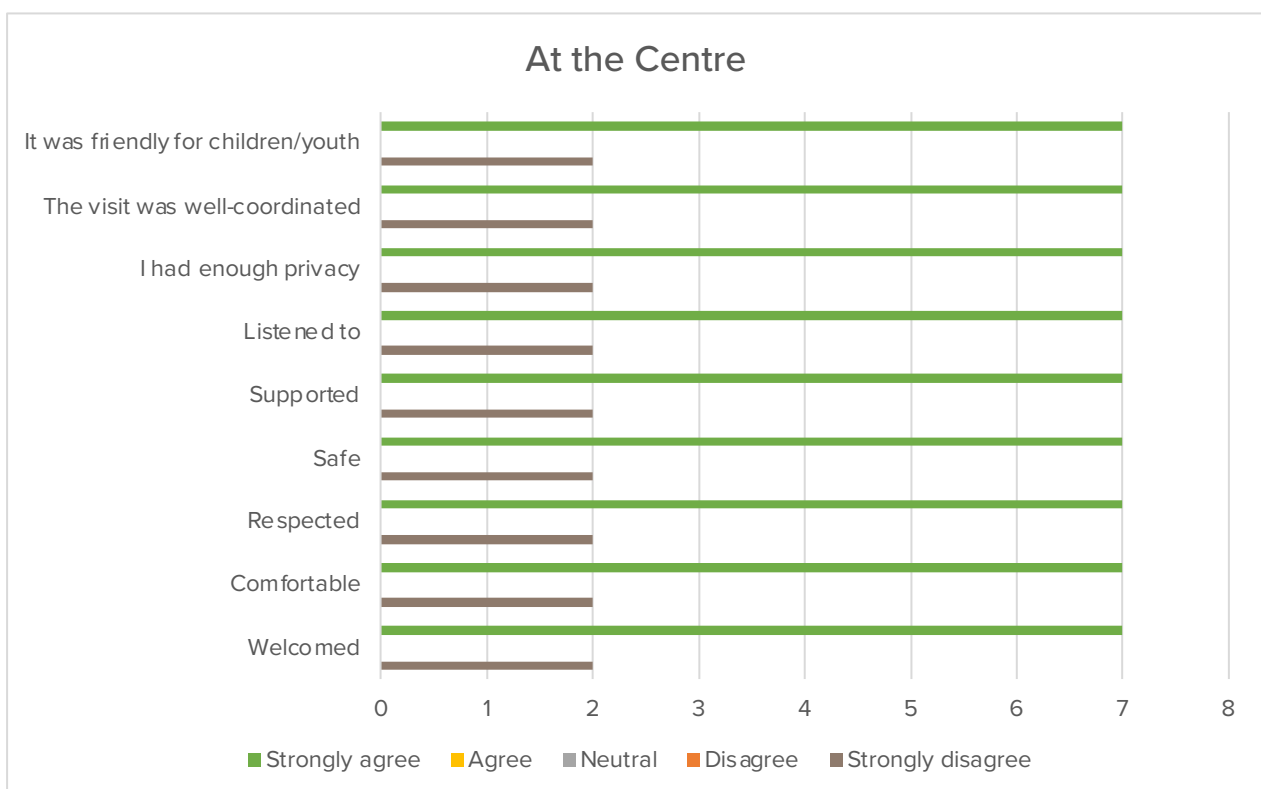
CYAC FEEDBACK

Total responses N = 9

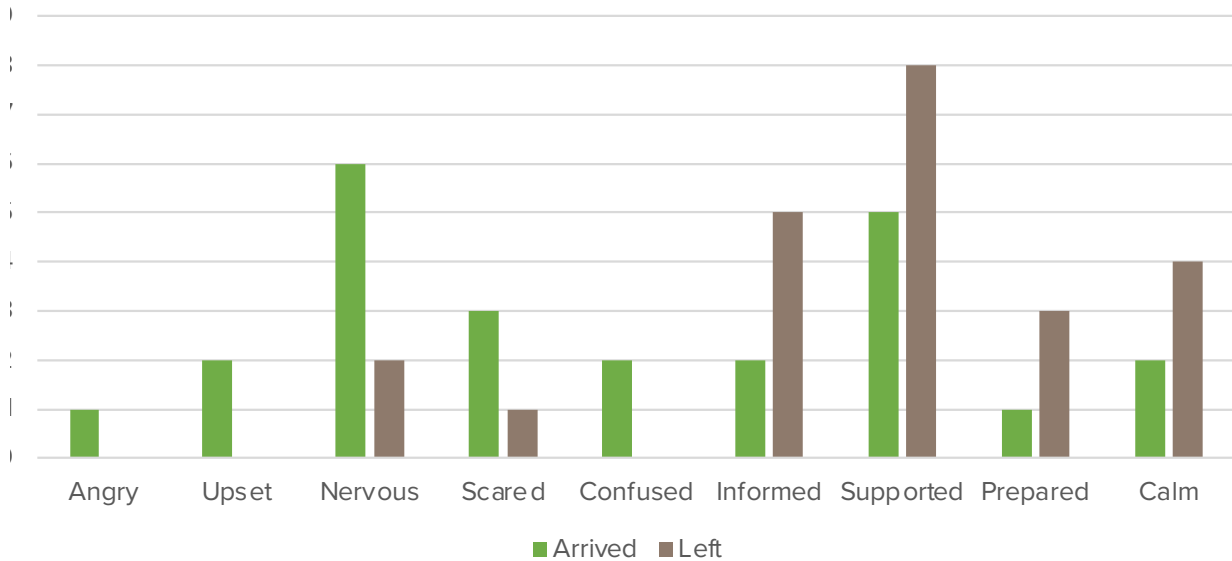
- Survey links were sent to all caregivers of child clients of Oak Centre within approximately 2-3 weeks of service receipt.
- Most surveys (N=5) were completed on the day of service, with 2 surveys completed within a month and 1 survey completed within 3 months of service.

Relationship to Child	N
Custodial parent	5
Grandparent	2
Other	2

While at the Centre, I felt....

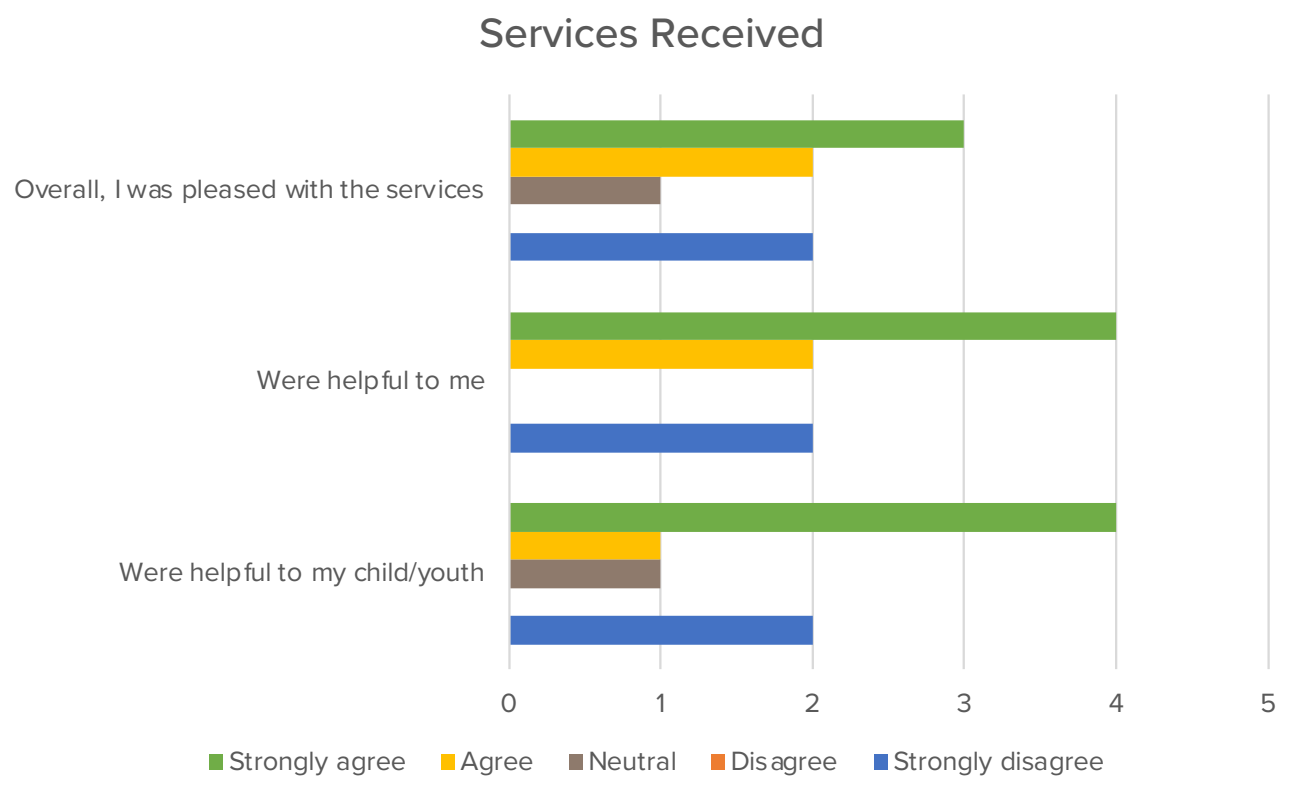


Feelings arriving and leaving the Centre



As a result of your visit to the Centre...	Yes	No	Not sure/ N/A
Your child/youth was referred to services	5	1	3
You would have liked additional services for your child/youth	6	1	2
You were referred to services	5	1	3
You would have liked additional services for yourself	3	2	4
You were given information about possible behaviours that you might expect from your child/youth	5	2	2
You felt the same information was repeated multiple times by different professionals	3	3	3
Your child/youth's questions were answered clearly	6	0	3
Your questions were answered clearly	8	0	1
You were able to communicate in the language of your choice	7	0	2
You knew who to contact, after you left, if you had questions	8	0	1
Someone followed up with you to tell you what would happen next	8	0	1

The services I received from the Centre



What is one thing we could do to improve your experience at the Centre? (Responses are reproduced verbatim)

The centre was great. I should have completed this survey when we were closer to being finished as I don't have all the answers yet.

THE STAFF IS AMAZING...THE WAIT TIME IS FRUSTERATING

More comfortable seating.

None - the service that they provided were very helpful.

Nothing, was pleasant and helpful.

Nothing, it is amazing.

Nothing.

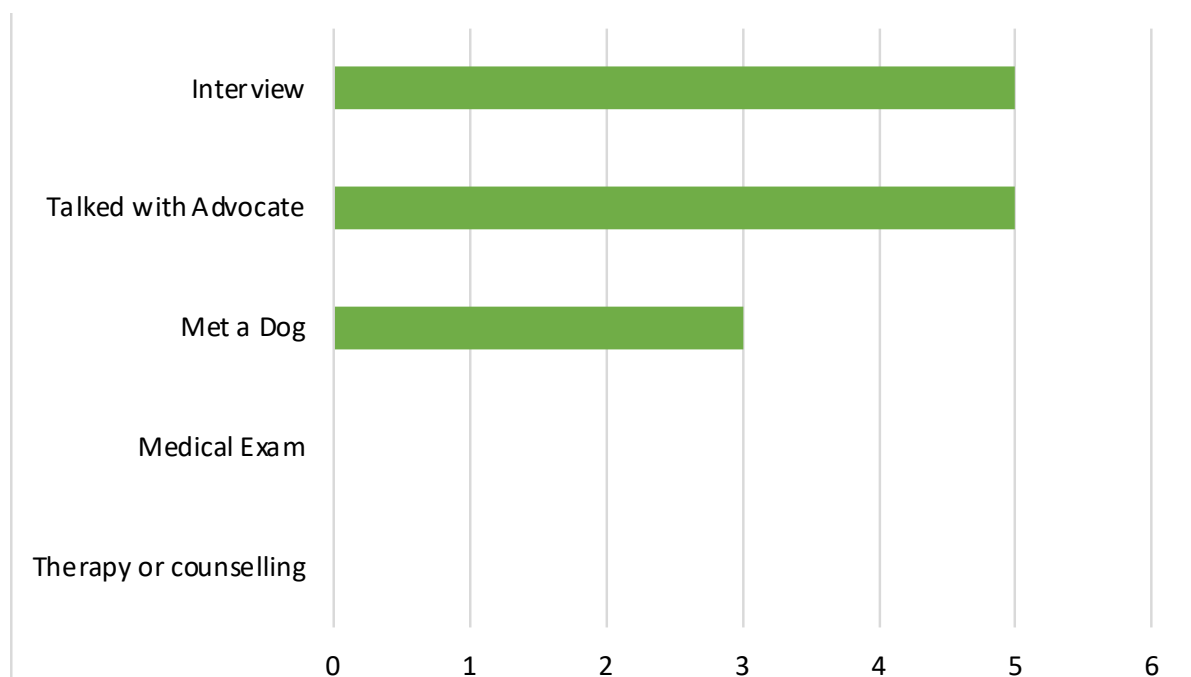
CHILD FEEDBACK

Total responses N = 6

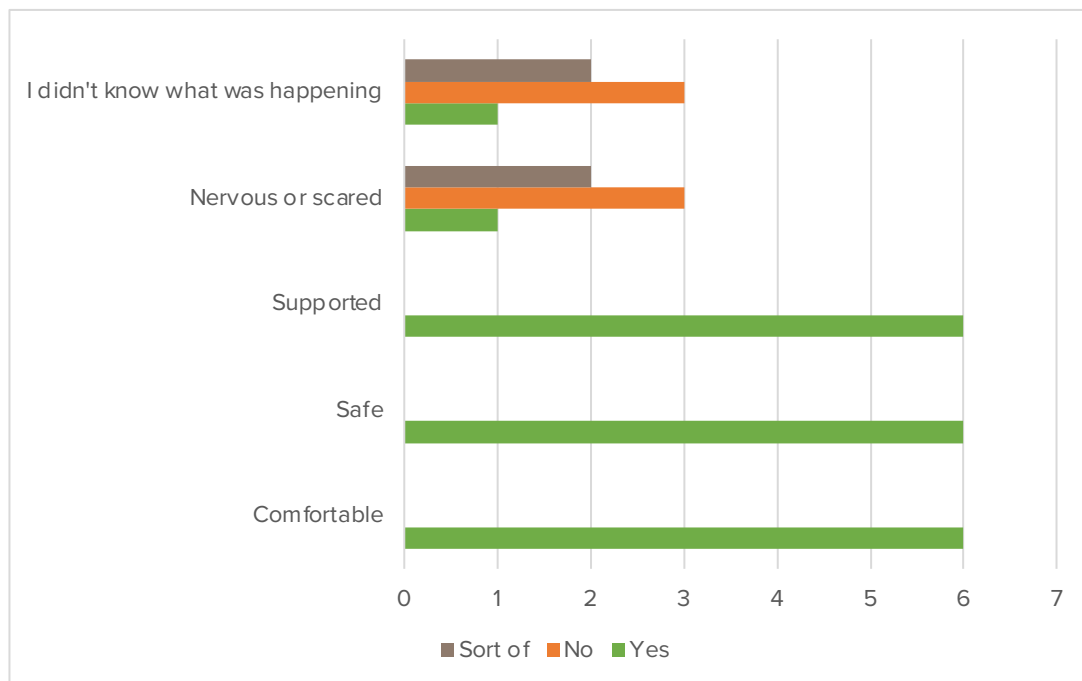
- Child clients of Oak Centre were invited to complete the child feedback questionnaire (with assistance, if required) in-person at Oak Centre.
- All children who responded to the survey were female who ranged in age from 6-to-17 years.
- Children reported feeling supported, safe, and comfortable, with some feelings of uncertainty and fear.
- All children rated their experience as either Good (4-stars) or Great (5-stars).

Age (in years)	N
6	1
9	1
15	1
17	3

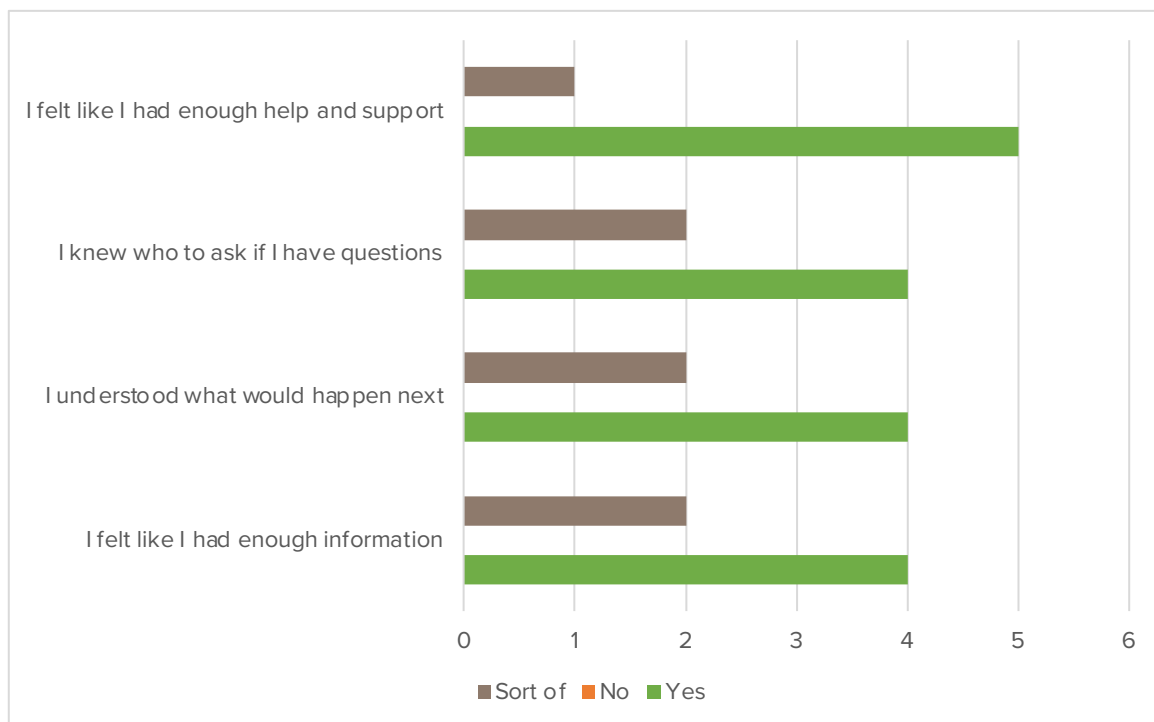
During your visit, what happened?



During the visit, I felt....



At the end of my visit....



How would you rate your overall experience?

Great!

2 Children



Good

4 Children!



What would make the CYAC better for other kids and families who visit in the future?

Can't think of anything it was good

More love, snacks, teddies







Oak Centre

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