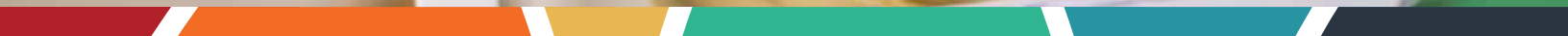




CHILD & YOUTH  
ADVOCACY  
CENTRE  
of Kelowna

# MULTI - DISCIPLINARY RESPONSE PROGRAM



## PURPOSE

A coordinated multi-agency response is at the heart of the CYAC's work. In this model, on-site service providers from police, child protective services, victim services and mental health support services work collaboratively to ensure a holistic response to child abuse. The coordination of these services is a core function of the CYAC. Collaboration and communication at the CYAC works to remove barriers to services and prevent vulnerable children from falling through the gaps. This mechanism ensures that the child is at the center of the equation, surrounded by all the supports necessary to build resilience and move forward.

THE VERY EXISTENCE OF A CYAC WITHIN OUR COMMUNITY PROVIDES THE OPPORTUNITY TO WORK TOWARDS THE PREVENTION OF CHILD ABUSE AND NEGLECT. OUR FRAMEWORK FOR PRACTICE ALLOWS FOR IMPROVED OUTCOMES AND AN EMPOWERED COMMUNITY.

## THERE ARE 3 UNDERLYING ISSUES THAT THIS PROGRAM INTENDS TO ADDRESS:

1

System induced trauma, creating long term negative impacts on the well-being of victims

2

Long-standing systemic barriers that prevent critical service providers from engaging in meaningful collaboration

3

Lack of built-in supports for non-offending caregivers and siblings resulting in an inefficient care model

The overall goal of the program is to reduce the system-induced trauma for children and non-offending family members. As we work towards this goal we continue to seek to deeply explore and understand the complex barriers that are preventing change, and work within a Multi-Disciplinary Response (MDR) team to challenge and ultimately overcome these barriers and disrupt a broken system.

## WHO IS INVOLVED?

### CYAC DELIVERY TEAM

Child and Family Advocate

Resilient Families Program Coordinator

Operations Manager

Executive Director

### SERVICE AGENCIES WITHIN THE CYAC

Police (RCMP)

Child Protection Services (MCFD)

Victim Support Services (EFRY)

Healthcare Services (IHA)

Westbank First Nation

### COMMUNITY BASED PARTNER SERVICES

Education Staff

Legal Staff

Counsellors

The work of the Multi-Disciplinary Response Program is the first step in preventing child abuse. We are disrupting the cycle of abuse by providing wrap-around support to help children and families heal, decreasing the likelihood of them reexperiencing trauma or having negative adverse reactions later in life. While this is not the focus of this project it is the “guiding star” for all the work we do - the day when our work is no longer needed.

## HOW DOES IT WORK?

The CYAC supports the holistic needs of children and youth who are experiencing trauma due to physical, emotional or sexual abuse, and/or neglect. The CYAC transforms the traditional system response to child abuse by centralizing and connecting services in a welcoming, child-friendly environment.

The MDR team approach allows each involved agency to better understand each other’s mandates and policies. This results in more efficient work, and a greater opportunity to identify and address system inefficiencies and barriers that are inducing trauma. Centralizing services lead to a better experience for the child and their family, as well as helps the CYAC to uncover the root causes of family violence and abuse and identify the needs to inform a proactive, preventative response.



## WHAT ARE THE OUTCOMES?

The specific outcomes for the MDR Program include:

- Shared policies and procedures that respond to the needs of the team operating from the CYAC
- Facilitated learning across systems
- A coordinated and integrated child-centric response to child abuse and maltreatment
- Increased collaboration and communication among core service providers
- Increased efficiency across systems in wait and processing times:
  - Children and youth who experienced abuse and their family members have shorter wait times when accessing services
  - Children, youth and family members experience a reduction in case processing/investigation time
  - Clear wrap around pathways for non-offending family members, and supports (teachers, community etc.)

## HOW IS IT FUNDED?

As a core program of the CYAC we seek funding from multiple sources to ensure balance and sustainability. These sources can include: grant funding from government agencies and private foundations, corporate partnership and community-based fundraising initiatives.

