

see what's possible...



Vancouver Coastal Youth Services Annual Program Report 2025-26

About us

Our Youth Justice Services are for youth aged 13-19 who are on an active youth court order. These services are complemented by the KidStart Mentoring Program, which provides prevention services. These integrative programs provide each youth with an individualized service plan that is tailored to their strengths, needs, goals and circumstances.

Youth Justice Services are available in Vancouver, Richmond and on the North Shore. In addition to these communities, the Intensive Support and Supervision Program (ISSP) is available on the Sunshine Coast and within the Sea to Sky communities. Our Q (Urban Employment) Program is also available to the Sea to Sky communities, Burnaby and New Westminster.

Our services are consistent with the requirements of the Youth Criminal Justice Act and support youth justice program principles including safety, rehabilitation and minimizing the use of custody. Our aim is to help youth develop the attitudes, skills, and relationships they need for a future that does not include involvement in the court system.

Onyx provides voluntary, confidential, support services to youth under the age of 19 who identify themselves or are identified by others as being sexually exploited. Our objective is to assist these youth to leave the sexually exploitive situation they are in, create a safer life, and ultimately leave the service system.

Our workers respond with immediate support to the youth who contact us. We work with them to address their safety issues and access the concrete and practical assistance that they need. These may include health services, a safe place to live, detox or treatment for substance misuse, and one-to-one support.

Onyx services are available and delivered in Vancouver, Richmond, the North Shore, the Sea-to-Sky communities (Squamish, Whistler, Pemberton, Mount Currie), the Sunshine Coast (Gibson's, Sechelt, Powell River) and the Central Coast (Bella Bella, Bella Coola).

Our youth services programs are funded by the Ministry of Children and Family Development.

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Who we served

Profile	2025-26	2024-25	2023-24	2022-23
# of cases ¹	338	362	301	268
# of youth	276	292	235	204
% young women	44	41	27	28
% young men	54	57	70	68
% self-identified as transgender	2	3	3	3
% self-identified as Indigenous	33	32	26	37
Average age when cases were opened	16	16	16	16

*Onyx was added to the Vancouver Youth Services Annual report in the 2024-25 year which increased overall numbers and the percentage of young women specifically

How we did...service delivery

Intensive Support & Supervision Program

ISSP is a community-based 1:1 service for youth who are medium-high risk, and who have an active court order. Participants can be referred either voluntarily while on bail or other diversion orders, or as a part of a court mandated order or condition of their order. ISSP Workers provide intensive support and supervision which complements the case management and supervision provided by the referring Probation Officer. There is daily capacity to support 100 youth.

Profile	2025-26	2024-25	2023-24	2022-23
# of cases ²	224	158	151	111
# of youth	137	156	146	107
# of youth who were extended	66	61	64	57
% young women	29	25	20	17
% young men	71	73	78	81
% self-identified as transgender	0	1	2	2
% self-identified as Indigenous	33	30	23	33
Average age when cases were opened	16	16	16	16
# of direct service hours	8042	7627	7399	5837

¹ # of cases is greater than the # of youth because some youth received multiple services or were re-referred

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The Intensive Support and Supervision Program had the highest direct service hours in many years, which was great to see! We saw an increase in referrals for female identifying youth and continued to see a rise in youth with Community Work Service (CWS) Hours on orders. This year we were able to support youth in both the Sea-to-Sky and Sunshine Coast regions, which have seen more youth referred than in previous years. ISSP had the temporary addition of a worker who specifically supported newcomer youth and families which was an asset to the team. The worker supported participants to work on goals and address Newcomer specific risk factors. The Newcomer Support Worker collaborated on files and acted as a secondary support worker for 14 participants and their families.

Q (Creative Urban Employment) Program

Q provides work experience, employment opportunities, and an vocational and life-skills training curriculum for youth who are not in school. Typically, the program runs over a 6-month duration.

Profile	2025-26	2024-25	2023-24	2022-23
# of cases ¹	63	59	56	48
# of youth	61	57	55	44
% young women	28	30	18	19
% young men	70	70	78	77
% self-identified as transgender	2	0	4	4
% self-identified as Indigenous	30	17	25	48
Average age when cases were opened	17	17	17	17
Average # of days in program by discharged cases (N= number of cases discharged)	128 (N=49)	147 (N=39)	111 (N=41)	112 (N=36)
# who found employment	44	42	29	29
# of participating employers	33	28	30	27
# of new employers	13	14	13	15

The Q saw an increase in participants, continuing the trend of receiving more referrals. The percentages of male and female youth remained consistent from previous years. One of the biggest accomplishments this year was that 13 youth (20.97%) were able to keep their job longer than 6 months. We also saw 49 youth (79.03%) complete the job readiness curriculum and a total of 44 youth (70.97%) that successfully got a job through the Q Program.

The following training was completed by youth in the Q program:

- First Aid, Level 1 – 27
- FOODSAFE, Level 1 – 26
- Forklift – 21

KidStart Mentoring

KidStart is a volunteer-based mentoring program for youth on probation or diversion, including those who may be transitioning out of other services. Volunteer Mentors serve as positive adult role models who provide consistent support and engage their mentee in activities that will foster a sense of positive achievement and community connectedness; outcomes include some young people successfully disengaging from the youth justice system.

¹ # of cases is greater than the # of youth because some youth received multiple services or were re-referred

Profile	2025-26	2024-25	2023-24	2022-23
# of cases ⁴	43	42	44	54
# of youth	41	40	42	50
% young women	54	65	61	61
% young men	44	35	39	35
% self-identified as transgender	2	0	0	4
% self-identified as Indigenous	32	20	20	26
# of new referrals	25	23	31	56
% relationships lasting for more than 1 year	42	43	57	39
Average # of days in program by discharged cases (N = number of cases)	329 (N=18)	403 (N=22)	553 (N=25)	307 (N=25)
Average # of days wait for a mentor	369	319	386	213
Average monthly active caseload	25	22	27	33
Average age when cases were opened	14	14	14	13
Average # of days of Volunteering (N = number of Volunteers Retired)	787 (N=13)	1168 (N=14)	882 (N=17)	710 (N=17)

The KidStart program offered training from Stigma Free Mental Health, and a Truth and Reconciliation Talking Circle for volunteers was facilitated by West Coast Family Centers. First Aid, Privacy, and Trauma Informed Boundary training were also offered. In addition, volunteers participated in Roundtables with other volunteers to debrief and talk about mentorship and how their relationships with mentees were progressing. Mentors and mentees enjoyed time together at the many group activities facilitated this year including Playland, Central City Fun Park, pumpkin carving and free tickets to Van Deusen Gardens during the winter break.

Onyx

Onyx provides voluntary, confidential, support services to youth under the age of 19 who identify themselves or are identified by others as being sexually exploited. Our objective is to assist these youth to leave the sexually exploitive situation they are in, create a safer life, and ultimately leave the service system.

Profile	2025-26	2024-25	2023-24	2022-23
# of cases	54	50	49	48
# of youth	54	47	48	48
% of young women	93	85	84	85
% of young men	6	11	8	6
% self-identified as transgender	1	4	8	8
% self-identified as Indigenous	26	36	29	31
Average age when cases were opened by case	15	15	16	15
Average # of days in program by discharged cases (N=# of discharged cases)	204 (N=30)	218 (N=29)	164 (N=36)	203 (N=36)
Average monthly caseload	27	21	19	20
# of referrals (25-50 is the target) by case	56	37	42	46
# of direct service hours	2337	2385	1836	1719
Average # of days wait for a worker (by opened cases, N= opened cases)	12 (N=36)	22 (N=37)	16 (N=37)	8 (N=39)

The program saw an increase of youth referred this year, the majority of which were female. The average age of youth referred continued to be 15 years of age with many much younger 12-13 or being referred to at 18 years of

age.

Genesis Schools

The Genesis School Program has three classrooms, each staffed with a teacher from the Vancouver School Board (VSB) and a Youth Worker from PLEA. The programs operate in collaboration with the VSB and provide students who are 15 to 18 years old with a flexible, positive learning environment that encourages youth to identify and pursue their goals. The schools have been designated as vocational learning centres. The Genesis school is located in Vancouver, with a maximum capacity of 45-60 students.

Profile	2025-26	2024-25	2023-24	2022-23
# of cases ¹	40	53	50	50
# of youth	40	52	49	50
% young women	48	40	26	34
% young men	45	52	68	60
% self-identified as transgender	7	8	6	6
% self-identified as Indigenous	53	48	38	44
# who graduated from high school	10	11	11	18
# who found employment	10	9	5	24
Average age when cases were opened	16	16	16	16

The Genesis team continues to keep youth engaged with vocational skills by engaging in our social enterprise program Yardworks which provides students with opportunities to participate in outdoor landscaping jobs that provides them with paid, work experience and skills required to enter the workforce. Students also participated in art projects, relevant workshops, and field trips. We continue to see success with youth graduating and going on to find employment. The program also saw an increase in females being referred, as well as Indigenous youth. We have seen a decrease in the number of students who were referred to the program; lower than the previous 3 fiscal years. This is due to reduction in referrals being selected for the Genesis program by the VSB screening committee.

During the year, the Genesis team had 10 students graduate out of the program, regardless of the lower number of students within the program. There was also an increase in the students that were able to find employment.

How we did...against last year's goals

1. To implement outcomes measurement tools in the ISSP, Q and Onyx programs.

Complete. This year each program worked hard to create outcome measurement surveys that were tailored to their 'Theory of Change', which outlined the goals of each program area specifically. We will be launching these tools at the beginning of the new fiscal year and look forward to learning from this data and demonstrating the effectiveness of our programs. The Q Program launched phase one of their outcomes measurement in this fiscal year, and now have data displayed above, where they can assess youth's completion of training and job readiness as well as their success on the job.

¹ # of cases is greater than the # of youth because some youth received multiple services or were re-referred

2. **To work towards PLEA's strategic pillar of being an ally in Reconciliation by hiring a Knowledge Keeper to provide meaningful cultural support to Indigenous participants and their families.**

Modified. We tried to recruit a number of fantastic candidates and altered the position to be part-time to make it more appealing to those who have other work commitments but were not successful in hiring an appropriate candidate. Later in the year, funding for this position was re-allocated to other services. We will continue to explore how our services can benefit from PLEA's Knowledge Keeper who supports youth programming across the organization. This year teams participated in cultural activities and events and including PARCA's Reclaiming Justice Conference where we got ideas on how to more meaningfully engage Indigenous participants.

3. **Establish Onyx support in the Sunshine Coast for participants.**

Complete. This year, Onyx was offered on the Sunshine Coast serving 2 participants, and provided education for the community on sexual exploitation.

4. **Increase and maintain a caseload of 40 matches for KidStart Vancouver Coastal Program.**

Not Complete- In Progress. The program continued to experience a turnover in staffing which made continuous intake and referrals upkeep difficult. The program had to shift to stabilizing personnel to maintain the existing caseload. This goal will continue to next year.

5. **Genesis students to complete art-based programming with THRIVEYouth Development Canada through their once-a-week/ 10-week art programming with Genesis students.**

Complete. The Genesis team supported students to participate and complete once-a-week/ 10-week art programming through THRIVEYouth with Genesis students. Students participated in various art mediums through this time frame, and all enjoyed the partnership.

Selected accomplishments

1. With repurposed Turnaround funding we were able to operate one year of the **Newcomer Support Program** with one dedicated ISSP worker who would work with Newcomer Youth and their families to work on goals and address Newcomer specific risk factors. The Newcomer Support Worker collaborated on files and acted as a secondary support worker, leaving more traditional ISSP functions for the primary worker. Support to parents who were navigating the immigration process as well as pieces tied to settlement were the primary needs identified. Areas of support included employment, community connection, finding legal representation, language interpretation and locating suitable housing. 14 youth, and their families were assisted by Newcomer ISSP Worker. The ISSP Worker left the program at the end of the fiscal year but created a Guide to Supporting Newcomer Youth and Families which was shared with all teams and Probation Offices.
2. This year marked the **Onyx program's 20 years** of awareness initiatives by the Vancouver Community Action Team (VCAT). With major sporting events expected in Vancouver later this year, VCAT focused on preparing the community by distributing resources (some of these shown below) to hotels and transportation providers to help recognize signs that a youth may be experiencing exploitation and how to respond. During the week, Onyx staff partnered with the Inter Regional At-Risk Youth Link (IRAYL) outreach team to connect with transit users across the Lower Mainland, including an outreach event at Commercial & Broadway SkyTrain Station on March 10. Our efforts continued by providing all participants at Richmond RCMP Human Trafficking Seminar March 12th with resources, as well as members of the Vancouver Planning Table/Reconnect during awareness week. In total, 1,500 resources were distributed to restaurants, stores, hotels, drivers, transit users, and youth-serving organizations across Vancouver.

3. This year we supported our first **Pathways to Adulthood Program (PTAP)** through funding from Youth Forensics and Psychiatric Services. Youth Forensics are committed to supporting youth who were engaged with receiving their services who are not eligible for other programming. These participants have completed their orders and are voluntarily staying connected to YFPS. Our participant is transitioning to adulthood and has benefited from the continued 1-1 ISSP services to navigate this time their life. Support includes starting post-secondary schooling, looking for employment and the development of life skills.
4. It's been a great year for **exploring music at Genesis**. Our "jam gym" has continued to evolve: one of our teachers secured the donation of a complete drum kit! Over the past 12 months, we've witnessed some particularly cool stuff: Several students have chosen songs to learn and mastered their favorite pieces. One student dove right into recording her own vocals – and produced a jaw-dropping demo on her first take. Another discovered a passion for drumming: he says knowing he could play drums after class motivated him to attend school more regularly. On more than one occasion, students who just met, have managed to play together – developing both musical and social skills. One more epic highlight: on an outing to the Long & McQuade Musical Instruments store, a student shared fond memories of playing the upright (orchestral) bass in elementary school. That conversation led to a team discussion and, ultimately, we rented one of those enormous, beautiful instruments for the school. It was, to quote that student: "absolutely legendary". As always, we see students with a wide range of musical knowledge and experience – from absolute beginner to already amazing.
5. The Q Program supported 61 youth, 44 of whom found employment. Both numbers are new high marks for the program. The job market has been increasingly competitive and limiting, due to the high costs of products, materials and real estate that employers must endure. While employers are still open to placements, many choose not to retain the youth after the subsidy period is complete. Yet our staff have been resilient and creative, helping young people find appropriate work and gain valuable experience. Staff were also able to support and secure job placements for youth in regions outside of Vancouver including Whistler, Mission, and Squamish. This year we spent over \$17,000 on training funds for young people to better prepare them for the workforce.

Selected stories¹

1. Through the **Q Program**, Devon started working in a retail store tagging new merchandise and folding clothes. After about 3 months he was promoted to salesman. Initially, his manager was concerned that Devon had been missing too many days of work. Through support from the Q Youth Employment Coordinators, Devon and his manager came to an agreement to give him a small break from work to ensure his mental health was well supported. During this time Devon was supported by his ISSP Worker and Genesis school Worker. When he returned to work, Devon did an excellent job, and he continues to do so months later (Q Coordinators called the store recently and Devon picked up the phone and spoke in a professional manner). Devon is a good example of a youth facing barriers to employment but being a great success with an employer who wanted to meaningfully support Devon.
2. Teagan arrived at **Genesis School** midway through the year, after being moved around several Vancouver Alternate Secondary School (VASS) Programs. She had chronic disengagement, and a lack of support, that made regular attendance less than feasible. In her first month at Genesis, she showed up only a handful of days. Things began to shift when Teagan began connecting with Genesis staff who helped her set small, realistic goals. Instead of focusing on everything at once, she committed to attending just three days a week. That quickly turned into four, and within a few months, Teagan had one of the most improved attendance records in the program. Her academic performance followed the same upward trajectory as her attendance. Courses she once dreaded became subjects she quickly flew through, with support from the teacher. With this rapid increase in her class engagement Genesis staff were able to begin working towards Teagan's goals of finding employment. Genesis Staff were able to find an Automotive Collision and Refinishing Foundation program run out of VCC that Teagan was eligible to apply for. Genesis Staff assisted Teagan in learning how to navigate the

¹ Names have been changed to protect client privacy and confidentiality

program's application process, prepare for her interviews, and build up her collection of government identification that she previously didn't have. All of this amounted in Teagan's acceptance into the VCC program. Teagan is not only attending regularly but thriving in her training, working toward certifications in a field she's passionate about. Her journey reflects how the right environment, encouragement, and perseverance can transform a student's path.

3. Amber was referred to **Genesis Outreach** after non-attendance at her previous school. Her attendance was very sporadic initially at Genesis. This drastically changed after the return to school last fall. Amber decided to attend school more frequently, feeling they wanted to be more social and be more engaged. She became more social and outgoing in class, participating in positive conversation. During this time, she began attending school on a regular basis and showed her real talent and motivation to bake. Amber facilitated school baking projects with other students, which they enjoyed. She also baked goodies as a special project for a Genesis/Vancouver School Board meeting. Amber was visibly proud when she brought her homemade treats to the meeting. Meeting attendees were pleasantly surprised and offered many compliments on how wonderful everything looked. Amber decided to turn her school baking into a regular thing by starting a group called the "Whisk Takers". Amber is now exploring post-secondary options for a baking culinary art project after graduating from Genesis.
4. Shay was referred to the **Genesis School** program by their Probation Officer, transferring from an outreach program that provided 1:1 school for an hour each week. Their initial goal was to use Genesis as a transition, before moving on to a more mainstream school. There were initial concerns surrounding Shay entering a classroom program due to their interactions with other students in the past. These fears were around altercations in school and their connections outside school. Shay started attending on a set schedule twice a week in the afternoons to avoid interactions with another student. They accepted these conditions and proved the initial hesitations of staff wrong with their positive behavior. Their goals were to find work, complete their youth probation order and graduate. Working with school staff, and the continued support of their **ISSP Worker**, Shay decided to remain with Genesis and work towards their Adult Dogwood. With time, they found work through a connection to the Q program, and their school schedule was opened to attend at any time in the school day. Shay completed their probation order and graduated with their Adult Dogwood. They plan on attending post-secondary with an interest in Law.
5. Ayla was referred to the **Onyx** program due to concerns related to online exploitation. At the start of service, she was disconnected from her family, school and lacked positive peer connections, largely due to the impacts of her online victimization. Early in service, Ayla expressed a desire to join her school's athletics team. After initially trying out and not being selected, she remained determined and set a goal to improve her skills. With support from the program, Ayla completed an intensive athletics camp. Following this, she successfully made the team and began participating in practices and games up to five times per week. Through this experience, Ayla demonstrated a notable increase in confidence and developed a stronger sense of belonging through her involvement in team sports. By the end of service, Ayla had expanded her social circle through increased engagement in extracurricular activities and began participating in social plans with various peer groups. Additionally, Ayla explored her interest in pursuing a potential career as a beautician by developing her nail art skills. She started a small nail business, demonstrating impressive talent and creativity. The worker supported Ayla's entrepreneurial spirit and growing independence by purchasing initial nail supplies to help her get started. At the time of discharge, Ayla was serving multiple clients from her school and saving her earnings for the future. Throughout their time together, Ayla and the worker engaged in ongoing discussions about her experiences with online exploitation. Over time, Ayla became more comfortable discussing these experiences, which allowed for deeper exploration of exploitation dynamics, as well as education around healthy and unhealthy relationships. Ayla also experienced challenges in her relationships with her family. However, over the course of service, she demonstrated growth in this area. By the end of service, Ayla reported feeling closer to her family and showed an increased ability to build stronger relationships through openness, vulnerability, and expressing interest and compassion toward others.
6. Mark had been connecting well with his **ISSP Worker** for a few months when he decided he wanted to look for work. He comes from a low-income household and thought he could help support his family. Mark came to the **Q Program** when he was 15 years old and secured a full-time job at a warehouse. Despite his young age, and the odd hiccup in creating good work habits like getting up on time, Mark has found success in his work. He sees his

ISSP Worker on weekends to work on other goals in his life and is proud of what he has been able to accomplish.

7. Susie and Sara attended the KidStart event at City Fun Park in Surrey. While on the drive both mentee and mentor chatted and listened to music on the way. When they arrived, they were warmly greeted by KidStart staff and received their credit to use on the games and activities. Susie loves arcades and spent time with others going from one game to another playing together until their credits ran out. Sara found it to be so lovely seeing Susie with others. They played on a snowboard simulator too, which was appropriate given that Susie was taking snowboarding lessons at the time. The excitement grew as Susie discovered she could pick a prize with the tokens she'd collected from playing in the arcade. Much deliberation was had deciding what prizes to choose from as there were so many! Both had a lovely time together.

Biggest challenges

1. The **ISSP** Program continue to see a rise in the number of female identifying referrals and have had to create a waitlist for the first time in many years as this year we have only two female ISSP Workers to support them. Next year, we will explore what we can do to manage this waitlist and serve youth more quickly.
2. The **Q** Program has experienced challenging issues with the BC job market. It has become increasingly challenging due to the rising costs of products and real estate that businesses are facing. This has led to fewer employers being open to work placements as the demand for higher qualified employees also increases. Additionally, it has been more difficult to connect directly with employers as many have a designated Human Resources department or online software that screens inquiries and applications. Q staff are working hard to source more employers and unique placement to meet the demands of the program.
3. The **Genesis** program has received the lowest student referrals and intakes compared to recent years. This has made it difficult at times to meet our targets. Unfortunately, the program itself does not have input into which students get offered a placement in the program and is up to a larger screening committee.
4. The **Onyx** program has seen a significant increase in referrals resulting in a waitlist for services. In addition, there has been an increase in referrals with youth that have Autism. Staff are in the process of attending training to address this new trend of referrals.
5. The **KidStart** Vancouver Coastal program has seen a high turnover of personnel on leaves or shifted to other KidStart programs. This has caused a disruption in consistency supporting mentors. The program is in the process of stabilizing supports to ensure a seamless transition of Coordinator of Volunteers at this time.

Our Staffing...



Our team...learning

Youth Justice Staff were provided with several training opportunities this past year including Positive Behaviour Support training with Behavior Consultant Wendy Counsell, Indigenous Cultural Training with Nola Jeffrey, Neurodiversity and neurodivergence training with Mary Klovance, Navigating Challenging Conversations with Charmaine Hammond, and Indigenous Cultural Safety training with Marissa McIntyre from Len Pierre Consulting.

New employees to PLEA were offered various onboarding training courses such as:

- Privacy and Information Sharing
- Strengths Based Practice
- MANDT Training, Trauma Informed Practice
- LivingWorks – Suicide Risk Prevention
- Naloxone Training
- Basic ISSP Training
- Human Trafficking
- Gender Diversity Training
- FOIPPA Foundations Privacy and Access Fundamentals

Staff participated in learning modules and training opportunities:

- Response Based Practice
- Outcomes Measurement
- Indigenous Cultural Safety
- PARCA's Reclaiming Justice for Indigenous Youth Conference
- Mental Health First Aid
- Building Respectful Relationships

Our team...new relationships

1. Our teams met with the **Beedie Luminaires Foundation** which offers amazing scholarship opportunities to young people pursuing post-secondary education. A few of our youth have applied to Beedie for the financial assistance, mentoring, and advisory support they offer.
2. The Onyx team program developed a new relationship with **Constable Gaurav Gill** from the Richmond RCMP- Youth Section. The partnership resulted in more referrals from the RCMP in Richmond and meetings with the Onyx team and MCFD liaison to better support collaboration. Onyx staff were invited to participate in a Human Trafficking event hosted by Richmond to educate service providers about the issue and provided participants with resources on the issue.
3. The Q added **13 new employers** to the program this year representing a multitude of opportunities across different industries.

Next year's goals...

1. To work towards PLEA's strategic pillar of being an ally in Reconciliation by providing meaningful **cultural support to Indigenous participants** by connecting with PLEA's Knowledge Keeper for cultural events, opportunities and training for our teams.
2. Increase and **maintain a caseload of 40 matches** for KidStart Vancouver Coastal Program.
3. To start data collection using **Outcomes Measurement Surveys** for Onyx, ISSP, and the Q Programs.
4. To launch the **ISSP Youth Transition Guide**, a life skill workbook and resource overview for those transitioning to adulthood.
5. To **increase cultural programming** within Onyx, ISSP and the Q programs. Genesis will bring back **the tobacco growing** programming that they had done in previous years, in consultation with our Knowledge Keeper.
6. To increase knowledge within the Onyx team to gain a better understanding of how to specifically support youth who are being sexually exploited with **Autism and Eating Disorders**.

For more information...

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