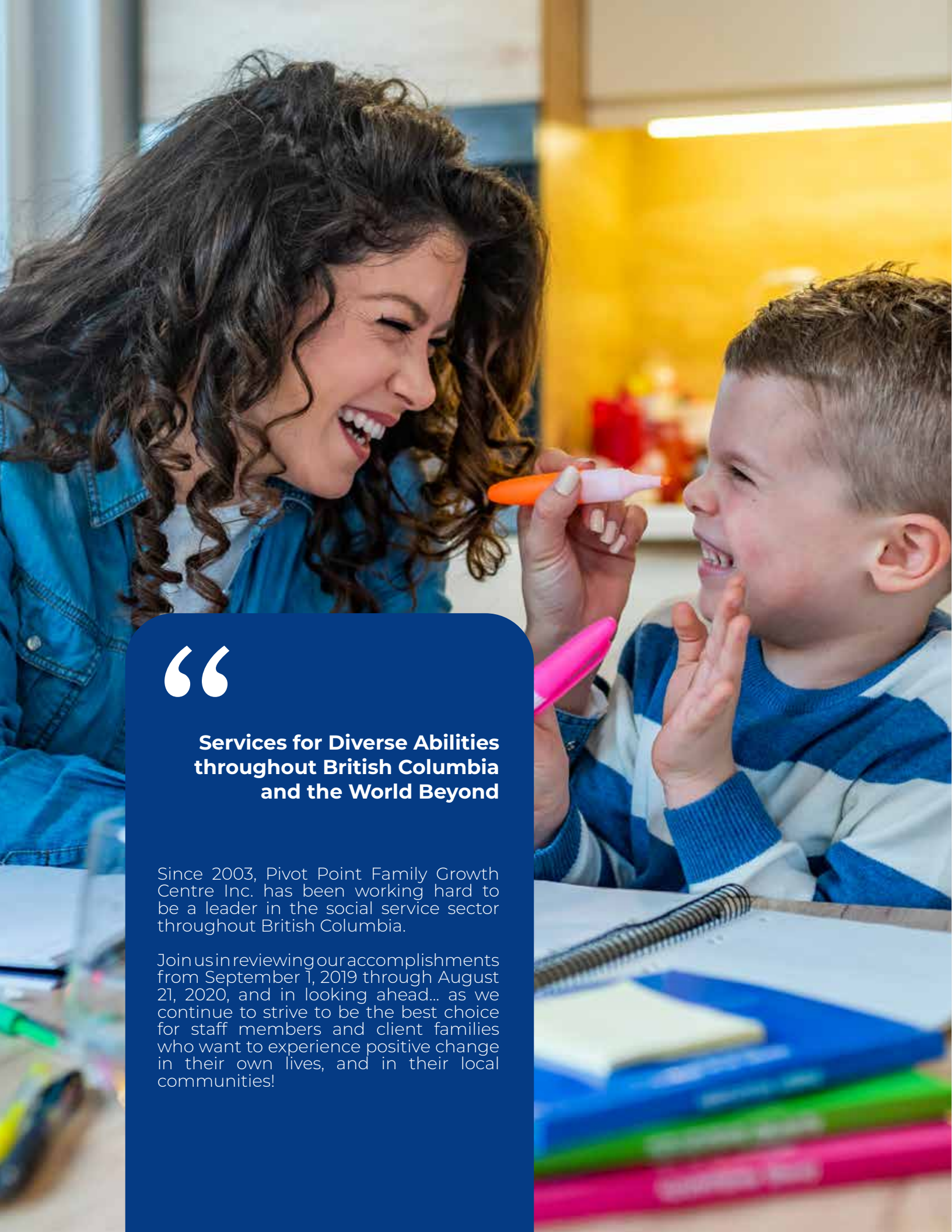




ANNUAL REPORT

SEPTEMBER 2019
- AUGUST 2020





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**Services for Diverse Abilities
throughout British Columbia
and the World Beyond**

Since 2003, Pivot Point Family Growth Centre Inc. has been working hard to be a leader in the social service sector throughout British Columbia.

Join us in reviewing our accomplishments from September 1, 2019 through August 31, 2020, and in looking ahead... as we continue to strive to be the best choice for staff members and client families who want to experience positive change in their own lives, and in their local communities!

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ABOUT PIVOT POINT

Throughout the past 17 years, Pivot Point has grown to become one of the largest Autism and Diverse Ability Service agencies serving young children, youth and adults throughout BC.

For more than a decade, our CARF accredited systems have put staff and client families first. Keep reading to learn more about our constantly evolving services, our growing staff base throughout the Province, and our relentless pursuit of innovation, efficiency, and meaningful change..

From day one, we have simply tried to offer families the same kinds of services at the same high caliber that we would want for our own loved ones. In this way, each Pivot Point family feels like our own... and each deserves our very best efforts.

We hope you'll agree!



OUR MISSION

To help create the turning point in people's lives that gives inspiration and focus to personal growth and success.

OUR VISION

We believe that every human being is capable of making continuous improvement and progress towards their own personal best.

In this quest for excellence, we recognize that the idea of what is "Best" is unique to each person; it's also quite elusive and difficult to maintain! As such, we are always rediscovering and learning more about what the "best" might look like for each person we serve, or for each staff member we support, or for each business function we provide.

OUR GUIDING PRINCIPLES AND VALUES

1. Cultivate Healthy Relationships
2. Inspire and Model Integrity
3. Be Responsible and Accountable
4. Pull in the Same Direction
5. Be Respectful
6. Create a Safe Environment for Learning
7. Seek Open Communication
8. Inspire Others
9. Embrace Humour

PIVOT POINTS OBJECTIVES

Pivot Point's unique system of care lets us deliver highly specialized, therapeutic services to children and adults through BC and beyond. Though our model emerged to help families best utilize BC's Autism Funding, Pivot Point's systems and service providers work exceptionally well with all families who need support to enhance their functioning. As such, many families choose to spend their private funds, extended health benefits, or other Government subsidies on services through Pivot Point. To us, each family deserves the following three main features that set Pivot Point apart from other service providers:

1

We are passionate about creating positive change!

This is not a "cute phrase"... it's an obsession! We CHASE positive change and we are very skilled at making change happen quickly!

Every thing we do at Pivot Point is driven by this desire to create meaningful positive change!

2

We have an interdisciplinary approach!

This is actually quite rare! We have several professional disciplines that work collaboratively together to create a powerfully holistic service. We are skilled and intentional in how we do this for each client's benefit.

3

We are relationship-oriented and values-based!

We truly put people first and strive to serve one another from a shared set of core values. When we live and act out of this strength, it creates an 'experience' of Pivot Point... the sense that something meaningful is happening here!

OUR SERVICE MILESTONES

Pivot Point's "year" follows the school year, starting on September 1st and ending August 31st. For us, the 2019/2020 year has been a wild roller-coaster! Here are some highlights!



SURVIVE AND THRIVE IN COVID!

The world was rocked by COVID-19 roughly half way through this year. And while many other organizations were closing their doors, Pivot Point staff and client families made it clear that they all wanted to stand strong, together, to keep services going. We quickly created many innovative online services, and adopted higher safety protocols, and discovered that our staff and client families grew substantially!



COMMUNITY CLASSROOMS EXPAND!

This year saw a huge increase in families choosing Distributed Learning Schools, and Pivot Point's Community Classrooms, to create a small safe and highly individualized learning experience for their students. In response to high demand, we've opened many new locations throughout the Province, and continue to refine our model of high quality, meaningful instruction to each student and family.



MENTAL HEALTH SERVICES BOOM!

The "COVID Context" has certainly shaken many people throughout BC. In response, Pivot Point's team of Counsellors and Family Support Workers has grown substantially, and evolved their service model, to best match the needs of children, youth and adults.



TECHNOLOGY BRINGS US TOGETHER!

At the start of the pandemic, Pivot Point was quick to release training guides to help staff and client families learn to find each other through online services. This gave rise to many exciting and successful online group activities which are meeting needs in ways we'd never imagined! Read more below to learn about other tech accomplishments this year.



COMPLEX CARE CHANGES LIVES!

What started as a small pilot project has been growing in momentum and success throughout the Province! We are thrilled to be given the opportunity to provide highly intensive service teams delivering sophisticated therapeutic services to so many families. Some families who were struggling the most, have found their turning point.



“Feedback from one of our Community Classroom Parents...”

The centre based support has been a lifesaver for our family! Through it we have had our son whom has specialized needs receive care and attention based on his abilities.

This centre based support has provided him with accomodations and specialized attention that he would not have had in a mainstream school. We have been able to work with his supports to help come up with a proactive plan to help him learn and grow based on where he is at.

We are glad that this centre based support is available for our family!

MEET THE
ADMIN TEAM

WE SUPPORT BEHAVIOURAL, EMOTIONAL
PSYCHOLOGICAL AND EDUCATIONAL NEEDS



Steve Cunningham
Executive Director

Steve has worked in the social service sector for more than 35 years. He brings a passion for making life better for others, and a keen interest in creating systems and technology to do so effectively and efficiently!



Crystal Thompson
Director of Operations

Crystal co-founded Pivot Point and brings 35+ years of experience to her vision of creating a truly heart centred agency that best serves all clients and staff. After all these years, she still loves her job and the opportunity to change lives!



Maycon Santos
IT Manager

Maycon has a long history in the technology field. He worked as a System Analyst at HSBC Bank, as a Teacher at PUCPR University in Brazil, and as a software developer. At Pivot Point, he oversees all IT systems and development teams.



Cynthia Provo
Administration

Cynthia has worked in various capacities with organizations across Western Canada which deliver Brain Injury Rehabilitation, Literacy programs, Domestic Violence programs, and Seniors' Housing. She now oversees invoicing and collections.



Brenda Gould
Resources Manager

Brenda has worked at Pivot Point for more than 12 years. She ensures that all offices across the Province have the supplies and resources needed to keep staff and client families moving forward!



Connie Nelson
Client Services Manager

Connie has worked in client care and accounts management at a variety of different organizations for more than 20 years. She now oversees all funding documentation, invoicing, contracts and receivables.



Amanda Nickart
Human Resources Manager

Amanda has a degree in Family and Social Relations, with a certification in Early Childhood Education. We feel this makes her an ideal HR manager at Pivot Point, as she shares our core passion for careers that make a difference!



Keith Fluet
Accounting Manager

Keith brings his experiences as a Canadian National Baseball Coach, as well as years supporting other Autism Services agencies, to Pivot Point. Here, he oversees all accounting, payroll, payables and the financial well-being of the agency.



Rochelle Watt
Community Relations Manager

Rochelle comes to us with over 15 years in various levels of Marketing experience. At Pivot Point, she handles our Community Relations and Marketing. Her days are full of content development for staff & social media, administrative client support, and more.



Michaela Vozenilek
Business Integration Manager

Michaela worked for 20+ years in the airline industry in administration and project coordination, while providing website and graphic design services to other local businesses. To us, these skills combine well into her roles of Business Integration Manager, Graphic Designer & Community Classroom Registrar.

OUR PROGRAM AREAS

BEHAVIOUR CONSULTATION SERVICES



Pivot Point delivers individualized ABA based services to children under age 6 (Early Intervention), to School Age children and youth (School Age Program) as well as to Adults with diverse abilities (Adult Services) and their families. Our aim is to support all of our clients to make the most progress possible with the resources available. Being goal oriented and evidence based, our large team of Behaviour Consultants and well trained frontline staff are keenly focused on teaching valuable skills and improving the quality of life in the clients we serve.

Program Manager
Alexandra DeLange

EDUCATIONAL SERVICES



Pivot Point’s academicservicesgo beyond the notion of mere “inclusion”: We aim to help each student find a place where they feel they truly belong! Through small-group “Community Classrooms”, individualized Tutoring and Homework support, or Access Assistance at college or university, we facilitate full participation, meaningful friendships and personal achievement. Our role as skilled and caring professionals, is to create those unique and safe opportunities that let every student discover the fun of learning, and a chance to let their strengths shine.

Program Manager
Cheryl Elderton

MENTAL HEALTH SERVICES



Pivot Point offers a wide range of Counselling and Mental Health services for individual teens and adults, as well as for couples and families. Our services can ‘stand alone’, or they can be fully integrated into other Pivot Point services for individuals or families. With our specialty in the emotional, behavioural, and relational conditions of childhood, adolescence, and adulthood, our experienced Counsellors and NeuroFeedBack trainers help bring hope and stability back into turbulent lives.

Program Manager
Lindsay Monier-Williams

COMPLEX CARE



Pivot Point’s Complex Care Program was designed around the single goal of providing intensive, highly responsive, clinically relevant services to the families that need it the most SO THAT they can reach a level of stability and relative wellness that lowers their level of need. Our main services include Complex Care Teams, Skilled Emergency Response, Social and Emotional Life Foundations training (S.E.L.F.) and Transition to Stabilization. All services start by listening to the stories and experiences of the family. Then building a team to help them reach the needs and goals of each person within the home.

Program Manager
Amber Foster

TRANSITION PLANNING



Pivot Point provides an effective and coordinated transition experience for youth with special needs and their families, as they transition into adulthood and establish the foundations of a successful and meaningful life as a maturing individual. This includes a multi-layered system that involves family members, friends, school staff, and other supporters to help create a winning team! We start with a PATH as a Person Centred Planning approach, then provide the leadership, regular meetings, and support to take all the steps necessary to reach success.

Program Manager
Kerri Henry

ADULT SERVICES

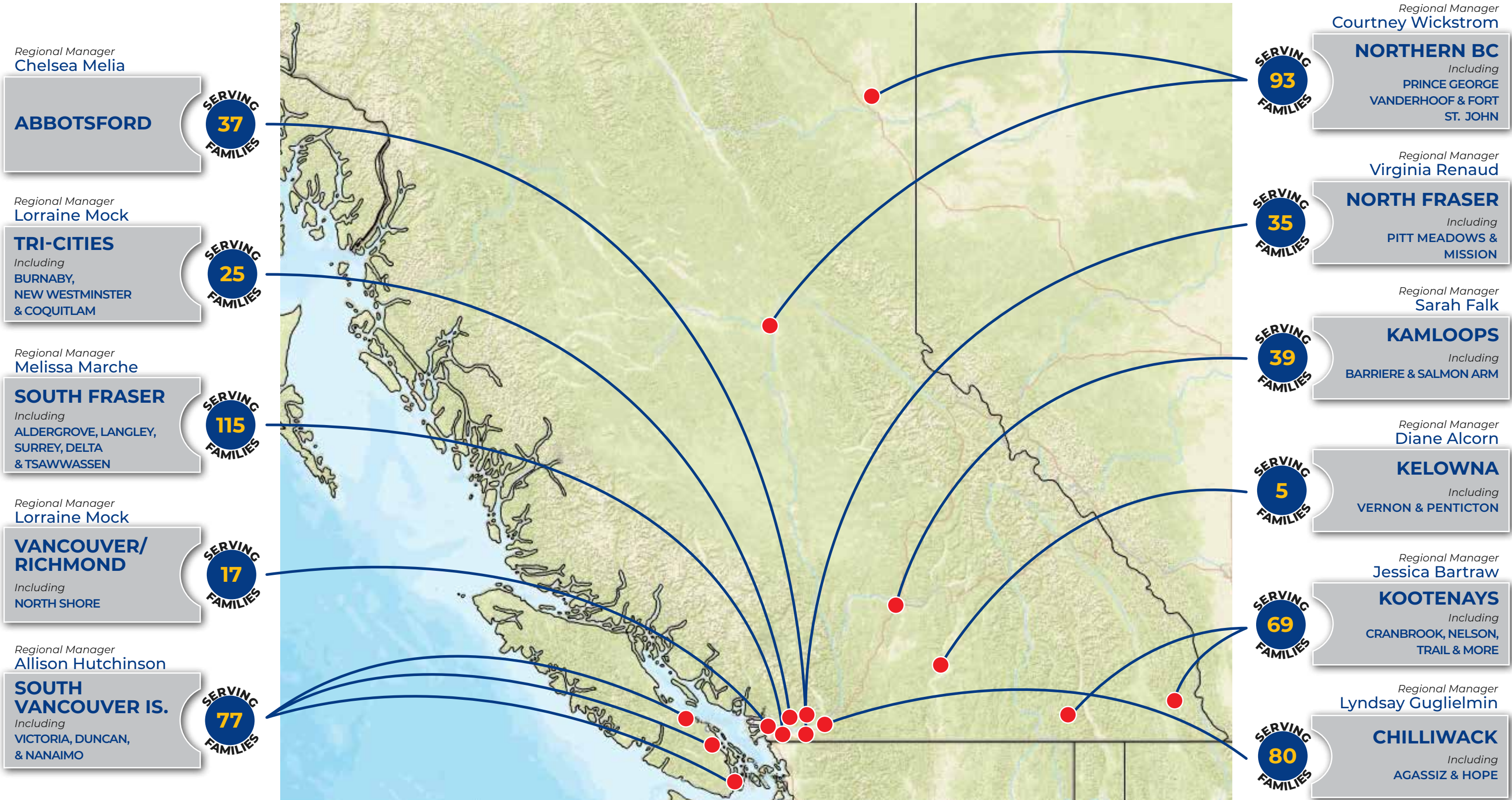


Pivot Point provides several services aimed at helping adults with Diverse Abilities to achieve their goals and live the lives they want. These include Respite, Life Skills Support Workers, Adult Peer Groups and Employment Supports. Our services range from more intensive one-to-one supports with a stronger focus on learning new skills, to small group services aimed at supporting meaningful community inclusion, to job skills and placement supports, and the development of larger and safe social networks.

Program Manager
Kerri Henry

OUR
REGIONS & CLIENTS SERVED

592 PERSONS AND FAMILIES SERVED
PROVINCE WIDE

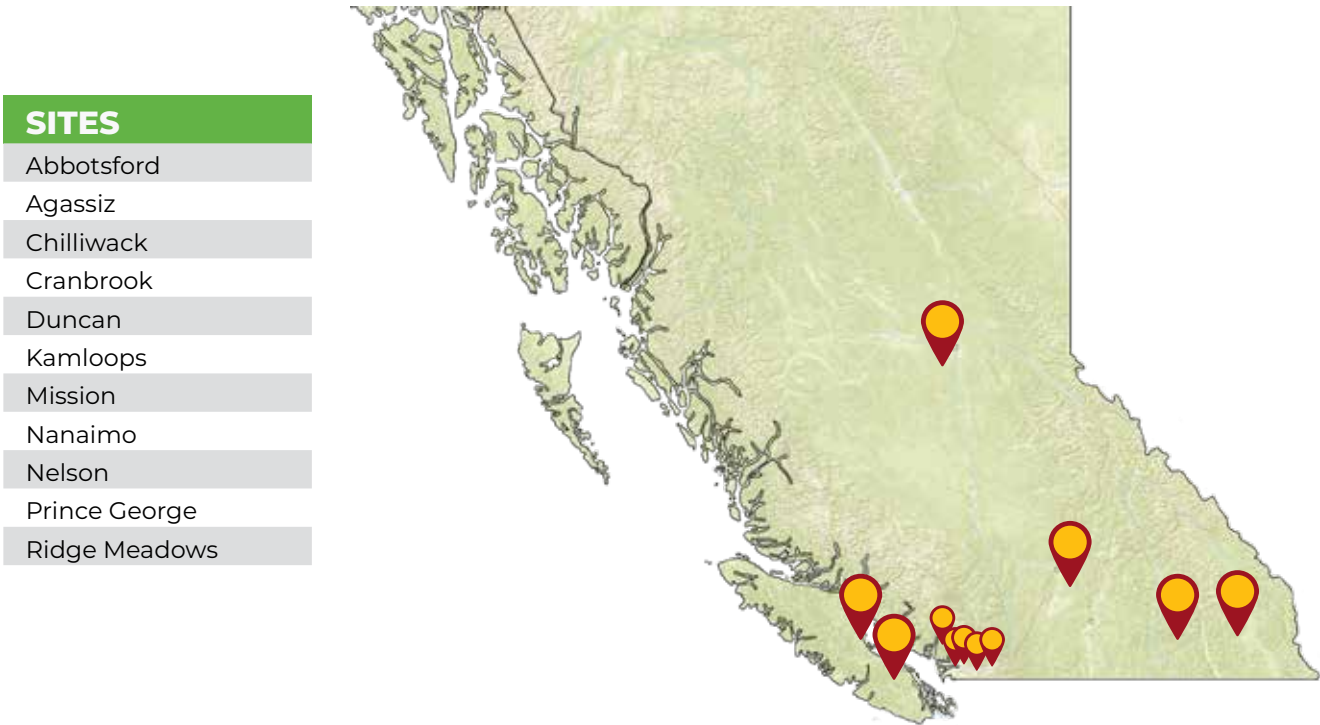


COMMUNITY CLASSROOMS

As an alternative to public schools, large brick and mortar independent schools, and traditional homeschooling, Pivot Point’s Community Classrooms create a safe and effective Distributed Learning space for students throughout the school year.

Our very small class sizes optimize one-to-one and small group teaching opportunities allowing focus on critical skills such as literacy, numeracy, and communication. Carefully crafted classroom environments, learning materials, and curriculum promote each child’s academic learning potential while also allowing students to develop self-regulation, social, and practical life skills.

Our dedicated teaching staff are trained to support students with ASD, FASD, and other learning and behaviour challenges by working alongside each student to help them meet the Prescribed Learning Outcomes of BC’s Ministry of Education with adaptation or modifications where needed. Learning is tailored to each student’s interests helping to make learning fun and successful.



OUR SERVICES



Community Classrooms

Pivot Point’s Community Classrooms create a safe and effective Distributed Learning space that provides the best of both worlds throughout the full school year



Individualized Tutoring

Pivot Point’s Tutoring Service is dedicated to helping children learn in a fun way that is “outside the box ”, and unconventional. We work with each student’s learning style to create fun and fast paced homework activities that inspire success, reward organization and self-initiative and optimize learning



College Access Assistance

Pivot Point offers support services for older teens and adult students requiring assistance as they work towards their post secondary education. Our staff are trained and equipped to help remove educational and environmental barriers for students with Diverse Abilities.



Psycho-Educational Testing

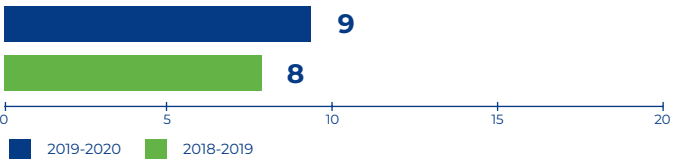
Psycho-Educational testing is the process of evaluating a child’s cognitive abilities related to his or her educational performance. Using standardized educational tests, we report on the child’s comparative intelligence and cognitive abilities, memory, processing speed, academic achievement, as well as measures of behaviour, relative to same age peers... all in a clear report that maps out individualized goals and recommended strategies for improvement.

NEW WEBSITE

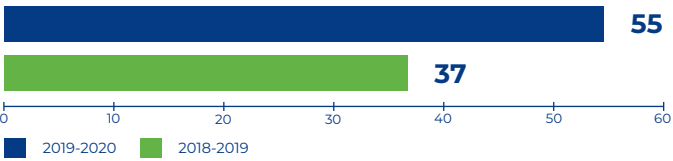
With the growth of Pivot Point’s Community Classrooms throughout BC, and the significant evolution of our services through our sister company called Pivot Point Learning Centres Society, it was time for a new website! Now families throughout the Province can learn more about our Tutoring services, as well as about our Community Classrooms, and view classroom tours for each location. Visit us at LearningCentres.PivotPoint.ca



SITE GROWTH



STUDENT GROWTH



THERAPEUTIC OUTCOME MEASURES



EARLY INTERVENTION

EI clients registered in the ABA Program as their primary program area, with services lasting at least 7 months or more.

Number of Client Files Reviewed	30 of 65 Active Cases
Average Age	4 years, 6 mos
Autism Severity Levels	45% Severe, 31% Moderate, 24% Mild
Adaptive Skill Ranges	Average 10%, Below Avg 7%, Low 17%, Ext Low 66%
Average Number of Targets Mastered	62 (range 21-228)
Average Hours to Teach each Target	4.6 hours

*20 Reviewed files used for "Targets Mastered" and "Hours Statistics"



SCHOOL AGE

School Aged clients registered in the ABA Program as their primary program area, with services lasting at least 7 months or more.

Number of Client Files Reviewed	83 of 261 Active Cases
Average Age	10 years
Autism Severity - Standard	45% Severe, 42% Moderate, 2% Mild, 11% N/A
Autism Severity - High Functioning	Moderate 41%, Minimal 59%
Adaptive Skill Ranges	Average 10%, Below Avg 16%, Low 30%, Ext Low 26%
Average Number of Targets Mastered	24 (range 4-93)
Average Hours to Teach each Target	5.2 hours

*66 Reviewed files used for "Targets Mastered" and "Hours Statistics"



ADULT SERVICES

Adult clients receiving services for Community Inclusion as their primary program area, with services lasting at least 7 months or more.

Number of Client Files Reviewed	18 of 36 Active Cases
Average Age	28 years
QOLI Averagre Score	Average
QOLI Ranges	High 8%, Avg 69%, Very Low 23%
Average Number of Targets Mastered	9
Average Hours to Teach each Target	10 hours

*13 Reviewed files used for "QOLI Average Score" and "QOLI Ranges"



MENTAL HEALTH

Mental Health clients are those whose primary services for at least 7 months are from this program area.

Number of Clients in Mental Health Program	32 Active Cases
Total Served Across all Program Areas	76
Average Age	11-14 years
Total Served by Field Service Works	58
Number of Regions with Mental Health Services	9
Number of Scaled Goals Achieved	91



COMPLEX CARE

Complex Care clients & families are those requiring significantly more intensive services than others, for more than 7 months.

Number of clients	8
Average age	14.6
Average Number of hours per wweek/case	46 hours / week
Number of Cases Moved from Severe to Moderate Intensity	4
Number of MCFD Regions Served	4



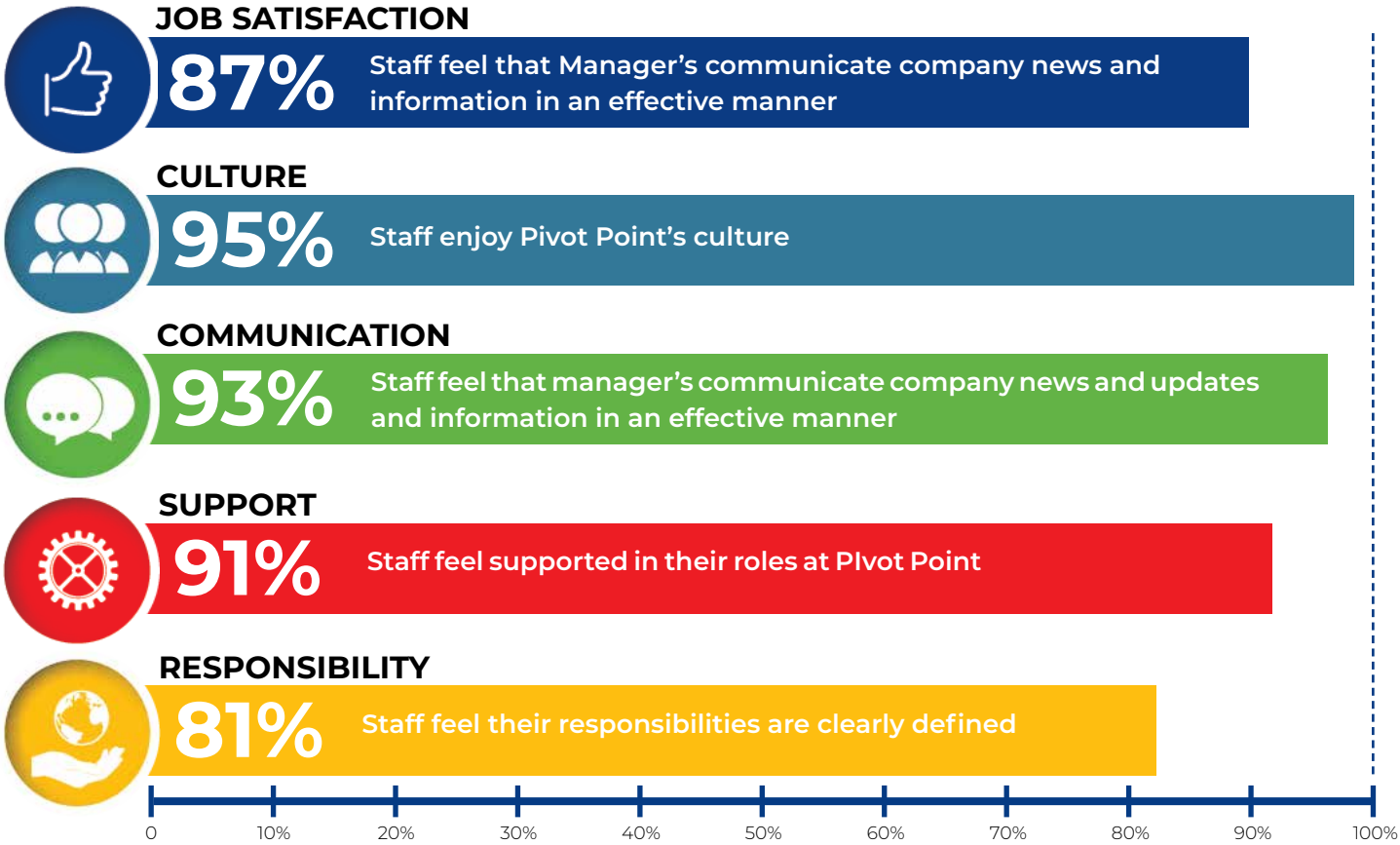
EDUCATIONAL SERVICES

Educational Services clients receive mainly academic services for more than 7 months of the year.

Number of students	55 in classrooms / 14 tutoring
Average Age	10.7
Number of Community Classrooms	9
Number of Instructional Staff	23
Number of DL Partners	11
Number of Academic Targets	217

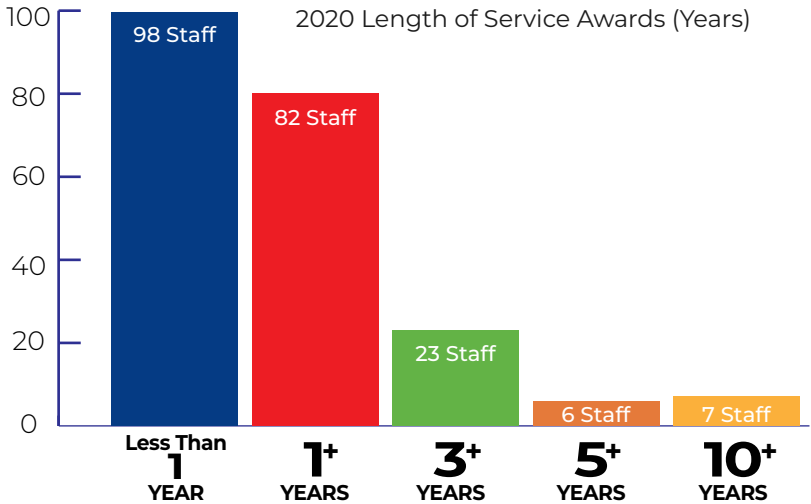
STAFF FEEDBACK

Each year Pivot Point collects formal anonymous feedback from our staff about their personal experiences of working at Pivot Point. This feedback is very important to us, as it helps us better understand what we're doing well, as well as learn about how we can improve! Here's what our staff said about our top five metrics in 2019/2020



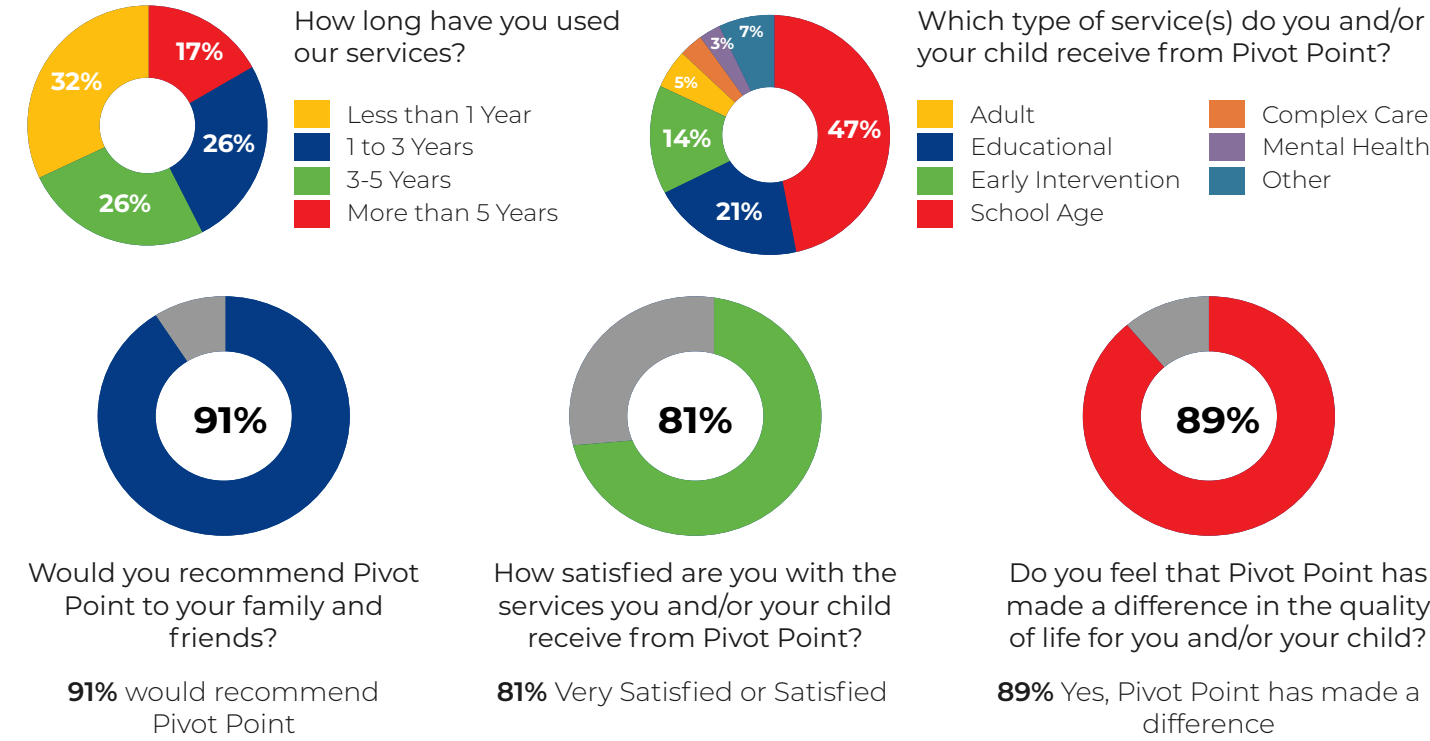
STAFF RETENTION

Staff retention has always been important at Pivot Point. We strive to build meaningful relationships with each and every staff member we hire, and to actively help them build the career of their dreams... with us. Sunshine notes are our form of personalized recognition from managers and professionals that help each staff member know exactly what they're doing right, and how their efforts are impacting others!



FAMILY & STAKEHOLDER FEEDBACK

Each year our client families and community partners give us feedback as well. These anonymous surveys really help us see the agency the way the community sees us! The metrics below inspire us, and the detailed comments help us identify what we can change to make things even better.



CRITICAL INCIDENT REPORTING

Critical Incident Reporting is another form of feedback. These inform us of situations that create a significant risk of harm to a person served or staff member. We monitor these incidents, work hard to resolve them quickly, and do our very best to learn from each one. This past year saw a decrease in the number of CIRs at Pivot Point (mainly within our Complex Care Program), yet our responsiveness and follow through increased to keep pace with these emerging issues!

HIGHLIGHTS FROM FEEDBACK COMMENTS

- “ Our child enjoys her time at Pivot Point and has no complaints about the work. We've seen progress in all of her identified goals and are looking forward to more. Communication from her workers is a great benefit, and they're very easy going when we need to make adjustments or reschedule. So far everything we have requested has been implemented, and very well.
- “ The staff at the Classroom in Kamloops are kind, patient and go above and beyond every day for the kids!
- “ You do absolutely everything well. The changes I have seen in my son are phenomenal!

IMPROVEMENTS IN TECHNOLOGY



CAREWEBS

Pivot Point continues to pioneer the use of technology in how we organize and deliver our services. We believe that technology can make our work more accurate, more efficient, and much more effective at driving change.

This past year we have achieved several important innovations in how staff, client families, and community partners access our shared workspace:



Self Created Access

Anyone can get started and securely create their own account

By going to newuser.pivotpoint.ca all clients, family members, and community partners can now create their own user accounts in CareWebs. This makes it fast and easy to join our online space, where staff and clients connect.



Trusted Partner Referrals

Security for MCFD, CLBC, Schools and other agencies

Once a new user account has been created, a community Social Worker, Analyst, Teacher or other professional -- from a trusted business -- may submit service referral requests into CareWebs. This makes the transfer of confidential information highly secure, and much faster.



Parents Sign Online

Service Agreements are now just a few clicks away!

Parents and other funders can now access, view and approve Service Agreements quickly and securely within CareWebs. This saves printing files, travel time, and in-person meetings... and lets everyone see the important details they need to see, before moving ahead.

ONLINE SERVICES

Pivot Point's Online services are exploding! Although this past year required people around the world to stay home, the pandemic has inspired many to learn new ways of reaching out... to learn, grow, access services and stay connected. Pivot Point is proud to continue leading the way, helping staff and client families find each other in safe, innovative, easy and efficient ways.



Online Groups

For young children, youth, adults, couples, families and teams!

By going to pivotpoint.ca/groupactivities, individuals and families are discovering a whole new world of online and in-person groups! We have developed a very wide range of groups for all ages -- and easy sign-up systems -- so that our staff members can share their talents and passions with online communities throughout BC and the world beyond!



Live Support

Instant support to keep you moving!

In the bottom right corner of our website, and inside CareWebs, all users see a "HELP?" button. This instantly puts you in contact with our live support, 9:00am-3:00pm Monday to Friday! We're here to answer your questions, and to help you find what you need, so you can keep your day moving forward towards success!



Video Conferencing

Just as live, but better than the real thing!

The world has changed, and Pivot Point has kept pace. All our staff are able to connect through video conferencing to plan and deliver nearly all of our supports and services. We meet with each other regularly, through small and large conferences... and we'd love to connect with our client families and community partners more as well!

STORIES OF
POSITIVE CHANGE



“

Working for Pivot Point has created positive change in my life in more ways than one. I have been inspired by so many other staff members who I now consider a part of my extended family. I have been encouraged and supported to follow my passion and pursue my goals. The way that Pivot Point upholds their guiding principals and values truly brings out the best in people. It is rare to see these days, as it is easy to simply focus on getting the job done in the quickest and most efficient way. But the work that we do is so much more than just a job... as hopefully we encourage our clients and families to follow their passion and pursue their goals as they invite us into their lives and homes to create positive change.

~ Staff Member

“

I have been with Pivot Point for almost 3 years now and it has been life changing! Without their help and the whole team's supprt, I don't know where my son and I would be! When we first began, my son was non verbal, didn't know how to express himself, he wasn't potty trained, and everything was a challenge... for me and for him! With all their hard work he now talks, even some full sentences! He is potty trained, he can write his name and some other words, he can count and knows his A - B - C's, and he can read! Everything is so much easier now that he is able to communicate. He has come so far and I have nothing but thanks and appreciation to the whole Pivot Point team!

~ Parent of Early Intervention Client

“

Our son has Autism, ADHD, Anxiety and a Sensory Disorder. He was unable to thrive in a traditional classroom setting prior to Pivot Points staff and strategies. Through the individual care and coaching from the instructor and the staff, our son has gone from a timid, sensitive, shrinking boy - to an empathetic, independent and growing young tween. The confidence that has come from the smaller setting has helped him feel safe, established firm expectations in academics, as well as his character and inspired better behaviour at home.

His instructors and support staff have been incredible. They have taught new skills to our son, made him feel like he belongs, and taught him how to befriend others. They have worked well with our goals as parents, as well as the distributed learning school's teachers. As a team, we have integrated an evolving plan to coach our son to help him thrive academically, emotionally, socially and he is beginning to see his own potential.

Thank you Pivot Point for helping our son 'unlock' himself from hiding and show himself with confidence - all while getting an education!

~ Parent of Community Classroom Student



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