

·FOUNDRY·

2024-25 Youth and Family Experience Survey: Summary Report

Understanding and Improving the Youth and Family
Experience at Foundry

Preface

Foundry is a province-wide network that offers free, integrated health and wellness services to young people ages 12–24. In 17 communities and virtual services across the province, youth can access free and confidential supports, including mental health care, substance use support, physical and sexual health services, youth and family peer support, and social services, all in one place, whether in person or online.

Foundry's vision is to transform access to services for young people across BC. Robust measurement and evaluation are integral to helping us realize this vision. This summary provides a snapshot of the 2024/25 Youth and Family Experience Survey (YES/FES) findings and a summary of insights from conversations with centers. Insights from this data help us understand how services are experienced and their impact on health and wellness outcomes. Since 2018, these insights have guided improvements to service quality and access.

Each Foundry centre that participated in the survey had a shared meaning-making conversation with the evaluation team to reflect on the data through their own local lens, to add context, and to highlight what's working and what needs more attention. This report brings together those collective insights and feedback.

Demographic, service use and access patterns summarized in the report reflect that Foundry continues to be an affirming space for diverse youth and a resource to families, either supporting their youth access services or accessing services on their own. Across the Foundry network, youth expressed fears of aging out of Foundry's IYS care model and called for support with transitioning to adult services. Findings and insights summarized in the report are consistent with what has been learned through Foundry's strategic plan consultations and what we see in the Toolbox data for the 2024/25 financial year.

Foundry Central Office (FCO) Evaluation team would like to thank youth, families/caregivers for sharing their stories and feedback and extend our deepest gratitude to centre staff for supporting with the administration of this year's surveys and for generously engaging in our shared mean-making conversations.

As an organization, we commit to honoring and centring the voices of youth and families we serve and to continued learning and exchange of knowledge with communities and Foundry Centres toward transformative care of all youth across the province.

Land Acknowledgement

At Foundry, our provincial work extends across many unceded, traditional and ancestral territories and lands of First Nations, Inuit and Métis people. Lands and territories colonially known as British Columbia. We honor the diverse histories, knowledge and ways of being of the Indigenous Peoples, unique to every community where Foundry has a presence.

Our work occurs within the context of ongoing colonial impacts, and we remain committed to delivering services that respect Indigenous sovereignty, knowledge systems, and healing practices. This acknowledgement informs our daily work with youth and families across the province.

On the evaluation team, we seek to actively engage in ongoing learning and critical reflection on how colonial approaches, methods and perspectives in evaluation have historically perpetuated harms and injustices against Indigenous peoples and communities and continue to do harm today. We are committed to practicing cultural humility and continued learning towards adopting Two Eyed Seeing approaches within our evaluation work and practices.

We strive to better understand and address both personal and systemic biases, working respectfully to hold, foster and nurture reciprocal relationships with Indigenous communities, including indigenous youth, family advisors and staff across the Foundry Network who lead, guide and inform our work.

Contents

WHAT IS THE YOUTH AND FAMILY EXPERIENCE SURVEY?5

HOW WAS SURVEY DATA ANALYZED?5

WHO PARTICIPATED IN THE SURVEY THIS YEAR?6

WHAT WERE THE YOUTH AND FAMILY EXPERIENCES AT FOUNDRY?7

WHAT WAS THE IMPACT OF FOUNDRY?9

WHAT DID WE LEARN FROM CONVERSATIONS WITH CENTERS ABOUT THE SURVEY? 10

WHAT’S NEXT? 11

APPENDIX 1.1. NETWORK REPORT: YOUTH EXPERIENCE SURVEY 13

APPENDIX 1.2. NETWORK REPORT: FAMILY EXPERIENCE SURVEY 15

APPENDIX 2.1. YOUTH VOICES FROM THE SURVEY 17

APPENDIX 2.1. FAMILY & CAREGIVER VOICES FROM THE SURVEY 18

APPENDIX 3. LIST OF PARTICIPATING CENTRES 19

What is the Youth and Family Experience Survey?

The Youth and Family Experience Surveys (YES/ FES) are annual, optional, anonymous cross-sectional surveys (not linked to Foundry Toolbox data), for youth and families accessing Foundry services both in person and through Foundry Virtual BC.

The surveys aim to understand the characteristics of youth and families who access services at Foundry, their experiences with these services and the impact of services on their health and wellbeing. Collectively, the surveys help us gather feedback and recommendations to guide service improvement.

The survey is promoted at each centre, and youth can choose to participate in exchange for a \$5 gift card. Surveys were administered between November 4, 2024, and January 13, 2025. Each centre was encouraged to recruit 50 youth and 25 family survey participants.

While the Youth and Family Experience Survey are not linked to Foundry's Toolbox data, these surveys and this evaluation work exist within broader evaluation, data and research activities. This includes the recently shared Toolbox data reports and dashboards that summarize volume data, service use and access patterns for each centre as well as ongoing research initiatives, all of which help us better understand who are serving, their experiences and the impact of our work.

How was survey data analyzed?

- The YES/FES collects both qualitative and quantitative data. Qualitative data includes opinions and descriptions; quantitative data provides numerical ratings of experiences.
- Data cleaning was completed by Foundry's Data team using Microsoft Excel, addressing blank responses, assigning numerical values to scales and checking inconsistencies. The cleaned data set was shared with the evaluation team for further analysis.
- Qualitative data were analyzed using reflexive thematic analysis (Braun & Clark, 2006). The Evaluation team (an evaluation specialist, three evaluation coordinators and a youth peer evaluator) used Miro, Microsoft Word and Microsoft Excel to code the data, identifying themes and subthemes.
- Quantitative data were summarized to produce descriptive results, and statistical tests were conducted to examine whether youth or families' experience of Foundry services was influenced by their service access characteristics and demographic identities.
- The Evaluation team synthesized the findings and identified key learnings (Appendix 1 & 2) before collaborating with centre partners to further explore the data. This process connected the qualitative and quantitative insights, providing a comprehensive understanding of the data.

Who participated in the survey this year?

803 youth and 191 family members from 17 Foundry centers and Foundry Virtual

We heard from youth and families from all 17 operating centers across all five health regions and community types across the province and Foundry Virtual (Appendix 3, Table 1).

Who were the youth who completed the Youth Experience Survey (YES)?

- More women and girls (52%) completed the survey than young men and boys (31%) and gender diverse youth (13%).
- Youth who responded to the survey were from a mix of racial and ethnic identities: 68% White, 29% Indigenous, and a smaller but meaningful representation from East Asian and Black communities.
- All age groups (12-24) served at Foundry were represented. Youth within the ages of 19–21 years were most represented in the survey, and a smaller proportion (14%) of 12–15-year-olds.
- What stood out is how many youth belonged to equity-denied groups: 5 in 10 youth identified as 2SLGBTQIA+, 4 in 10 as neurodiverse and 3 in 10 as Indigenous and more than half self-identified as living with disabilities.

Who were the family members who completed the Family Experience Survey (FES)?

Families play a key role in a young person’s access to services. At Foundry, family is uniquely defined by each young person and may include anyone who supports or advocates for their wellness.

- Family members who responded to the survey were from a mix of racial and ethnic identities. Compared to youth, there were more Black family members (19%) and similar representation of white, Indigenous and East Asian family members.
- Family members included diverse support and advocates for youth, with 62% identified as parents, 14% as caregivers and other relatives, friends or other support.
- 47% of family members were at Foundry supporting a young person receiving care.
 - Most accessed youth services with the support of a family member were mental health (46%) and primary care (35%).
 - Among youth supported by their family to receive care, 65% of those were accessing services at Foundry, 16% accessed services somewhere else, and 19% were not accessing services anywhere.
- 53% of the family members accessed Foundry to receive support and education for themselves, and most accessed services by families were family peer support (47%) and family counselling and support groups.

“Foundry helped me to understand the mental health challenges my youth has and to be more patient with them”

– Family from Fraser Health Region

The diverse demographic patterns observed across the surveys suggest that Foundry is an accessible and affirming space for diverse and equity-denied youth and families.

What were the youth and family experiences at Foundry?

Services were accessed in-person, virtually and through the Foundry BC App. 7 in 10 youth had more than 6 visits to Foundry, and 9 in 10 shared that drop-in hours worked for them

Survey findings indicate that Foundry's integrated care model promotes flexible access with options for youth to seek support independently or with the involvement of their family/caregivers, whether in person or virtually.

"It is the easiest, most convenient and beneficial mental health and addictions place I've ever been to or heard of and I am super grateful to have a doctor available to me. So, this place has changed how easy it is for me to get help I need."

- Youth from Island Health Region

- Youth who identified as boys/men and younger youth (12-15) were more frequently supported by family members when accessing Foundry than older youth (16-24) and girls/women.
- Having integrated and wholistic care was highly valued by youth; 8 in 10 youth strongly agreed that having multiple services in one place made it easier to get help, and 3 in 10 youth accessed more than one type of service during their visit.
- Foundry's accessible drop-in services and streamlined booking process were effective in meeting expectations for timely access to care, with 7 in 10 youth strongly agreeing that the time they had to wait was reasonable and that scheduling their appointments was easy.
- Family members also shared that Foundry is a low-barrier, supportive and welcoming space with 9 in 10 family members who reported that drop-in hours worked well with their schedule.

Youth appreciate staff taking the time to clearly explain their care plans and allowing them to make decisions about their own health.

Staff are making all the difference. Youth consistently praised Foundry centre staff as the heart of their positive experiences.

Youth described staff as kind, caring, respectful, and supportive in creating welcoming, nonjudgmental spaces. Youth valued connecting with diverse staff, especially those who share aspects of their identity. At the same time, some youth expressed a desire for more diverse cultural representation among staff. Youth also identified a need for more consistent staffing to support trust-building, and called for increased access to primary care, counselling, and specialized services.

"I got to meet up with my favorite counsellor, who always makes me feel so understood when we talk. It was also super easy to book my next appointment and everyone there is so friendly from the second you walk in."

-Youth from Fraser Health Region

Youth see Foundry as a wholistic and safe space that supports their health, social connection, and personal growth.

Youth describe Foundry as a welcoming, safe place where they can express themselves, build social connections, and develop skills. Youth value being able to have their diverse needs met by accessing a wide range of services in one place. Youth value being able to access supports like substance use health services, eating disorder support and gender-affirming care, that is not available to them elsewhere. For some youth, Foundry is a quiet place to study and receive help with school-related challenges. The survey suggests increased demand for group supports across the network, with youth expressing a desire for more group activities and events.

"Very easy to access whether it be connecting for counselling, with a doctor or counsellor or attending one of the groups. I think it's given youth a safe place to come in when they need a place where they feel comfortable. I could almost count it as my second home, I feel comfortable, heard, understood and safe."

-Youth from Fraser Health Region

A recurring concern emerged about the transition at age 25. Youth feel anxious about no longer having access to Foundry services when they turn 25. They suggested offering more support to youth who are aging out, including specific counselling and directing youth to other resources in the community. Some centers provide transition support for youth nearing transition; however, concerns and fears of discontinuity of services upon aging out remain among younger youth.

Clear and timely communication improves a young person's experience at Foundry.

Youth want clearer information about which appointments can be booked in advance, how to book them, and what to expect from different services. Reminders and follow-ups are appreciated, as the absence of communication can feel discouraging. Youth also called for better promotion of services to diverse communities, clearer service descriptions, more accessible information about hours and wait times, and greater transparency around Foundry's rules and protocols.

"The doctor was super responsive to what I had to say and didn't dismiss anything I was telling her and seemed passionate to help me which is unfortunately not very common when I see other doctors"

-Youth from Island Health Region

"Even though some issues weren't fully resolved. I felt valued and respected, which made me more willing to seek help again"

- Youth from Island Health Region

Most youth feel heard, respected, and supported in their care at Foundry, though some express concerns about rushed appointments and not always feeling listened to.

Youth shared that the care they receive reflects their concerns and meets their needs. They appreciate staff taking the time to clearly explain their care plans and allowing them to make decisions about their own health. Youth identify improvements in their mental health, overcoming various issues in their lives, and personal growth. However, some youth feel that staff are not fully listening to them, which leads to feelings of being misunderstood and having their

needs overlooked. Additionally, when appointments are short or rushed, some young people don't feel taken seriously.

Integrated care approach improves accessibility. Youth shared that Foundry feels accessible, highlighting free services, flexible scheduling, and convenient drop-in options as key strengths. They appreciate the ease of booking and rescheduling, especially through the app, and value access to virtual services. At the same time, some youth identified barriers, including limited hours, difficulty with appointment availability and booking, long waits, short or inconsistent appointments, and a time-consuming intake process. Some also

noted challenges, including accessibility issues with public transportation, inaccessible locations, and limited free parking.

What was the impact of Foundry?

9 in 10 youth reported that Foundry had a positive impact on their general well-being, and 8 in 10 said they were satisfied with their experience and would return for care.

- Most youth reported high satisfaction with Foundry. 8 in 10 youth said they were satisfied overall and would use Foundry services again if needed. 7 in 10 youth felt their needs were met, felt more prepared to manage their current situation and more confident working towards their goals.
- Foundry's services have a significant positive impact on youth well-being. 9 in 10 youth reported an improvement in their general well-being, and 8 in 10 said their ability to cope had improved. Most of the youth noted positive impacts on daily activities (76%) and friendships (67%).
- While youth report largely positive outcomes, family relationships appear to be an area of more mixed impact. Only 49% youth said their family relationships improved through Foundry services, while 51% saw no change or a negative impact.
- Foundry services had an impact on family members as well - 6 in 10 families strongly agreed that Foundry services met their needs and helped them feel more equipped to support their young person, and 7 in 10 strongly agreed that they would recommend family services to a friend.

"I really feel that Foundry is able to provide resources at my fingertips that I didn't think were available for me. I don't know what I would do without all the help and support I regularly get"

– Family from Fraser Health Region

Peer Support and wellness groups improve the overall experience at Foundry

Peer support and wellness groups emerged as clear strengths, with youth who accessed these services reporting higher satisfaction, easier access to help, and stronger staff relationships. This finding highlights the important service peer support workers provide in helping youth access services in a holistic and integrated way, a key aspect of integrated youth services.

"Foundry is pretty perfect the way it is. My favorite part about Foundry is the peer support worker being able to attend doctors and dentist appointments with me when I'm scared. I think it's very important for the peer support workers to be able to do outreach work like that."

– Family from Island Health Region

Across all groups of youth, there was higher reporting of positive impact of Foundry on coping, general well-being, managing day to day activities and impact of services on relationships with friends and family.

What did we learn from conversations with centers about the survey?

Existing evaluation tools often miss youth who are not returning, Indigenous perspectives and systemic barriers. Centres called for storytelling methods and culturally grounded evaluation.

We had conversations with each centre to interpret the data and to gather further local context and feedback related to the data. Here is what we learned from our conversations with centre staff and leads from 15 Foundry Centres and Foundry Virtual.

How are centers currently understanding youth and family experiences?

- Centres use a combination of informal check-ins, peer-led conversations, structured surveys, and relational indicators such as return visits to understand youth and family experiences. Many adopt creative approaches, like adjusting survey timing to reduce survey fatigue. There is a shared emphasis on balancing data collection needs with avoiding over-surveying, especially for Indigenous and equity-denied youth. Centre staff call for decolonizing evaluation practices to prevent placing undue burden on youth and their families.

“We need to hear from youth who aren’t walking through our doors- that’s how we’ll truly reduce barriers”

– Centre Staff

What did centres find the most interesting and useful?

- Centres valued the anonymity of the survey data for fostering honest feedback and viewed the results as both validating and motivating for staff.
- Actionable recommendations from youth and families were particularly appreciated, as was the opportunity to share feedback internally to reinforce good practices.
- Centre staff expressed interest in comparing results across centres to identify trends, gaps, and unique strengths within the network.

What are the key recommendations from Centres to improve understanding of youth and family experiences across the network?

- Centres emphasized the need for more qualitative, narrative-based feedback, especially from Indigenous youth and families, through approaches such as storytelling, relationship-based engagement, and community-informed methods.
 - Evaluation methods should reflect local and community demographics and needs, like phone-free options and alternative methods of completing surveys besides in-person completion for rural and remote centres.

“Decolonizing evaluation practices is essential to avoid burdening youth with rigorous surveys”

– Centre Staff

- Understanding each centre’s unique role in its neighbourhood and the role of communities in supporting young people’s access to services is crucial. As such, including communities to support evaluation activities such as schools and after-school services, especially for unreached youth and youth who are not returning to Foundry.
- There was a strong call for Indigenous and non-colonial methodologies that better capture cultural safety, housing, and mental health realities, noting that current tools often miss the nuances of Indigenous perspectives and the systemic challenges faced by marginalized youth.
- Minimizing survey burden emerged as a priority, with suggestions for quicker, simpler tools like exit texts, sound bites, or real-time prompts embedded in existing platforms such as Toolbox. Centres recommend mixed methods approaches combining surveys with focus groups and direct feedback from youth, families, and community partners.
- Key data gaps observed included housing insecurity, particularly for undocumented, immigrant, and homeless youth, as well as the need for ethnicity- and race-disaggregated data.
- Transportation was identified as a significant barrier for rural and remote communities; evaluation of accessibility and mobility challenges to inform service improvements is needed.

Insights from conversations with centres underscore a need to balance network-wide consistency with local flexibility, ensuring tools honour the diversity of Foundry’s communities.

What’s Next?

The 2024/25 Youth and Family Experience Survey provided valuable insights about the experiences of youth and families at Foundry, and Foundry’s impact on their health and well-being outcomes. As in previous years, survey results indicate that youth and families continue to have positive experiences at Foundry, be it experiences with accessing services or experiences with the staff. Foundry’s integrated and wholistic care approach continues to meet the needs of youth and families across the Foundry network and the province at large, with significantly positive impacts on young people’s general health and well-being and ability to cope with daily activities.

Findings from the survey highlighted important recommendations for improvement. Centres across the network are already responding, some by implementing promising practices, others by tackling persistent challenges like wait times or barriers in reaching diverse communities.

For the Evaluation team, the findings also underscored the limitations of the current approach, particularly in its ability to engage youth equitably and capture the voices and feedback of those who are often missed, excluded or not returning to Foundry. Foundry’s transformative evaluation approach that moves beyond traditional evaluation practices will provide responsive means to include relational-based engagement and evaluation using storytelling approaches that centre equity, accessibility, and the lived experience of youth and families. The proposed approach will also support more integrated and low-barrier evaluation processes that are integrated within existing data tools.

Through the transformative evaluation approach and the ongoing development of Foundry’s evaluation framework, we will endeavour to better reflect the full spectrum of youth and family perspectives, reduce barriers to participation among equity-denied youth and those who may not be returning to Foundry, to support more inclusive, actionable learning across the Foundry network.

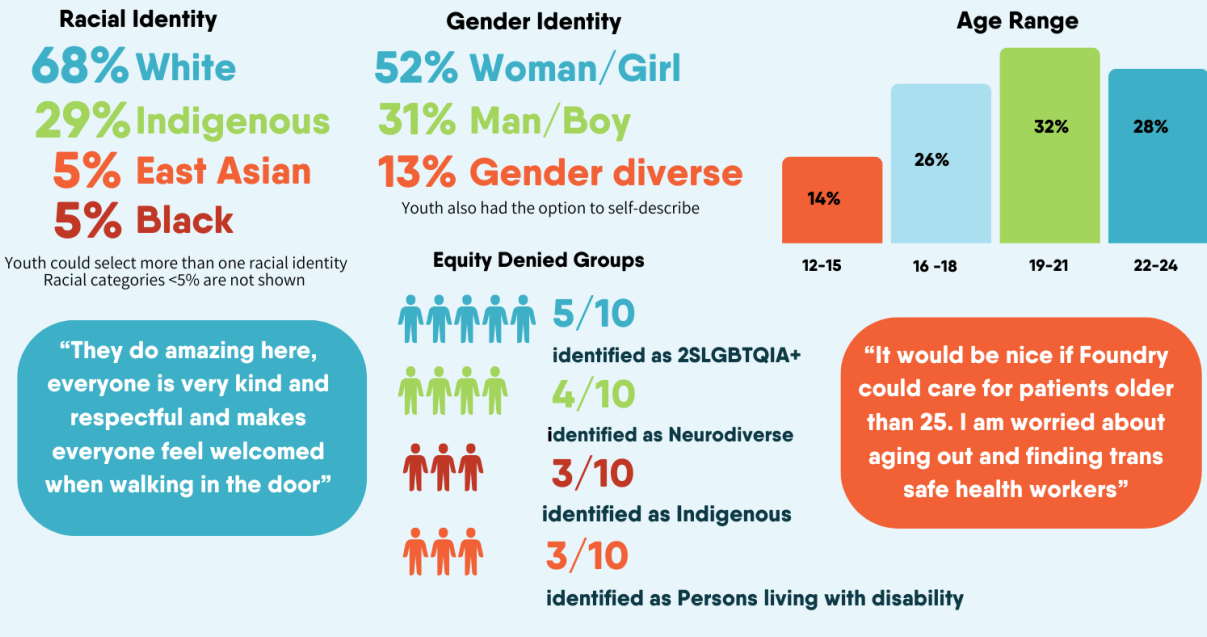
We would like to once again extend our gratitude to all the centre staff for your support in this year's YES/FES administration, for engaging in the shared meaning-making conversations and for your continued commitment to centring youth and family voices to guide service improvement.

Appendix 1.1. Network Report: Youth Experience Survey

· F O U N D R Y · Youth Experience Survey 2024 Network Report

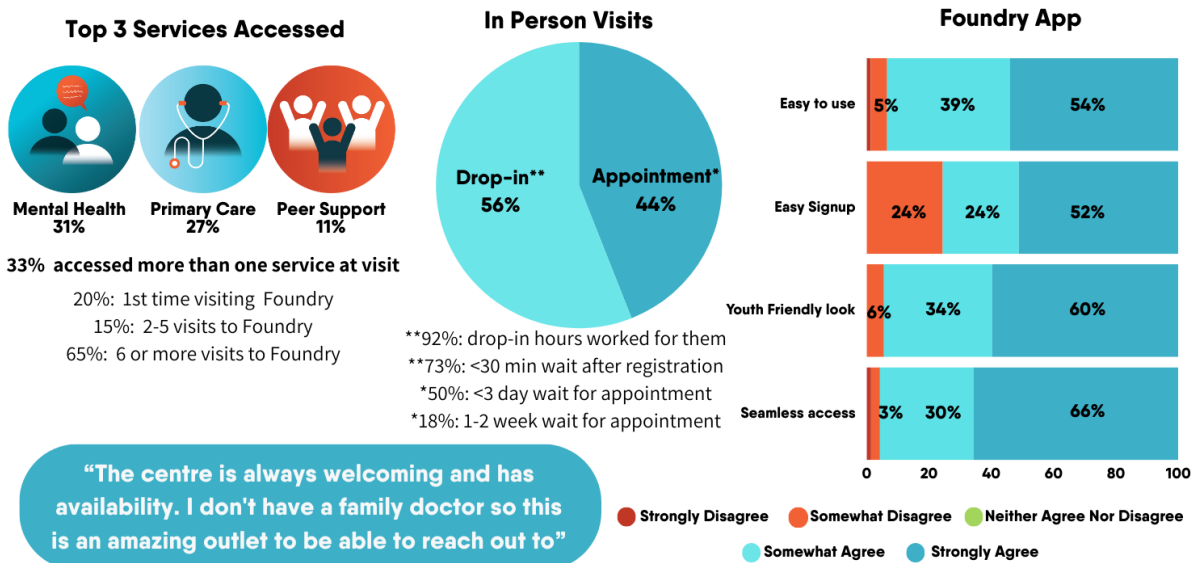
The Youth Experience Survey (YES) is an annual, anonymous survey (not linked to Toolbox data), for youth accessing Foundry services. By understanding youth experiences we can better meet the needs of youth and guide service improvement.

We heard from 803 youth across BC who came from diverse communities.



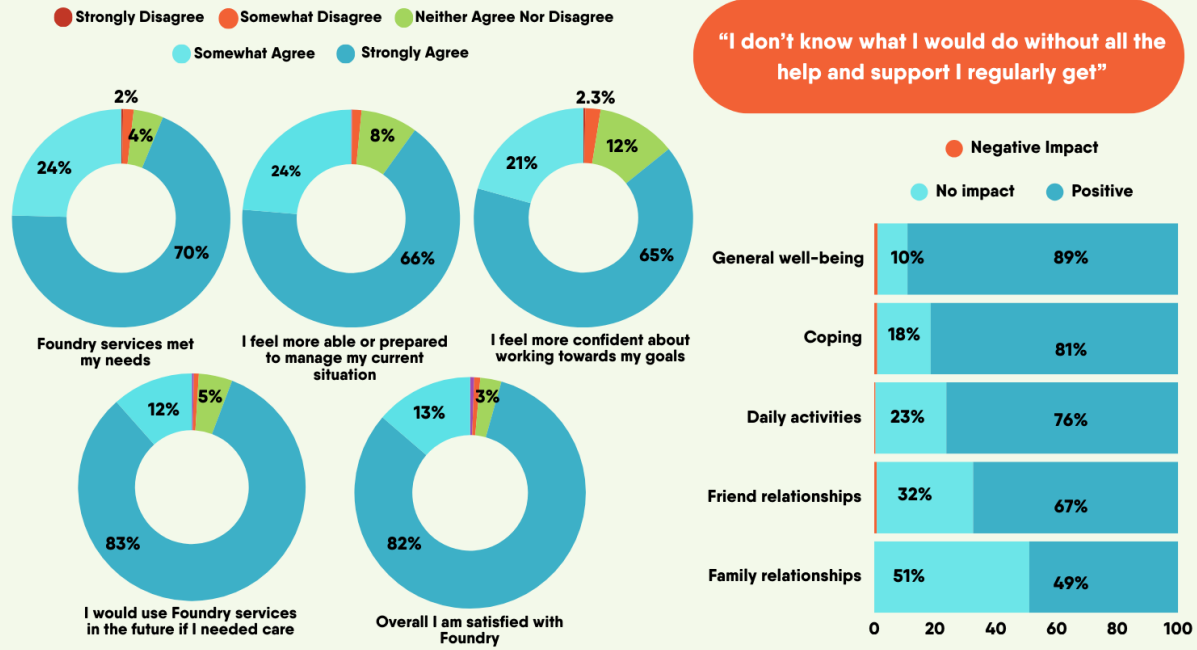
Services were accessed in-person, virtually and through the Foundry BC App.

7 in 10 youth had more than 6 visits to Foundry and 9 in 10 shared that drop-in hours worked for them.

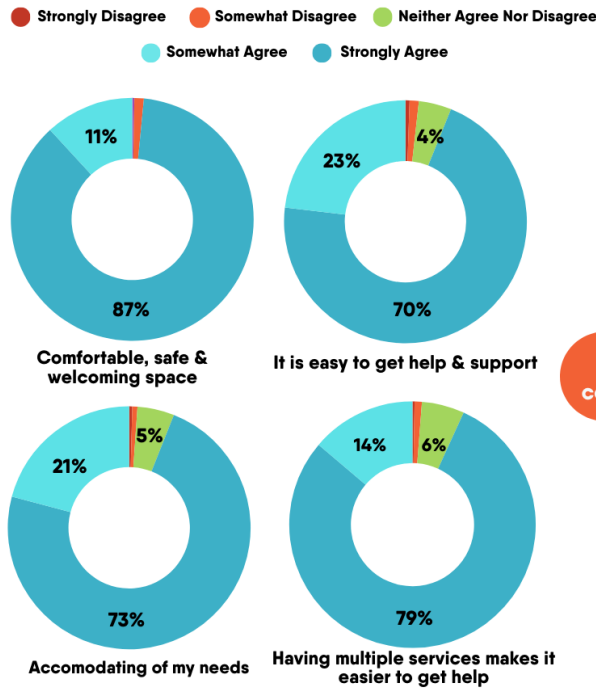


Impact of Foundry

9 in 10 Youth reported that Foundry had a positive impact on their general well-being and 8 in 10 said they were satisfied with their experience and would return for care.



Experience & Satisfaction at Foundry



Youth rated their experiences with Foundry staff highly, (4.6/5) across all areas, (personalized care, safe and trusting relationships, discrimination and judgement free, skilled and experienced).

"I love Foundry, its awesome and a lot of help, I love coming here, everyone is so nice and helpful"

"Using more body language or visual aids during communication would make it easier for me to understand"

"The staff at foundry always go above and beyond with their care for me, I have easy times making therapy appointments and seeing the life skills worker, they do their best to support me even when I'm not booked in to their day. I always feel like I have people to reach out to and the staff are always amazing and ready to help"

Appendix 1.2. Network Report: Family Experience Survey

· F O U N D R Y ·
Family Experience Survey
2024
Network Report

The Family Experience Survey (FES) is an annual, anonymous survey (not linked to Toolbox), for family members accessing Foundry. By understanding family members' experiences we can better meet the needs of youth and families and guide service improvement.

At Foundry, "family" is uniquely defined by each young person and may include anyone who supports or advocates for their wellness. Family, whether by birth, choice or circumstance, holds a significant role in supporting a young person by fostering a sense of belonging and hope through their shared experience.

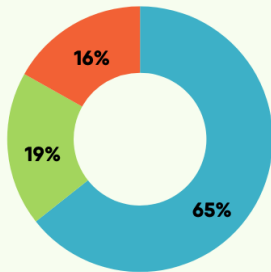
We heard from 191 family members across BC who shared that Foundry is a low-barrier, supportive, and welcoming space that has positively impacted both them and their youth.

Family Member Racial Identity

- 58% White**
- 19% Black**
- 12% Indigenous**
- 5% East Asian**

Family could select more than one identity
 Racial categories <5% not shown

Among family members who received support at Foundry, 65% report their young person also accesses services at Foundry.



- Young person is accessing services at Foundry
- Young person is not accessing services anywhere
- Young person is accessing services somewhere else

"I appreciated the personal experiences that the staff had shared with me. It makes it more manageable that I'm not the only one going through this"

"Foundry helped me to understand the mental challenge my youth has and to be more patient with them"

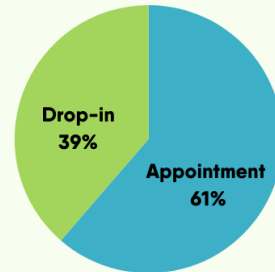
"Foundry was educational and supportive for my family needs, especially for my youth"

Relationship with youth

- 62% Parent**
- 14% Caregiver**
- 7% Other relative****
- 6% Other Support***
- 5% Friend**

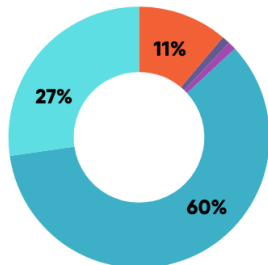
**Sibling, aunt, uncle, grandparent, cousin
 *Support worker, Elder etc.

86% of Family members accessed services in person and 9 in 10 report drop-in hours work well with their schedule.

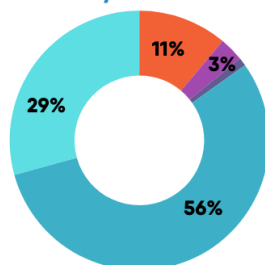


10%: 1st time visiting Foundry
 46%: 2-5 visits to Foundry
 44%: 6 or more visits to Foundry

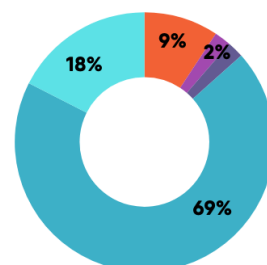
Foundry services had an impact on family members - 6 in 10 strongly agreed that Foundry services met their needs and helped them feel more equipped to support their young person and 7 in 10 strongly agreed that they would recommend family services to a friend.



As a support person, services at Foundry met my needs



I feel better equipped and prepared to support my young person because of my visit to Foundry

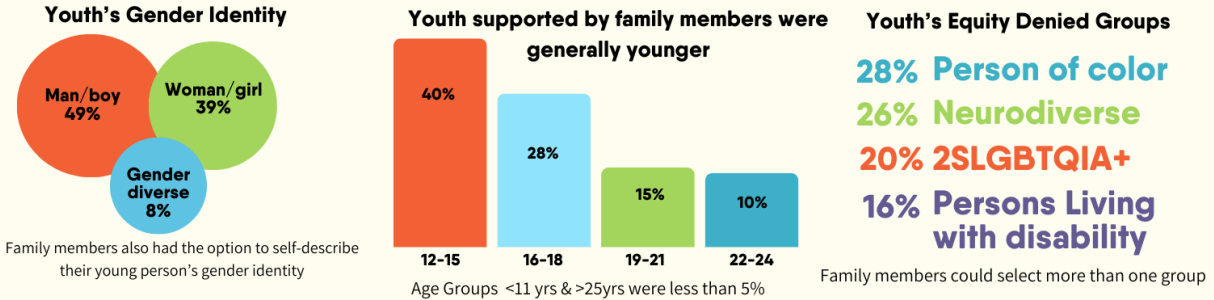


I would recommend Foundry family services to a friend

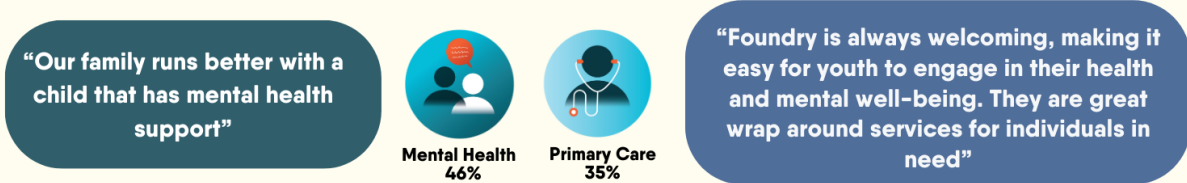
- Strongly Disagree
- Somewhat Disagree
- Neither Agree Nor Disagree
- Somewhat Agree
- Strongly Agree

Family members accessed Foundry through two different paths.

47% of family members visited Foundry to support a youth who was receiving services. Youth supported by their family members were generally younger (ages 12-15), nearly half were boys/men and many came from equity denied groups.



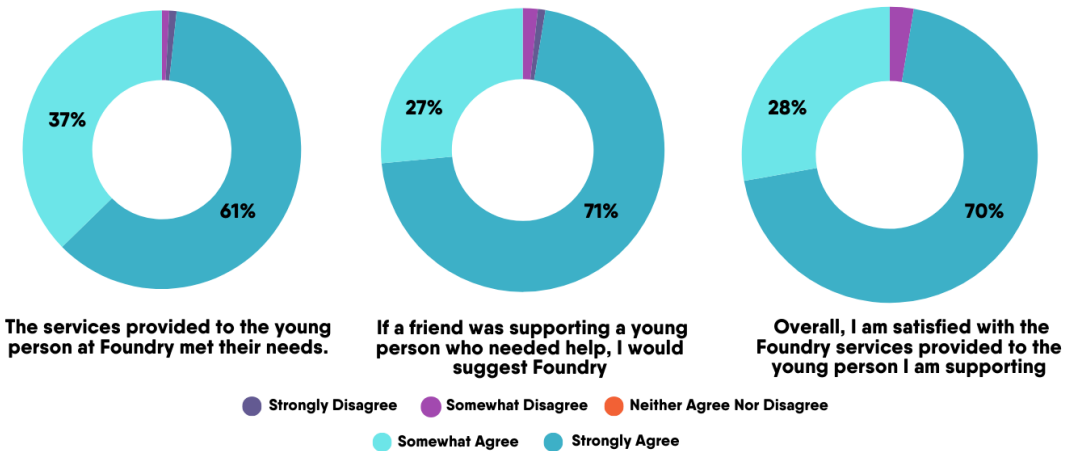
The most commonly accessed youth services with the support of a family member were mental health and primary care.



53% of family members accessed family services to receive support and education for themselves.



7 in 10 family members strongly agreed that services provided to the young person were satisfactory and would confidently recommend Foundry to a friend, while 6 in 10 strongly agreed that services met their young person's needs.



Appendix 2.1. Youth Voices from the Survey



Appendix 2.1. Family & Caregiver Voices from the Survey



Appendix 3. List of Participating Centres

Table 1: List of Centres that Participated in the FY 2024/25 Youth and Family Experience survey by health region

| Health Region | Centres |
|--------------------------|--|
| Fraser Health | Foundry Abbotsford Foundry Langley Foundry Ridge Meadows |
| Interior Health | Foundry Cariboo- Chilcotin Foundry East Kootenay (ᑦᑖᑭᗪᑖᑖᑖᑖᑖᑖᑖᑖ) Foundry Kelowna Foundry Penticton |
| Island Health | Foundry Campbell River Foundry Comox Valley Foundry Port Hardy Foundry Victoria |
| Northern Health | Foundry Prince George Foundry Terrace |
| Vancouver Coastal Health | Foundry North Shore Foundry Richmond Foundry Sea to Sky Foundry Vancouver Granville |
| Province Wide | Foundry Virtual |