

ANNUAL REPORT



2017-2018

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“Family Services of
Greater Victoria”

VISION STATEMENT

Family Services of Greater Victoria (FSGV) is the province's premier agency for all family members facing change and challenges in their relationships. FSGV's professional staff combines current knowledge with training to provide a wide range of caring, timely, and effective services.

MISSION STATEMENT

Family Services of Greater Victoria (FSGV) helps children, youth, and adults manage the challenges of separation, divorce, or transition to a new family structure. Our highly qualified staff, working with other community agencies, provides information and practical and emotional support so people facing these challenges can make the decisions that are best for everyone. FSGV believes all individuals can find ways to move forward in their lives when family relationships have changed or are changing.

EXECUTIVE DIRECTOR

Bruce McGuigan, MA (until May 2018)

Jane (Taylor) Lee, MA, CCC (starting May 2018)

PUBLIC EDUCATION

FIRST RESPONSE SERVICES

Raji Goel, Dip. Office Admin

Sandra Teiffel, BA, Dip Ed

PARENTING AFTER SEPARATION

Colleen D Kelley, BS, BSW, RSW

Yuko Kawasumi, MA

David McCoy, RN, BHS, MA

Lionel Zelniker, MA, MSW

LEGAL ADVOCACY & SUPPORT SERVICES

Pam Rudy, BEd.

David McCoy,
RN, BHS, MA(Leadership & Training)

COURT SUPPORT

Diana Patterson*

Roy Asselstine*

MEDIATION

Amy Robertson,

BCom(with Distinction), Cert FamMed, FMC Cert, CFM

COUNSELLING & THERAPY SERVICES

Ava Razavi, MA, CCC

Barbara Green, MA

Deanna Leippi, MA(in progress)

Idalid Diaz Posada, MA, CCC

John Ricker, MA, RCC

Luciana Daghum, MA, CCC

Sarah Causton, MSW, RSW

Todd Buchanan, MA(in progress)

Yuko Kawasumi, MA

SUPERVISORS

CLINICAL SUPERVISOR

Jane Taylor Lee, MA, CCC

LEGAL & MEDIATION SUPERVISOR

Crystal Buchan, BA, LLB

“BEHIND THE SCENES”

DEVELOPMENT COORDINATOR

Carly Eldstrom, BA

COMPUTER TECHNICIAN

Melvin Klassen, BSc*

BOOKKEEPER

Rena Tiemer, CPA, CGA, BBA

*Volunteer during the past year

STATEMENT OF VALUES

Safety and Well-being – We are committed to the ideals of safety, well-being, and justice for all family members, with the welfare of children our top priority.

Responsibility – We are committed to the highest standards of excellence in service-delivery and organizational management. This includes responsible, compassionate, and ethical care for everyone who uses our services as well as a commitment to ongoing training and support for our staff and volunteers.

Autonomy – We believe people are responsible for making decisions that are right for them in their own lives. Our role is to support this process.

Diversity – We embrace diversity, including that of culture, race, ethnicity, gender, age, religion, ability, income, and sexual orientation.

Inclusion – We are committed to creating an inclusive workplace that welcomes input from all staff, contractors, volunteers, members, and clients. As a team, we draw on the resources, skills, and abilities of our team members in order to best serve our clients.

Respect – We are committed to respectful behaviour and communication, both within our workplace and in our community.

PRESIDENT/CHAIR'S ADDRESS

Normally, the board Chair's update is a litany of gloom or impending doom. While gloom and doom are always lurking in the wings for a non-profit organization, I'm happy to say that the past year also brought much good news. Some of it is very good news.

But first, the bad news: Bruce McGuigan left us as Executive Director this year, after five years in the job, and several years before that as Board Chair. We will miss him and may try to thank him later in the evening. Or not. As the whim takes us.

Now the good news: Bruce left us in better shape than we've been in for several years.

For a start, Bruce, somehow, got us into our North Park home, and, while the first years was challenging for many of our staff—including Bruce, who ended up tiling bathrooms, as one example—in our second year the move appears to have been a success in every way.

We have a building that is spacious and attractive; it's even a showpiece! It has parking. It belongs to us (or a large part of it does), so we're no longer renters. We can build up equity, which will gradually reduce our yearly mortgage.

We share the building with amazing co-tenants (the Victoria Immigrant and Refugee Centre Society and the Oasis Society for Spiritual Health, so far). In the not-too-distant future, we will even have the pitter-patter of little feet upstairs in our new

daycare centre. We are settled in a fine new home, we are growing, and the future looks good.

I mentioned earlier the bad news that Bruce left as ED. The good news is that the perfect candidate stepped up to take his place: Jane Taylor Lee.

Jane doesn't need much of an introduction, because she has been involved in our agency for 18 years. She is an experienced counsellor. She has an eye for detail and she is an amazing organizer and fund-raiser. She even gets along with the occasionally rambunctious staff at Family Services (so far). We were very lucky when Jane agreed to take over from Bruce.

One of an ED's most important jobs is finding funding so we can keep going. Here, too, there is some good news. The United Way has increased our yearly funding to \$50,000, for each of three years. The Vandekerkhove Family Foundation has recently doubled our funding. There are other good news stories here as well.

Apart from two very fine EDs and a dynamic staff and volunteers, we have had a very active board this past year—one of the best in my memory as a board member, and I've been on the board almost a decade. For example, all were actively involved in another new FSGV initiative: our silent auction and dinner last fall.

We raised more than \$8,000, thanks in part to the generosity of Odd Fellows, which lent us their building on Douglas for the event, and many others who were tireless putting the event together and finding items to auction. Another fund-raising dinner and silent auction is planned for Thursday, October 25, and we are hoping it will be an equal success.

To sum up, it's been a good year. We are in a stronger position than we've been in for many years, in part thanks to the good work of Bruce, Jane, our staff, volunteers and board. And, dare I tempt the gods by saying it? We are looking forward to even better years to come.

*Thank you.
Paul MacRae,
President*

EXECUTIVE DIRECTOR'S REPORT

I will leave it to our new Executive Director, Jane Taylor Lee, to describe the miracle on service delivery that Family Services pulled off, again. Most people do not understand that for non-profits today every year is an existential crisis. Every year might be the last.

Why does this organization survive year after year? It is because sometimes organizations come to life. They are more than the sum of their parts. They are more than their staff, their board, their funders, their building, and their mission. They take on a bit of a life on their own. They become *an institution*. Family Services of Greater Victoria has been an institution since before I became involved, before it even had that name. Family Services of Greater Victoria has 40 years of service to this community. It will have 40 more.

I am no longer officially involved with Family Services, for the first time in 10 years.

I started on the board when it was called BC Families in Transition. When my term on the board was up after six years I stepped down. I was asked to take a temporary role for a brief transitional period while we found a new ED. I was happy to do it, I believed in what we were doing, and it was only going to be for six months at most.

There were a series of challenges that occurred almost perfectly spaced to keep me from moving on by hiring a new and permanent Executive Director: Challenges in funding; The need to revise programs; The decision to rename the organization; Reno-viction from our offices – for the second time in five years; forming a new partnership with the Victoria Immigrant and Refugee Centre to find a new home; borrowing \$2.6 million to buy a new home; renovated a 15,000-square-foot building.

All of this we did while sustaining, growing and improving vital programs for our community. MOST IMPORTANTLY we helped, literally, thousands of people who really needed our help.

Our board took on an entirely unreasonable amount of work and responsibility to build a future for Family Services and for many other non-profits in Victoria. We could not have survived without their commitment. Our staff showed real courage and professionalism through all of these challenges. It was never easy for them. They cope with enough just helping our clients with their burdens. They are, as they should be, role models in dealing with change. Through all of this they focused on serving our clients. I am proud to have worked for them.

Sometimes I am tempted to think that this is just one small organization that helped buy one small building. We may be small but our impact on this community is huge. This might be one small building but it will be here, on North Park, serving this community, forever. We did this.

There will be challenges in the future. It is the nature of our business that funders are fickle and that community needs change. It is also in the nature of this institution — Family Services — that it will adapt. Family Services of Greater Victoria is here to stay.

*Bruce McGuigan,
Outgoing Executive Director*

It has been an exciting and challenging 3 ½ months at the helm of Family Services. Having held various roles over the past 18 years, I believed I knew this organization well. The depth of knowledge and understanding of how this agency works and what it demands to thrive has led to me having an even deeper respect and appreciation for this agency, its board, staff, volunteers, funders and supporters.

To say there is an energy, a hum in this agency and in this new Social Innovation Centre is a true understatement. Every day, we get calls to provide information, assistance and support and I am so proud of our staff and their commitment to improving the lives of our young clients, their families and to know the impact that our services have on them and the broader community. From legal support and information services to a full range of emotional and practical support offered by our counseling staff, Family Services continues to identify and provide superb service delivery to an ever growing population in need.

We are so incredibly fortunate to have had Bruce McGuigan lead this agency for the last 5 years. His leadership, commitment, passion and vision have led us to where we are today, in our permanent home and in sound financial shape. I would like to thank Bruce for his legacy and for his ongoing support in my new role. A special thank you to David Lau, Executive Director of VIRCS, for his knowledge, support and humour and to Peter Monk, Team Lead for Victoria Child and Youth Mental Health, for his genuine understanding, appreciation and support of the services we offer.

Family Services is celebrating its 40th anniversary this year. We were incorporated in August 1978 and what a history we have and what a reputation we have achieved! We continue to seek and secure longer term, multi- year funding so that we may engage in program development and enrichment and increase service delivery and maintain our financial stability.

An injection of additional funding from MCFD at the end of December 2017, meant we were able to increase service delivery to children and youth and provide them with a wide range of services and support. A sincere thanks to Peter Monk for his support and belief in the value of what we do!

*Jane Taylor Lee, MA, CCC
Current Executive Director*

FUNDRAISING

Fundraising last year was again challenging but we were still successful in securing funding from a variety of sources. We did receive \$13,750 from the Greater Victoria Savings & Credit Union Legacy Fund (managed by the Vancity Community Foundation). Thank you Vancity!

Generous ongoing support from the Community Gaming Grant and the United Way of Greater Victoria provide us with the foundation and financial support to keep us in business. Thanks to the Law Foundation for their history of support. We applied

for a Family Law Advocacy program in Victoria, but were not awarded the contract. While disappointing, we are presently engaged in several initiatives so that our extensive expertise and services will endure.

The Vandekerkhove Family Foundation gave us \$7,500 and we are grateful for their continued support of our services and our community. The fundraising dinner and silent auction last September raised \$9200 and was a lovely evening. Odd Fellows donated \$10,000 towards our move and provided a lovely venue, staff and support for our dinner and silent auction. Harbourside Rotary was very generous and provided \$15,000 towards our move to the Victoria Social Innovation Centre. A huge thanks to them all!

MCFD continues to support our counselling programs and send referrals to our All About Me program. An injection of funds by MCFD to these programs at the end of 2017, meant we could increase our service delivery to MCFD and other clients.

CAUGHT IN THE MIDDLE

Caught in the Middle is one of our most popular programs here at Family Services of Greater Victoria. The program is now 7 weeks long and designed for the parents to take it with their Children(s). We also provide other alternatives when clients are not ready for the 7 week program or when they cannot attend.

This past year we had Groups start in April, May, September, October of 2017, and January and February of 2018, with the Group Intakes happening a couple of weeks prior to the group start date.

Ava Razavi has been coordinating Caught in the Middle since 2013. We have a deep bench of adult and children's group facilitators, including Ava Razavi, Luciana Daghum, Barbara Green, Frankie Kelley, Yuko Kawasumi and Deanna Leippi. We are also excited to have two new students join the Caught in the Middle team: Julia Dillion Davis and Amira Abdel-Malek.

Caught in the Middle is an immensely successful program that we are able to provide thanks to funding from the Gaming Grant, The Ministry of Children and Family Development and the United Way of Greater Victoria

Ava Razavi

PARENTING AFTER SEPARATION

Parenting after Separation is a province-wide program created by the Ministry of Justice, and we have been contracted since 1997 to provide sessions in Victoria. It is a 3-hour information session with some group interaction and individual assistance. The main goal of the session is to educate people on how to move what was an intimate-relationship to a more business-like relationship going from where many assumptions are made to as much as possible is written down, and agreed upon so that each side knows what is expected of them. The attempt of Parenting After Separation is to provide participants with alternate dispute resolution methods,

so the Courts can only handle cases where all other attempts at reaching an agreement have failed.

Our contract with the BC Ministry of Justice specifies there must always be 1 male and 1 female presenter, and whenever possible there is a guest speaker from the Justice Access Centre.

Although Parenting after Separation is mandatory for many people as part of their legal proceedings, about a third of all participants attend voluntarily. The sessions are a really good place to start as it includes an introduction to the family legal system and a large amount of information about co-parenting, with discussion and a problem-solving focus.

This year we ran 26 sessions. 334 people registered and 211 people attended bringing an average of 8 people per session. Each participant receives a certificate which is valid at court for 2 years, as such we are seeing people having to re-attend when their certificate expires and are again needing it for court purposes.

Numbers are down than have been in previous years as participants now have the option of doing the program on-line. The In-Person session as it is now called continues to be popular, as people do find more value in the program in-person vs. online

Raji Goel coordinates the Parenting after Separation program and our First Response Services team handles participant registration and confirmation call-backs. Lionel Zelniker—a social worker and group counsellor for over 40 years—has been involved with Parenting After Separation since 2002. Frankie Kelley, Yuko Kawasumi, and new comer, David McCoy have been doing a great job in this program as well. All facilitators are exceptionally talented and this is evident once again in the program evaluations. Most participants are compelled by court order to take the program but in the end over 90 percent of them state the workshop was very helpful. In the evaluations we are frequently told by participants that they wish the workshop could have been longer.

LEGAL ADVOCACY & SUPPORT SERVICES DEPARTMENT

Flashback to 1987: I was one of the original volunteers who completed our Volunteer Legal Support Services training program to provide procedural information and support to self-represented litigants (SRLs) at Provincial Family Court.

Fast forward to 2018: I am very proud to report that this program is still running strong with our current volunteers—Roy Asselstine (past 4 yr) and Diana Patterson (past yr), along with advocates David McCoy and myself. This team receives continuous acknowledgement from family duty counsel (FDC) and court personnel for its excellent work managing the check-in process for SRLs to speak to FDC. As a team we are also invaluable in educating SRLS on court procedures and for helping create a calm environment in what are often emotionally intense mornings as cases

are waiting to be called. Thank you Roy, Diana, and David for handling **857** SRLs over the past year!

In July 2017 we developed a strategic plan for a promotional campaign to educate community service providers about our ability to offer expanded advocacy services to financially eligible clients. Beginning in August and continuing through October, Pam gave presentations to staff/clients of 15 organizations, and provided email updates resulting in follow-up phone appointments with staff of approximately 35 additional service providers.

The promotional thrust resulted in a noticeable a trend to serving more clients who qualified to have their court documents prepared by advocates (then reviewed by FDC or our legal supervisor). Advocates prepared documents involving grandparent access, child & spousal support, guardianship, parenting time, relocation, property division, protection orders, and divorce. In addition to document preparation, Pam spent increased hours attending appointments with clients, such as to apply for Legal Aid and FDC, as well as accompanying them to their court cases.

Other than a dip in the number of drop-in clients, our office move to North Park St. has not affected the volume of clients using our legal support services. There were:

- **443** legal appointments (391 prior)
- **1044** calls (976 prior)
- **87** drop-ins (120 prior)

Advocates had excellent professional development opportunities during the year. Both David & Pam attended the Victoria Regional Conference on March 13 – 14, 2018 organized by Legal Services Society. They also attended several webinars which focused on professional responsibilities and ethics for advocates; file management; and one addressing the issue of when battered women are arrested. In addition, Pam attended the annual Provincial Advocacy Conference in Richmond from Oct 17 – 19, 2017.

Complementary to our legal advocacy and support services, we had an excellent mediation service until January 2018. We were sorry that Amy Robertson, who had provided comprehensive mediation services at FSGV for 3 yr; had to resign due to the growth of her private practice. We anticipate being able to offer mediation again during the next fiscal year.

Last but not least, I want to express my gratitude and say 'Thank You' to Crystal Buchan who has dedicated over 20 yr to being the legal supervisor of our Legal Advocacy & Support Services Program.

*Respectfully submitted by,
Pam Rudy*

COUNSELLING SERVICES

Our agency has offered group counselling programs since 1979, and an array of individual, couple, and family services since 2006. Since then we have greatly expanded the size, scope, and versatility of this department to serve clients from 4 to 90 years of age from varied social-economic backgrounds, and all family configurations. By now we are able to respond to almost any family situation in which changes in relationships are the primary concern using expressive arts and play therapy techniques.

In this fiscal year we provided 2150 hours of counselling, an impressive number given our small, yet highly trained and effective professional staff. We have witnessed a marked increase in the demand, complexity and urgency of the referrals. The demand for increased services speaks to the urgency to seek and secure more funding.

Our principal area of service delivery remains children. More than 75% of our clients are children, ages 4 to 17. Some of these children come to us as a consequence of separation and divorce in their families, and these children are often serviced through our Caught in the Middle program, while the rest are serviced through our child, youth, and family counselling programs. It is not uncommon for a child enrolled in Caught in the Middle to receive concurrent individual counselling so that issues that come up in the group environment can be more deeply explored in a private setting.

Children are more of a challenge, since we frequently work with them for longer than we would have to with adult clients. Our counsellors remain challenged by our young clients who are experiencing and struggling with increased isolation, anxiety and addiction to devices. These young people are presenting with a myriad of complex family dynamics and it takes great understanding and skill to help and support them through what is often a difficult time in their young lives. Our counsellors are challenged daily to do their best work ever.

The department is coordinated by John Ricker, who also provides supervision to counsellors and MA practicum students, working with adults. Jane Taylor Lee provides clinical supervision for our counselling staff. Last year our counselling staff consisted of:

Ava Razavi, MA, CCC
Barbara Green, MA
Deanna Leippi, MA (in progress)
Idalid Diaz Posada, MA, CCC
John Ricker, MA, RCC

Luciana Daghum, MA, CCC
Sarah Causton, MSW, RSW
Todd Buchanan, MA(in progress)
Yuko Kawasumi, MA

FINANCIAL STATEMENTS

INCOME STATEMENT

	Reviewed 2017-2018	Reviewed 2016-2017	Reviewed 2015-2016
Revenue			
BC Gaming	\$99,000	\$99,000	\$99,000
United Way	60,475	30,000	30,000
Law Foundation	80,000	75,000	75,000
Ministry of Justice	16,900	20,331	19,760
Fees & Miscellaneous	79,444	84,585	92,358
Ministry of Children and Family Development	89,277	42,977	42,240
Foundations (Donations)	47,595	34,669	13,370
Amortization of deferred contributions	30,401	13,686	13,686
Fundraising	9,269		
	\$512,361	\$400,248	\$385,414
Expenses			
Program Delivery Personnel	\$266,982	\$233,218	\$235,234
Rent & Utilities	72,412	93,890	84,805
Contractor Fees	25,545	36,708	34,885
Administration*	9,049	18,215	17,179
Accounting/Audit	7,592	8,059	8,630
Supervision, Legal	5,000	5,000	5,000
Supervision, Clinical	5,770	5,330	5,787
Telephone, Fax, Internet	4,622	3,745	8,386
Amortization	4,981	14,553	14,783
Advertising	3,343	1,673	1,648
Security	504	1,008	1,008
Training & Travel	2,142	130	5,969
Memberships	1,084	544	1,423
Insurance	1,256	1,254	1,148
Program Development	178	847	1,147
Moving Expenses	8,495		0
	\$418,955	\$424,174	\$427,032
Surplus (Loss)	\$93,406	(\$23,926)	(\$41,618)
Write Down of Leasehold Improvements	(\$27,901)		
Final Surplus (Loss)	\$65,505	(\$23,926)	(\$41,618)

*includes bank charges, supplies, etc

BALANCE SHEET AS AT MARCH 31ST

	2018	2017	2016
Assets			
Bank Acct, Cash, GST Receivable	\$133,774	\$106,191	\$132,791
Funding Receivable	--	--	2,423
	\$133,774	\$106,191	\$135,214
Capital Assets	\$ 64,249	\$ 51,248	\$ 65,802
TOTAL ASSETS	\$198,023	\$157,439	\$201,016
Liabilities			
Fixed Operating Costs Payable	\$ 7,582	\$ 7,062	\$ 9,997
Variable Operating Costs Payable	6,421	8,271	6,301
Deferred Income	111,200	114,000	119,000
Deferred Revenue	27,500	47,901	61,587
Total Liabilities	\$152,703	\$177,234	\$196,885
Unrestricted Net Assets	\$ 45,320	\$(19,795)	\$ 4,131
	\$198,023	\$157,439	\$201,016

TREASURER'S REPORT

I take this opportunity to submit the Financial Report of Family Services of Greater Victoria for the period April 1, 2017 to March 31, 2018.

While the statement is unaudited, Obara & Company, Chartered Professional Accountants, have certified that the financial position of Family Services of Greater Victoria Society is accurate and that the results of our operations and cash flows for the year ended March 31, 2018, meet the Canadian accounting standards for not-for-profit organizations.

Our sincere thanks go to Barry Obara for his continued collaboration with and support of Family Services of Greater Victoria. Thanks also go to Dustin Clark and his associates at Obara & Co. who reviewed our financial statements and certified them for release.

Despite the significant event of moving to new premises at 1004 North Park Street, our financial management in the past year was good. Rent for the premises came at \$72,412 for 2017/18 versus \$93,738 we spent 2016/17.

Revenues in 2018 increased to \$511,791 from \$400,248 the previous year, with the Law Foundation, Ministry of Children and Families, and United Way providing the bulk of the increases. Fees did have a slight decrease but programs remain unchanged. This typically occurs during spring, summer and winter breaks when referrals go down.

Our fundraising event raised \$9,269 and we deeply appreciate and thank everyone that worked to generate funds with this project. We maintain cost containment at a high level to ensure prudent use of funds to help us achieve our goals and objectives. We ended the year with expenses down to \$418,955 from \$424,174 last year, a drop of more than \$5,000. I am pleased to advise that we closed the year with a surplus over expenses of \$65,115 compared to a deficit the previous year of \$23,926.

We continue to thank our partners and supporters who agree with, believe in and collaborate with, the Family Services of Greater Victoria. We request they continue and even consider increasing their financial support, so we can enhance the much-needed services to the children and families who live in our communities.

The financial statements will be within the annual report and you will find the final version on our website.

*Ken D'Sa
Treasurer*

The Victoria Social Innovation Centre is the brainchild of David Lau, Executive Director of the Victoria Immigrant and Refugee Centre Society and together, he and Bruce McGuigan created it. I would like to acknowledge the generous support of Mark Fulmer (Vancity), Owen Matthews (Alacrity Foundation), Carole James, MLA, Rob Fleming, MLA, Danella Parks (United Way of Greater Victoria), Alan Lowe, Architect, Lana Popham, MLA and the Ministry of Child and Family Development.

The Victoria Social innovation Centre had its Grand Opening on June 20, 2018. This Centre allows non-profits to thrive, not just survive. It is a separate non-profit agency that holds and manages a \$2.6 million real estate asset for its member agencies. Family Services' rent alone has already decreased from \$93,738 in 2017 to \$72,412 in 2018. This significant decrease means that monies that used to go toward space can now go into program development and enrichment, increased service delivery and staff wages.

Our partnership with VIRCS and the creation of the Social Innovation Centre has secured our future in this community.



Paul MacRae, MA - President
Editor

Bronwyn Taylor, MEd – Director

Donna Miller – Director
Former School Principal

Kathryn Lacerte, BA, BEd - Director

Ken D'Sa, BComm - Director

Malcolm McMicken, LLB - Director
Lawyer

Samantha de Wit, LLB - Director
Lawyer

Shauna Tucker, LLB - Director
Lawyer

June Preston, MSW – Board Community Liaison
Social Worker

AGENCY FUNDERS



Ministry of Justice
Ministry of Children and Family Development
Community Gaming Grant

Allen and Loreen Vandekerkhove Family Foundation

Individual Donations

Our thanks to all who financially supported our organization