

ANNUAL REPORT

2004-2005

**Caught in the
Middle**

Evolutions

**Facilitated
Access**

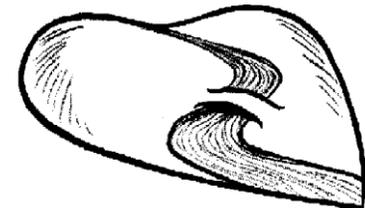
**Legal
Support**

Mediation

**Parenting
After
Separation
Session**

**Step Parent
Support**

**Information
and Referrals**



**Separation and Divorce
Resource Centre**

**Providing Services for over
26 Years!**

Mission Statement

The **Separation and Divorce Resource Centre** provides counselling, emotional support, information and referral services for people of all ages affected by separation, divorce, or family re-organization. We assist individuals in recognizing their options and rebuilding their lives.

April 1, 2004 – March 31, 2005

Board of Directors

President

Dyan Davison

Directors

Lee Brentlinger	Paul MacRae(Feb 2005)
Christina Dorsch	Marilyn Miller
Ken Harper	Avi Tal
Robert Haymond	Jane Taylor Lee
Richard McGuigan(Feb 2005)	

Staff

Acting Executive Director

Pam Rudy

Director, Legal Support Services

Pam Rudy

Coordinator, Counselling Services, Parents & Children

Rachel Treloar

Coordinator, Counselling Services, Adults

Donnarose Law

Coordinator, Facilitated Access

Claudette Sells

Office Assistant

Raji Goel

Contract Counsellors

Rod Chant	Helen Lennie
Susan Grady	Tessa Lloyd
Nadine Groves	Lara Schultz
Ananda Lazare	Stephanie Ustina
Jessica Lefebvre	Lionel Zelniker
Marie-Christine White (Legal Support)	
Norm Smookler (Fundraising)	

Office Support Volunteers

Diana Schulz	Michelle Johnson
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Separation and Divorce Resource Centre

812-B Broughton Street
Victoria, BC V8W 1E4

Phone: **(250)386-4331**

Fax: (250)386-4301

e-mail: info@separationdivorce.bc.ca

www.separationdivorce.bc.ca

**President and
Acting Executive Director's Report**

A year of new initiatives for our Centre...

In July, the Board approved that we explore how to provide mediation services for our clients. Thanks are due to Marie-Christine White, Norm Smookler, and Avi Tal who gave invaluable input to the development of a mediation project.

A fundraising strategy was implemented in August that led to contracting with Norm to research and apply for grants. Norm consulted with staff to get input on service needs to help design projects to address them. By the end of the fiscal year, some 26 applications totalling \$182,000 in funding from a variety of foundations, financial institutions, etc. had been applied for. Even though the outcomes of most of those applications will be beyond this fiscal year, we acknowledge and thank Norm for his concentrated efforts in raising funds for our ongoing programs and new projects.

We received funding from several of Norm's initiatives. In November a grant of \$10,000 was approved from the Victoria Foundation for a Family Mediation Services Pilot Project. Avi Tal was appointed to be the project coordinator on a volunteer basis. Avi and James Mitchell, from the Dispute Resolution Centre, interviewed prospective mediators to be available for our family roster.

We also received an increase in Gaming funds, plus a capital grant from Gaming to renovate our space. The renovation has resulted in our back room now being fully functional for a variety of our programs, including the Parenting After Separation seminars. This has eliminated the need of renting space elsewhere. New solid office doors and soundproofing

wall materials greatly enhanced privacy. Windows were added to our extra back offices to make them more functional for Caught in the Middle groups and mediation sessions.

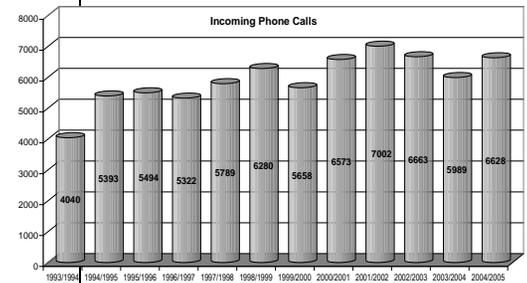
We began a partnership process with Dispute Resolution Centre by working with their newly hired Executive Director to write proposals for a collaborative grant from the United Way.

This year we took a look at payment for programs and wondered if we were losing revenue because we can only accept cash or cheques only. We are putting in place a system to now accept Visa and Mastercard – this will be setup by the new fiscal year.

Our Centre also received a technology facelift this year. With many thanks to Mel Klassen, all of our office computers were upgraded to Windows XP. In addition we were able to replace our 10-year-old photocopier and a newer model fax machine was donated by Warren McFadyen.

On a sad note we had to say goodbye to Jurgen Jung, Coordinator Adult Counselling Services, who resigned in April for personal reasons. We welcomed back Donnarose Law who was brought in to fill the position.

In July 2004, with extra funding secured we were able to bring our Office Assistant Raji up to 4 days a week thereby getting the front office better covered. More coverage was brought to us volunteers Diana Schultz who left in January, after securing employment, and Michelle Johnson who came in July.



Making sure reception is covered is a constant challenge. This past year we logged in **6628** incoming calls, of these **397** were people who dropped into the office to inquire about programs and services. Both of these numbers are up significantly from last year.

Lasting bouquets are due to all staff, Pam, Raji, Claudette, Rachel, and Donnarose, who worked hard and enthusiastically for the Centre in delivering the programs that have defined us over our 26 year history, namely Evolutions, Caught in the Middle, Legal Support Services, and Facilitated Access.

Kudos also to our Board of Directors. Their volunteer commitment and support has not only kept the agency on track, but has also allowed for expansion of the programs and services that we offer to the community.

Dyan Davison &
Pam Rudy

Legal Support Services

A new feature of our Legal Support Services Program this year has been having Crystal Buchan, family law lawyer, as my legal supervisor. Additional funding from the Law Foundation of BC covers this supervision. Because of this funding, Crystal and I have been able to meet on a monthly basis to discuss family-law related client issues in order to maintain quality control in delivering this program. We also began plans to provide court preparation sessions at the courthouse for clients in advance of their court date. One of the court clerks, Michael Magone, offered to volunteer his time to speak to clients. A presentation format was developed along with some handout materials. Client sessions will be offered early in the next fiscal year.

A record number - **586** clients received court support compared with the previous year's high of **458** clients. This

increase is due to the excellent commitment of volunteer, Jenn Evans, who began training in July and has assisted every Wednesday on family remand (initial appearance) days.

There were **424** client interviews for legal support (408 in previous year). Of those clients, **238** of them were either not separated from their partners, or hadn't accessed any legal resources yet. It is encouraging that more people are accessing our services at the early stages of their separation. The number of clients seeking assistance in preparation for court also rose to **161** from **111**.

In addition to client work, additional time was spent attending legal information focus meetings and giving presentations on agency services. A highlight of this year was being one of the panel presenters at the 3-day Advocacy Conference sponsored by the Law Foundation and Legal Services Society in October. The topic for presentation was "Working with Unrepresented Clients".

Pam Rudy

Adult/Teen/Step Counselling Services

While continuing to facilitate groups for the agency, I returned to Adult Counselling Services on an interim basis in July 2004 while Jurgen was on leave. By January 2005, Jurgen informed the agency that, for personal reasons, he was not able to return and, since then, I have returned to coordinating the program. Jurgen was very well liked and respected. He did a great job for the agency and is missed a lot.

Over the past year **110** individuals had appointments for emotional support and for our groups. We offered 5 Evolutions groups. **32** individuals (11 male and 21 female) participated in the 8- week sessions. As in past years, we received positive praise for our facilitators, Lionel Zelniker and Susan Grady. While the

majority of the 65 appointments were for adults one-to-one support, several were for step-parents and teens.

Many step-parents continued to show interest in our program, yet they often found it impossible to juggle the time demands and the financial constraints of step parent life to attend an eight week long step parent workshop. This led to our proposal for funding that provides support for parents and children in a step family that will, hopefully allow us to continue to provide a much needed service in a more accessible way. We also participated in a collaborative effort with Single Parent Resource Centre and Parent Support Services where I assisted Robin Fast, facilitator in the *Living and Loving in Your Step Family* workshop, held in November.

This seemed to be a year of assessing the needs of our clients. Within the adult/teen counselling program some of the proposals that came out of this process were in aid of our increased efforts to provide more appropriate and accessible services in the years to come.

Donnarose Law

Facilitated Access

The Facilitated Access Program has been busy over the last year.

Under the Attorney General Program we have given service to a total of 19 families (this is an increase from the previous year at 11 families) which totals 392 hours of supervision.

The Parent Child Connections have given service to 8 families which totals 79 hours of supervision.

With an increase in families in both programs the challenge was keeping up with the reports, letters and telephone calls. I was fortunate to have a practicum student, Katrina Edgerton-McGhan, working with me from January 2005. Katrina's assistance helped

provide service to all clients requesting supervised access.

Over the next year I hope to see the Parent Child Connections Program expand and include therapeutic facilitated access.

Claudette Sells

Parenting After Separation

472 people attended the workshop sponsored by the Ministry of Attorney General. About 75% of these were people who were mandated to take the 3 hour session as a result of going to court – up significantly from last year. Response continues to be very positive from attendees. Interesting to note is that we are seeing more and more grandparents, and step parents being mandated to take the workshop.

We continued to rent space from Citizen's Counselling to run the workshop until March when the space would be no longer available. We temporarily moved the workshop to the Crystal Pool, until renovations were completed at our office. We held the last workshop of the year at its new home at our office.

Children and Parents Counselling Services

This has been a busy year both with the ongoing programs and the development of a new children's program. During the period April 2004-March 2005, we held five sessions of "Caught in the Middle." Ten parent groups and eleven children's groups were held, providing group programs for 59 parents and 57 children. Six parents and four children did not complete the program and were not included in the above numbers. During the same period 93 parents and 72 children were provided with counselling services (total 165), with most continuing to group programs. Compared to the 2003-2004 fiscal year when we provided services to 225 individuals, these differences are largely

a result of my extended absence from the role while doing research and program development, as well as a result of extra administrative responsibilities when on-site.

During the fiscal year I worked 3 months on contract doing program research, rewriting the children's program and developing a workbook to accompany it. During this time I took leave from the role of Coordinator. My absence resulted in reduced income from counselling fees, however savings on salary expenses during these three months has offset it. Currently the children's program is complete and being piloted, and the children's workbook has been completed. When the pilot group is finished, adjustments to the curriculum will be made based on participant and facilitator feedback. During the summer I will be working on the parent program.

In the Fall of 2004 we offered "Caught in the Middle Two," as a pilot project. A number of parents completing the regular program in recent years have expressed a need for such a program. It was designed for parents with ongoing post-separation parenting challenges (other parent had alcohol/drug/mental health issues, children refused contact, history of family violence and related

ongoing difficulties), and who had already taken our regular program. Six participants attended the group. Donnarose facilitated this program.

Program fees continue to be an issue, both from a fiscal perspective, as well as from the perspectives of many participants for whom they are already a significant strain. A possible avenue to explore is long term core funding from the provincial or federal government, in that the program cost is offsetting court and child/family support costs. We receive numerous referrals from family justice, child and youth mental health, and other local agencies and schools.

We were fortunate to have three practicum students involved in "Caught in the Middle" this year. Katrina Edgerton-McGhan completed a full year practicum in Child and Youth Care, and Sue Duffy and Sylvie Chen joined us from the M.Ed in Counselling program. We also had a volunteer counsellor assist in "Caught in the Middle" for one session.

I would like to express my appreciation to the staff, contract counsellors and volunteers who were and continue to be invaluable in making our programs a success.

Rachel Treloar

Income Statements
for fiscal years April 01st - March 31st

	2004-2005	Audited 2003-2004
Revenue		
BC Gaming	\$58,745	\$26,000
United Way	53,659	37,733
Law Foundation	45,600	44,142
Ministry of Attorney General	33,159	38,371
Fees & Miscellaneous	21,576	24,373
Ministry for Children and Families	7,000	7,000
Donations (receipted)	1,281	1,005
Foundations (other)	2,500	--
	\$223,520	\$178,624
Expenses		
Salaries & benefits	\$111,363	\$110,102
Counselling	26,121	22,515
Rent & Utilities	17,611	13,922
Office & administration	8,254	10,995
Professional Fees	13,271	377
Program Development	8,413	--
Telephone	4,558	5,224
Insurance	475	419
Bookkeeping	310	100
Amortization	1,741	1,106
Audit	4,000	4,272
Training & Travel	18	259
Security	2,057	1,939
Moving/Renovations	18,650	2,540
	\$216,842	\$173,770
Surplus(Loss)	\$6,778	\$4,854
Balance Beginning of Year	\$42,264	\$37,409
Balance End of Year	\$49,042	\$42,264

FUNDERS

Ministry of Attorney General

B.C. Gaming Commission

Ministry of Children and Family
Development

Victoria Foundation

Individual Donations



Our thanks to all who financially supported our organization in the past year.