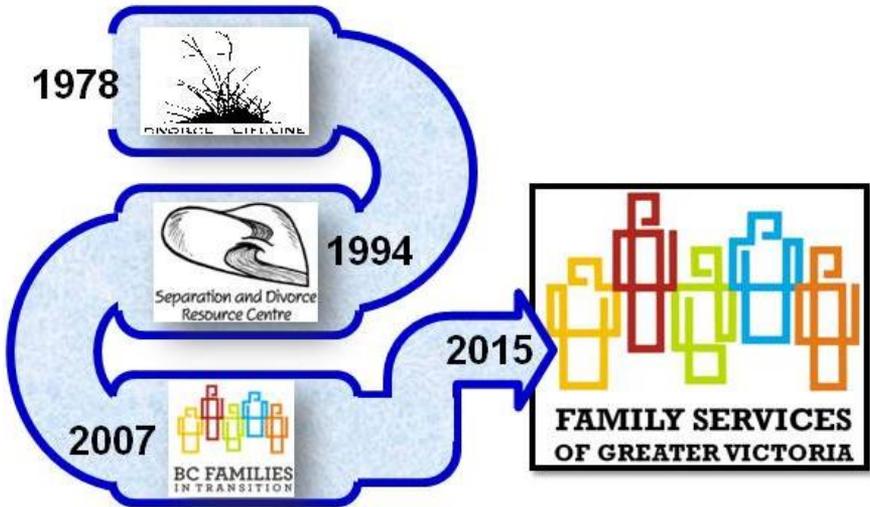


ANNUAL REPORT



2014-2015

250-386-4331

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1-877-386-4333(Toll Free Legal Information line)

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Fax: 250-386-4301



"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

Public Education

First Response Services

*Raji Goel, Dip. Office Admin
Sandra Teiffel, BA, Dip Ed
Sherry Scheideman, BA
Teah Scotten, BA
Amanda Lichon*
Frankie Kelly**

Parenting After Separation

*Lionel Zelniker, MA, MSW
Ava Bahrami, MA, CCC
Craig Holm, MA, CCC
Sarah Flynn, RCC*

LEGAL SUPPORT SERVICES

*Pam Rudy, BEd. – Legal Support Services Coordinator
David McCoy,*

RN, BHS, MA(Leadership & Training)

Financial Specialist

*Theo Schmidt, Certified Financial
Planner*

Court Support

Tammy van Hinte
Brigitte Breault*
Roy Asselstine**

Mediation

Amy Robertson, BCom(with Distinction), Cert FamMed, FMC Cert, FRM

COUNSELLING & THERAPY SERVICES

*Ava Bahrami, MA, CCC
Barbara Green, MA
Craig Holm, MA, CCC
Joel Kroeker, RCC, MA, MMT, MTA
John Ricker, MA, RCC
Keilly Fleish, BA, MA(in progress)*
Laurie Truant, MA, RCC*

*Sarah Chettleburgh, MEd, CCC
Sarah Flynn, RCC
Shelaine Grant, BSW, RSW
Sophie von Herrmann, MA
(Expressive Therapies)
Talia Ingram, MC (in progress)**

SUPERVISORS

Clinical Supervisor

Jane Taylor Lee, MA, CCC

Legal & Mediation

Supervisor

Crystal Buchan

“BEHIND THE SCENES”

Computer Technician

*Melvin Klassen, BSc**

Bookkeeper

Linda R Barry, CGA

!*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'S REPORT

I've been on the board of this agency for eight years—six years, then a two-year hiatus, and now another two years. And for almost all of this eight years it's been, as the Chinese wish goes, "interesting times" for the agency.

As you know, the Chinese wish "may you live in interesting times" is not a blessing. Interesting times were, for the Chinese, unsettled and difficult times, often dangerous times. And for the agency, the past year has been "interesting" in this sense of difficult and unsettling, but it's also been "interesting" in the good sense as well.

It was unsettling to have a major and valued sponsor cut our yearly funding by two-thirds, cutting a huge hole in our budget. Fortunately, our other sponsors have continued to support us as before.

But, as most of you know, part of what makes running a non-profit service agency so "interesting" is the constant battle to find enough funding to offer a high level of service at a price the people who most need this service can afford. Sometimes the only service our clients can "afford" is at no cost, or very little. And so, up to now, fee-for-service has been a relatively small part of our overall yearly budget. That will have to change in the coming years, at least somewhat.

We will be forced to charge a bit more for what we offer, and appeal more to the public for donations.

But 2014-2015 has been an interesting time in the good sense as we went through another name and mission change, from BC Families in Transition to Family Services of Greater Victoria. The name change reflects more clearly what we are actually *doing* these days.



Separation and Divorce
Resource Centre

When The Separation and Divorce Resource Centre became BC FIT in 2007, the change of name reflected a change of mission from helping families cope with divorce and separation to also, increasingly, helping families stay together in healthier patterns.

With this year's change of mission and vision we expanded again to become more of a full "family services" agency, a range of help that doesn't currently exist in Greater Victoria's core municipalities.

The change back in 2007 was a very healthy one—we grew stronger in many ways. The change to Family Services of Greater Victoria will be, we believe, equally fruitful, despite the financial and other tribulations that continue to make life as a non-profit service so darned interesting. I'll leave Bruce to describe in more detail the rewards and challenges of the past year in his executive director's message but, basically, it seems that what doesn't kill us makes us stronger.



As Hilary Clinton put it, it takes a village to raise a child. Similarly, it takes a village to run an agency like Family Services of Greater Victoria. It takes dedicated staff, dedicated volunteers, dedicated support from the public, and a dedicated executive director, and I'd like to acknowledge here, as a representative of the board of directors, how much we appreciate the work and commitment that Bruce and his staff and volunteers put into making this agency work so well in the midst of challenges. I should add that Bruce has been a tower of strength and calm in adversity; we are very lucky to have him.

And I'd like to thank my fellow board members for their service this year and, I hope, in future years. Our board meetings are almost always "interesting" because we have such a wide range of talents, expertise and visions on our board.

We are losing a veteran board member this year—our Treasurer Ken d'Sa. We are very sorry to see him go and hope we will have him back on the board in the future. At the same time, we have added a number of members to the board this year whose enthusiasm and expertise will, I know, keep strong and vibrant this aspect of the village that is Family Services of Greater Victoria.

I would like to offer all of the board members my deepest thanks and appreciation for the support they've given me, as a newbie president, over the

past year, and for the unselfish dedication they have given to the agency in these “interesting” times.

And let me conclude with the confidence that, if we have to live in interesting times, we also as an agency have the strength and flexibility to cope with those times. Proof? We’re still here.

*Thank you.
Paul MacRae,
President*

EXECUTIVE DIRECTOR’S REPORT

Family Services of Greater Victoria continues the BCFIT tradition of giving comprehensive annual reports that include program enrollments and complete financial information in our annual report.

The 2014-2015 fiscal year was one of more big changes. Research on Victoria area community services conducted by conducted Maha Elias of Royal Roads University demonstrated that the Victoria area, and especially Saanich, Oak Bay and the City of Victoria, lacked counseling and support services for families. BC Families in Transition had been providing couples counseling and services to children and youth whose families were not experiencing divorce or separation for some time. As a consequence, the board and staff decided that a formal transition to a full family services agency reflected better the role we actually fulfill in the community and that additional services that may be required could be met with our existing human and physical resources. In a special general meeting on January 29, 2014 the membership voted unanimously to change our name to Family Services of Greater Victoria.

All of our programs performed very well in terms of service delivery levels and in containing costs. We owe a special thanks to John Ricker, for coordinating counseling, Ava Bahrami for coordinating Caught in the Middle, Sandra Tieffel for coordinating intake, and Raji Goel, who coordinates everything else.

This agency is what it is because of our staff, contractors and volunteers. They make a difference in this community and their selfless dedication to their work is truly humbling. I work to serve them; they work to serve their community.

This year has been good for us financially, but next year will bring some real challenges. We managed to finish the year under budget, due partly to the excellent services provided by some of our counseling interns, a better administrative process for fee collection and, unfortunately, partly due to the difficulties we had launching our mediation program. The mediation program is now up and running and funds have been allocated to complete the start-up process by the beginning of June. We owe a special thanks to the Victoria Foundation for their flexibility and understanding. Financially, we are now in

excellent shape but we face significant challenges in the coming year. For many years the United Way funded us at \$90,000 a year or more. With end of the term on that funding coming December 31, 2014 we went without United Way funding for an entire quarter as they decided to change their funding cycle from calendar to fiscal year (April 1). We were very surprised given our history that they decided to fund us at 67% of previous year's levels. At the end of the fiscal year, we cut hours of operation and have imposed limits on counseling services. This news came just a week before the end of fiscal making planning and adjustment very difficult for the coming year.

Nothing has changed about who we are and what this agency does. BC Families in Transition and now Family Services of Greater Victoria has a broad mandate to help all generations through relationship transitions including separation/divorce, family conflict, changes of partners or parents, loss of a family member, and many other circumstances. I am privileged to support the work of dedicated professional counselors, group facilitators, and legal advocates all of whom do critically important work.

*Bruce McGuigan,
Executive Director*

FIRST RESPONSE SERVICES

First Response Services is the first point of contact for our clients. Our staff, contractors, and volunteers are trained to respond to clients in their first contact with the agency, and every subsequent visit. They are not "receptionists". They are more like an emergency ward triage team. They answer 30 to 60 calls a day in addition to the clients coming in the door and determine their needs and how to best meet those needs. About 1 in 5 inquiries are referred to other agencies.

We continuously fine-tune First Response services. One of Raji Goel's multiple roles is coordinator of First Response. This is Raji's 20th year with BC Families in Transition. Sandra Teiffel, a retired school counsellor with 30 years' experience, joined us as a volunteer in 2006 and is now an employee managing the intake process. Teah Scotten started with us as a volunteer and is now employed in first response services. We also relied heavily on volunteers who are remarkably well qualified: Amanda Lichon, and Frankie Kelley round out our First Response Services Team.

First Response is a critical element of our agency and much much more than just `reception` however it remains unfunded by any major funder and is supported by fee revenue and general donations.

CAUGHT IN THE MIDDLE

We have been running our Caught in the Middle program since 1985. For thirty years we have done everything we can do to improve and update this program and to respond to the needs of our clients. The group intake process continues to work well and the monthly program starts have proven very successful. The new more flexible delivery model allowed us to run 2 adult groups in one of the cycles, making the entire program more responsive and cost-effective.

This year Caught in the Middle helped 60 adults and 69 children through the 8 week course.

Our new intake model allows us to refer clients to counseling and other services when they are not ready for the 8 week program or when they cannot attend. 42 adults and 47 children accessed other services after the intake session.

Ava Bahrami coordinates Caught in the Middle and we have a deep bench of adult and children's group facilitators, including Ava, Craig Holm, Barbara Green, Sarah Flynn, Jane Taylor-Lee, Shelaine Grant, Laurie Truant, Talia Ingram as well as Teah Scotten provided co-facilitation.

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



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 it for the community of Greater Victoria. It is 3-hour information session with some group interaction and individual assistance. 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. Given that the family law system in BC has been overhauled this year with the introduction of the *Family Law Act*, our

Parenting after Separation program is an especially important community resource.

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 Family Justice Centre.

Although Parenting after Separation is mandatory for many people as part of their legal proceedings, about a third of all participants attend voluntarily.

This year we ran 38 sessions for 883 registrants. Each session has, on average, 24 participants. Year after year our Parenting after Separation program is the most widely-requested and widely-attended in the province. Each participant receives a completion certificate which is valid at court for 2 years, and we are seeing increasing numbers of people having to re-attend when their court cases take longer than 2 years to complete. We also continue to see waiting lists up to a month or longer.

Raji Goel coordinates the Parenting after Separation program and our First Response Services team handles participant registration and confirmation callbacks. Lionel Zelniker—a social worker and group counsellor for over 40 years—has been involved with Parenting After Separation since 2002. Jane Taylor Lee has been involved since 2009. Ava Bahrami and Craig Holm have been doing a fabulous job in this program and this year we added in Sarah Flynn. 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 many are hostile 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.

PARENTING WITH A NEW PARTNER

Parenting with a New Partner began in 2006 with a grant from the Queen Alexandra Foundation for Children, and we have continuously refined the content and the format. John Ricker coordinates the program and Barbara Green has been the program facilitator for ten years. The purpose of this program is to help parents who have added a new partner into the home and thereby become a 'blended family,' and who have found stress in the new family relationships to be a result. Becoming a blended family is almost always a difficult transition and our group provides a context to examine and enrich the changed relationships, both between the partners and with the children/stepchildren. Staff member John Ricker coordinated this program superbly once again this year, in the process conducting many intake sessions to help couples determine whether a group

program or couples counseling would offer a more effective approach. Once again Barbara Green provided all the group facilitation, maintaining a dynamic atmosphere which fully engaged the participants. We provided two Parenting with a New Partner courses this year.

Parenting with a New Partner is an unfunded program. We try to schedule it for times in which our group rooms are underutilized and rely on fee revenue to make it run, necessitating relatively high enrollments and a reduced flexibility on ability to pay. The coordinator role is supported by general donations.

LEGAL SUPPORT SERVICES DEPARTMENT

Our Legal Support Services Program (LSSP) under the coordination of Pam Rudy, full-time advocate, part-time advocate David McCoy as well as volunteers Roy Asselstine and Brigitte Breault continues to exceed all reasonable expectations of service delivery. They helped 4,164 people over the last year a 14% increase over last year. There were 883 office appointments, a 40% increase over last year.

Funding for this program has been from the Law Foundation of BC since 1988; and also more recently from the BC Gaming Commission. We are thankful to both for their ongoing financial support. Crystal Buchan, a family law lawyer, who upon “retirement” from being on our Board for many years, became the legal supervisor for our advocacy team approx. 10 years ago. Over the past year, she met with the advocates once or twice per month and was available by email or phone as needed. We are very grateful for her long-standing and tireless commitment to our agency.

MEDIATION

Mediation was a difficult program to get started. A significant issue was the salary expectations of many mediators, who expect compensation that is, in comparison to our counselors and legal advocates, out of proportion with the educational credentials associated with mediation certification.

After starting the program with two separate mediators, we have a stable relationship with a highly qualified mediator Amy Robertson. Amy works under the supervision of our legal supervisor, Crystal Buchan, for mediation property settlements. We have used some of our start up funding for this program from the Victoria Foundation to help Pam Rudy complete her mediation training as well.

Mediation begins with appointments with our legal advocates so the parties have some understanding of family law. We have also been able to provide the full range of agency programs and services to many mediation clients

So far we have had 60 individuals begin in the mediation process with some having completed the process and reaching memoranda of agreement. By the end of May, this will program will be self-sustaining on fees alone.

COUNSELLING SERVICES

Our agency has offered group counselling programs since 1979, and an array of individual, couple, and family therapy services since 2006. Since then we have greatly expanded the size, scope, and versatility of this department to serve all ages, all walks of life, 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.

In this fiscal year we provided 2,648 hours of counseling services. The demand for counseling services for children and youth continues to be very high. Generally, our fee for service recovery on Child and Youth Counseling is lower than for adults and children require many more sessions, some staying with us for a year or more. These two factors place significant financial demands on our counseling programs.

The department is coordinated by John Ricker MA, RCC and John also provides supervision to counsellors working with adults. Jane Taylor-Lee Ma CCC provides supervision for our children's counselors. Last year our counselling staff consisted of:

- Ava Bahrami, MA, CCC;
- Craig Holm MA, CCC;
- Joel Kroeker, RCC, MA, MMT, MTA;
- Keilly Fleish, BA, MA(in progress);
- Laurie Truant, MA, RCC;
- Sarah Chettleburgh, MEd, CCC;
- Sarah Flynn, RCC;
- Shelaine Grant, BSW, RSW;
- Sophie von Hermann, MA (Expressive Therapies);
- Talia Ingram MA(in progress).

FINANCIAL STATEMENTS

Income Statement

	Draft 2014-2015	Reviewed 2013-2014	Reviewed 2012-2013
Revenue			
BC Gaming	\$99,000	\$45,899	\$53,101
United Way	67,605	90,206	90,921
Law Foundation	90,000	91,200	91,200
Ministry of Justice	23,533	25,094	20,629
Fees & Miscellaneous	84,451	56,106	70,131
Ministry of Children and Family Development	42,000	42,000	42,000
Telus			10,000
Foundations (other)	63,643	16,542	68,140
Amortization of deferred contributions	13,686	13,686	16,848
	\$483,918	\$380,733	\$471,325
Expenses			
Program Delivery Personnel	\$236,459	\$195,161	\$257,412
Rent & Utilities	85,847	75,656	61,508
Contractor Fees	46,021	54,441	114,630
Administration*	18,257	15,776	19,297
Accounting/Audit	8,801	6,376	4,498
Supervision, Legal	5,000	5,000	5,000
Supervision, Clinical	6,455	4,280	4,638
Telephone, Fax, Internet	9,536	9,315	8,812
Amortization	15,811	15,672	8,913
Advertising	4,087	1,767	473
Security	1,034	2,843	2,738
Training & Travel	1,448	661	1,480
Memberships	1,268	1,358	363
Insurance	1,300	1,254	1,151
Program Development	1,644	1,886	7,060
Moving Expenses	0	0	8,697
	\$442,968	\$391,447	\$506,670
Surplus (Loss)	\$40,950	(\$10,714)	(\$35,345)

*includes bank charges, supplies, etc

Balance Sheet as at March 31st

2014	2013	2012
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Assets

Bank Acct, Cash, GST Receivable	\$ 140,747	\$ 70,270	\$ 114,148
Funding Receivable	7,280	4,298	2,022
	\$ 148,027	\$ 74,568	\$ 116,170
Capital Assets	\$ 96,396	\$ 112,068	\$ 31,684
TOTAL ASSETS	\$ 244,423	\$ 186,636	\$ 147,854

Liabilities

Fixed Operating Costs Payable	\$ 8,144	\$ 5,677	\$ 9,457
Variable Operating Costs Payable	15,021	16,901	13,618
Deferred Income	127,500	45,899	33,140
Deferred Revenue	88,959	102,645	16,848
Total Liabilities	\$ 239,624	\$ 171,122	\$ 73,063
Unrestricted Net Assets	\$ 4,799	\$ 15,514	\$ 74,791
	\$ 244,423	\$ 186,636	\$ 147,854

TREASURER'S REPORT

I am pleased to submit the Report on the financial situation of Family Services of Greater Victoria for the period April 1, 2014 to March 31, 2015.

This is a draft statement provided by our Auditors, Obara & Co, Chartered Accountants in accordance with the Canadian Generally Accepted Accounting Standards for review engagements. I take this opportunity to thank Barry for the work conducted as well for his ongoing support of the organization. The Statement will be finalized before the end of July and is available upon request at info@fsgv.org.

Family Services of Greater Victoria had a good fiscal year. We had a surplus of \$40,950 due to improved fee administration and efficient utilization of practicum students in some programs. Some of this surplus (\$10,000) is reserved for the mediation program project into June, 2015. Fee revenue was up \$28,345 over 2013-2014 and up \$14,320 over 2012-2013. On the whole, improved fee assessment and administration accounts almost all of our budget surplus.

Our financial year was very good, despite receiving no United Way funding in the 4th quarter and the news that the United Way would be funding us at 33% of previous funding levels. It is anticipated that most of our surplus will be used in the next fiscal year in an attempt to maintain service levels.

If you have any questions regarding the information on the Financial Statements, please let me know and I can be of further assistance to you.

Ken D'Sa, Treasurer

DIRECTORS 2014-2015

Paul MacRae, MA - President
Editor

Ken D'Sa, BComm, CHRP - Treasurer
Human Resources Consultant

Elizabeth Cox - Director
Consultant

Glenn Anness - Director
Manager, Driver and Vehicle Licensing Policy

June Preston, MSW - Director
Social Worker

Malcolm McMicken, LLB - Director
Lawyer

Susan Belford, MA - Director
Mediator

Samantha de Wit, LLB - Director
Lawyer

AGENCY FUNDERS



Individual Donations
Allen and Loreen Vandekerkhove Family Foundation

Our thanks to all who financially supported our organization