



TODAY
Family Violence
Help Centre

www.todaycentre.ca



ANNUAL REPORT

2016 – 2017



#ThereIsHelp

Our Board

MESSAGE FROM OUR BOARD CHAIR

2016 was a year of renewal, transition, and celebration for the Today Family Violence Help Centre.

The Board has continued its work on the Centre's strategic directions and the renewal of the Today Family Violence Help Centre (Today Centre) vision and mission. We continue to reflect on how the Today Centre provides services to best meet the needs of those impacted by family violence. As the Board nears the completion of our intensive work reviewing the Today Centre's strategic directions, we remain committed to continuing to strengthen and develop strategic partnerships and collaborations with community agencies.

This year we also saw a number of transitions in our staff. We said good bye to Debbie Clark, our past Executive Director, who led the Centre for the past four years. In January 2017 we welcomed Cindy Furlong as the new Executive Director for the Centre. Ms. Furlong is a Registered Social Worker with the Alberta College of Social Workers. She has over twenty-four years of experience working in the non-profit field of Human and Social Service. The Board welcomes her experience in the family violence sector with clients and community stakeholders, not to mention her energy, passion, and commitment to supporting individuals impacted by family violence.

It continues to be a challenging economic time for all not for profit organizations.

We are grateful to all of our funders, especially Alberta Government, City of Edmonton, United Way of the Alberta Capital Region, Stollery Charitable Foundation, REALTORS® Community Foundation, and Government of Canada Victims and Survivors of Crime Week for supporting the work of the Today Centre.

We are also incredibly grateful and privileged to receive support from many donors and community volunteers.

The Board is thankful for the staff of the Today Centre. Our staff have continued to work tirelessly towards raising the profile of the Today Centre and we celebrate all of their amazing work, notably the collaborative case consultations that our family violence specialists are leading in the sector.

Our staff provide invaluable services and supports to people impacted by family violence and they do so with confidence, empathy, and kindness.

As we move into the remainder of 2017, we are incredibly proud of what the Today Centre has accomplished this year. The Centre is dedicated to our community and sector and together we will continue to work towards providing integrated community-wide services for those impacted by family violence. We invite you to follow us on social media, donate to our organization, or let us know if you are interested in volunteering at the Today Centre!

Tracy Esch

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Our Team

As the new Executive Director of the Today Family Violence Help Centre (Today Centre), I find myself reflecting on the last year and clearly hear two words that speak to me — *Transition and Celebration*.

Transition seemed to be an ever-present state of being over the past year, as changes occurred in the staff team, the board, co-located (on-site) partners and within service delivery. “The secret of change is to focus all your energy not on fighting the old but on building the new (Socrates).” It is this quote that serves to remind me not only where we’ve been but also where we are going.

There was much to **celebrate** in 2016-2017. The Today Centre strengthened specialized support to clients of various ethno-cultural communities. We continue to practice within a collaborative community response with those impacted by family violence. With the creation of new partnerships, we were able to provide help to more individuals and build on available community resources for people impacted by family violence. Our Group Case Consultation meetings have grown in size as we welcomed new community agencies to attend, which has created a rich environment to not only consider best practices in service delivery but also an opportunity to identify and respond to gaps in services across the sector. We continue to value the support and work of all our partners, including our co-located (on-site) partners.

Through our education program, the Today Centre continues to provide training and workshop opportunities to community service providers, as well as to friends and families of loved ones impacted by family violence.

By doing so, the Today Centre plays an integral role in increasing awareness, competency and knowledge of family violence.

Collaborating with other service providers is an important cornerstone of the Public Education and Awareness Raising initiative. With community collaboration, the It Starts Today booklet was revised to provide victims of family violence important information and resources. A successful social media campaign, **#ThereIsHelp**, was launched in November 2016 to support Family Violence Prevention month and we launched our updated website in March 2017.

I would like to thank the Board of Directors for their ongoing leadership as well as the staff, volunteers and students that contribute daily to the vision and mission of the organization.

Words cannot express how appreciative I am to be working with such a dedicated and passionate group of people.

We are also incredibly grateful for the support of our donors. Without you, and your confidence in the Today Centre, our work would not be possible... **THANKYOU!**

Family violence can impact anyone, regardless of age, gender, sexual orientation, socio-economic status, culture or religion. You can make an impact today by following us on social media, signing up for our newsletter on our website, sharing this report, becoming a volunteer and/or making a financial investment. **TOGETHER** we can make a difference — **TODAY!**

Cindy Furlong

OUR VISION

A healthy community safe and free of family violence.

OUR MISSION

Today Centre provides inclusive integrated community-wide services for those impacted by family violence.

OUR VALUES

Partnership

We believe our capacity to achieve our vision and mission depends on working together with community partners and all levels of government.

Diversity and Inclusion

We support each person's definition of family.

Compassion

We believe all people have the right to be treated with dignity and respect.

Integrity

We will deliver services in a timely, client-centered manner.

Self-Determination

We will honour and respect each person's choices and believe in their capacity to make positive change.

Knowledge and Education

We will stay current on the latest research about family violence and facilitate sharing this information with our partners.

OUR LOGO

The rising sun... the dawn of a new day

The reflection on the ground... the path people follow on their journey to wellness

The colours... muted, understated, yet hopeful

Today... action can be taken today, don't wait

Family... violence affects everyone in the family

Help Centre... non-threatening, non-judgmental assistance is available

It starts today... immediate action is possible, today



It starts today

TODAY
Family Violence
Help Centre

OUR TEAM

OUR TEAM

Our team, although small, is an impressive example of what a group of people can accomplish when their expertise, enthusiasm, energy and passion comes together to help support victims impacted by family violence. To those staff who left us in the past year; Debbie, Kathy, Keltie, Gaye and Maryam, thank you for your dedication and commitment to the Today Centre.

Cindy, Executive Director
Sarah, Office Manager
Leigh, Team Lead
Jackey, Family Violence Specialist
Marion, Ethno-cultural Family Violence Specialist
Allison, Ethno-cultural Family Violence Specialist
Monique, Family Violence Education Specialist
Kathleen, Fundraising Specialist



OUR VOLUNTEERS AND STUDENTS

Kayla has been an invaluable volunteer to the Today Centre. She is a dedicated, hardworking person with a positive helping attitude! Kayla is supporting the Today Centre in countless ways, including helping with our social media efforts. We'd like to thank Kayla for all her contributions to the Today Centre!

We hope to engage more volunteers like Kayla who can help the Today Centre. Please connect with us!

Many thanks to MacEwan University Social Work program for working with the Today Centre as we worked alongside a practicum student and invested in the next generation of professionals. Guiding Maryam through her learning journey was a rewarding experience for us all!

Our People

OUR BOARD OF DIRECTORS

Tracy Esch, Chair
Richard Ouellet, Vice Chair
Guy Bertrand, Secretary/Treasurer
Vesna Kovacic, Director
Rhonda Holloway, Director
Karina Boorer, Director
Hitomi Suzuta, Previous Director



Celebrating Pink Shirt Day – February 22, 2017

New board members from the business community are welcome to join the Board to continue to strengthen and support the Today Centre. Please consider joining the Board of Directors to further strengthen our work in the community.



Kayla in Action

Our People

OUR PARTNERS

OUR CO-LOCATED PARTNERS

The Today Centre believes in an *inclusive, integrated response* to supporting victims of family violence. Several agencies including ASSIST Community Services Centre, City of Edmonton, Islamic Family and Social Services, Edmonton Community Legal Centre, Catholic Social Services, Edmonton Police Service, Covenant Health and Seniors Association of Greater Edmonton, provided support to these **operational programs**:



- *Responding to Family Violence in the Chinese Community*
- *Prevention of Family Violence Education and Elder Abuse Education*
- *Elder Abuse Supports and Seniors Protection Partnership*
- *Support Group for Muslim Women Impacted by Family Violence*
- *Immigration and Settlement Counselling*
- *Family Law Clinic*



OUR PARTNERS

Through community collaboration and partnerships, the Today Centre received referrals from, and made referrals to, over *166 community agencies*. Linking protocols (referral agreements) and networks help Today Centre Family Violence Specialists create, where possible, a supported referral process. In doing so, the Today Centre strives to ensure a victim of family violence is not further traumatized by sharing their story multiple times.

We recognize and thank our many partners, who also recognize the importance of integrated, collaborative practice.

A COLLABORATIVE PARTNER'S EXPERIENCE

As a member of the Today Family Violence Help Centre Group Case Consultation, I have been able to learn, grow, and collaborate; improving the assistance I am able to provide to my clients. I have been a member of this consultation group since early 2013, attending regularly.

This group allows me to build connections with other agencies that assist with family violence, which is invaluable as often clients involved in these cases need multiple types of help and support from a variety of sources.

As a counsellor, I am able to provide emotional support, but often these clients need supports for obtaining legal advice, help in court, and other practical needs I am unable to provide. It is so helpful to be able to collaboratively assist the client in connecting with the right people and agencies that I have met through the case consultation, which can assist them in the areas where I cannot. With the ethno-cultural population I work with, relationships are so important.

Clients feel more comfortable following through with a referral if I can tell them I know the person and how helpful they are.

Through this group I have gained much knowledge and understanding about the complexities of family violence and how to address it. My skills in **assessing, safety planning and helping the client proceed with their best decision**, have increased from the knowledge shared in the case consultation discussions. It has been so helpful to know that when I am struggling on a case, I can discuss it in the case consultation or connect with members of the group. By hearing the cases of others, I am able to gain extra knowledge of resources and issues I may not be as familiar with and how others dealt with the presented issues.

This group also provides hope as we share successes and positive stories from cases we have worked on. This is essential to working in areas of family violence as often it can be easy to focus on the difficult and negative aspects of the work. Being mindful of the success of others can help me be more confident and hopeful in the solutions I am presenting to my clients and in turn allow them to feel hope for their future.

Our Impact

SENTIMENTS OF A SURVIVOR

You are the Beloved

Oh how the soul burns with pride when meeting a beloved...

Releasing the shadows of self-doubt and regret...

Awakening the memory of Self and the beauty there...

The sparks igniting a truth and passion for what is possible

Even when the mind wants to convince the heart it is not plausible,

With the stirring of memories, there is nothing wrong here...

I surrender my soul to the beloved with reverence and no fear...

I reach higher now from the bliss that is bestowed on the we...

And re-align to what is true as much as what is true is revealed to me.

We are free,

We are free,

All of you and all of me

*By Ina
(former client)*

KATE'S JOURNEY TO SAFETY

Our Impact

The past two years of my life have been like a rollercoaster. I never expected that it would take me this long to get out of my relationship. It took three attempts to get away from my abuser and at every turn Today Centre was there to support me.

My first visit to Today Centre was when my youngest son was only a few weeks old. I was already separated from my husband but he was at my house visiting the kids when he became violent. It was the **first time** the police were involved and when they gave me the number for Today Centre, I knew this time I needed help. In those first months I was connected to court support, counselling and support group resources.

I always thought it would be so easy to leave an abusive partner because I didn't realize the abuse gets worse the more you try to get away. Once I realized I needed to leave my home to stay safe, I contacted the Today Centre for a **second time**. This time we worked on applications for second-stage shelters, housing subsidy and more legal support. As I applied for and was granted protection orders and parenting orders, my husband became more brazen with his aggression. He assaulted the person who served him with court papers and even threatened to kill me when we were at the court house.

Looking back on that time, I can see I had so much to learn about domestic violence and the affect it had on me and the kids. From the beginning, the Family Violence Specialist understood how I felt and what I did. She never judged me for the decisions I made. In fact, she helped me to be less judgmental and more understanding to myself.

It seemed natural to blame myself for allowing him to have access into my life again after we did so much to get him out. I felt like a fool for believing in him when he cried and told me he missed our boys and just wanted a chance to be a father. My Today Centre worker has helped me to understand that I made the decision to let him back into our lives because I want my kids to have a relationship with their father. I had the best of intentions, but when the abusive behaviour started happening again, it became even more difficult to stop.

I returned to the Today Centre a **third time** when my husband started using visitation with the children as a manipulation and control tactic. It has been an exhausting time, but I am still able to say that I can see the purpose this experience had in my life. There have been a number of blessings in the journey, two of which are my worker and the Today Centre. Together with my worker we completed two risk assessments and three safety plans. I have moved houses three times, been to court eight times and accessed countless resources.

My worker has been instrumental in helping me to change my life. She is the first person who ever validated and heard me, so now I am able to move on in my life with the ability to trust and validate myself. Not only have I been able to get away from my abusive husband, but now I understand the cycles of abuse and have stopped generational trauma from occurring in the lives of my children.

I can't say thank you enough!

Our Results

2016 HIGHLIGHTS



Clients

357 individuals received services
39% self-identify as ethno-cultural*

* includes Clients from countries of origin other than Canada or who are Aboriginal



1,722 services were provided including education on family violence, information on community resources, supportive listening, and safety planning

1071 hours spent on direct client services



Services



Referrals

992 direct referrals and
182 supported referrals to 166
community agencies or programs*

* supported referrals are referrals that are made directly with another partner agency



222 individuals had
442 children under the age of 18
who were impacted by family violence
and received support



Safety & Family

359 individuals participated in 21
FREE training sessions
More than 20 different organizations participated in training and are now able to recognize, respond, and support a person affected by family violence



Training

67 immigrant and newcomer
participants experienced 5
interactive workshops to learn
about healthy relationships,
unhealthy relationships, and
information about community
supports available

STRATEGIC DIRECTIONS

Our Results

With the transition experienced in the past year, the Today Centre's Strategic Directions for Year 7 Priorities have been extended to allow for a more thoughtful process to be undertaken in developing Strategic Directions beyond December 2017. As part of renewing the Today Centre's Strategic Directions, the Stakeholder Consultation Feedback Report was completed by an external consultant and presented to the Board of Directors in December 2016.

Eighteen community partners and stakeholders were consulted and provided input to support Today Centre's Strategic Directions planning. With appreciation, we thank all who provided valuable feedback. The Stakeholder Consultation Feedback Report resulted in a program review being conducted, which will, in turn, help guide the Strategic Directions process moving into the fall of 2017. Recruitment of a new Executive Director took priority this past year. While efforts were placed into this process, relationships and commitments with existing funders were maintained, an extension of our lease agreement was successfully negotiated and one new volunteer Board member and one new volunteer became a part of the Today Centre team.

A. RENEWAL



Goal One:

Complete Strategic Directions Working Group Project.

Goal Two:

Draft and Complete Long-Term Strategic Directions.

Goal Three:

Review programs based on Strategic Directions Working Group Project

B. SUSTAINABLE FUNDING

Goal One:

Develop sustainable funding efforts that are aligned with Strategic Directions.



C. AGENCY ENHANCEMENT

Goal One:

Review Agency relocation plan.

Goal Two:

Recruit volunteers, Board members, Committee members to enhance agency sustainability.



INDEPENDENT AUDITOR'S REPORT

To the Members of The Today Family Violence Help Centre

We have audited the accompanying financial statements of The Today Family Violence Help Centre, which comprise the statement of financial position as at March 31, 2017 and the statements of operations, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

Management is responsible for the preparation and fair presentation of these financial statements in accordance with Canadian accounting standards for not-for-profit organizations, and for such internal control as management determines is necessary to enable the preparation of financial statements that are free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on these financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by management, as well as evaluating the overall presentation of the financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

Basis for Qualified Opinion

In common with many not-for-profit organizations, The Today Family Violence Help Centre derives revenue from fundraising activities the completeness of which is not susceptible to satisfactory audit verification. Accordingly, verification of these revenues was limited to the amounts recorded in the records of The Today Family Violence Help Centre. Therefore, we were not able to determine whether any adjustments might be necessary to fundraising revenue, excess of revenue over expenses, and cash flows from operations for the year ended March 31, 2017, current assets and net assets as at March 31, 2017.

Qualified Opinion

In our opinion, except for the possible effects of the matter described in the Basis for Qualified Opinion paragraph, the financial statements present fairly, in all material respects, the financial position of The Today Family Violence Help Centre as at March 31, 2017 and the results of its operations and its cash flows for the year then ended in accordance with Canadian accounting standards for not-for-profit organizations.

Edmonton, Alberta
June 12, 2017


Hawkings Epp Dumont LLP
Chartered Accountants

STATEMENT OF FINANCIAL POSITION

AS AT MARCH 31, 2017

Our Financials

	2017	2016
ASSETS		
CURRENT		
Cash (<i>Note 2</i>)	51,386	226,160
Term investments (<i>Note 3</i>)	330,000	200,000
Accounts receivable	4,131	1,343
Goods and services tax recoverable	2,873	4,853
Prepaid expenses	17,076	22,358
	<hr/>	<hr/>
	405,466	454,714
	608	8,683
	<hr/>	<hr/>
TANGIBLE CAPITAL ASSETS (<i>Note 4</i>)	406,074	463,397
LIABILITIES		
CURRENT		
Accounts payable and accrued liabilities	6,414	13,919
Deposits received	1,673	1,673
	<hr/>	<hr/>
	8,087	15,592
DEFERRED CONTRIBUTIONS (<i>Note 5</i>)	217,392	314,364
DEFERRED CONTRIBUTIONS - TANGIBLE CAPITAL ASSETS (<i>Note 6</i>)	-	4,535
	<hr/>	<hr/>
	225,479	334,491
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NET ASSETS		
Unrestricted net assets	179,987	124,758
Invested in tangible capital assets	608	4,148
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	180,595	128,906
	<hr/>	<hr/>
	406,074	463,397

*Copies of complete audit, including notes, available upon request.

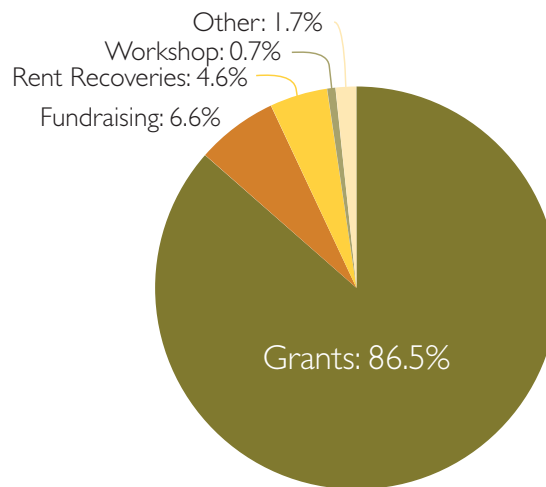
Our Financials

STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2017

REVENUE

Grants (Note 7)
Fundraising
Rent Recoveries
Workshop
Amortization of deferred contributions (Note 6)
Donations
Interest
Other
Honorariums
Memberships
Office support

2017	2016
613,658	517,278
46,604	52,918
32,932	58,363
4,749	1,530
4,535	10,479
2,763	11,460
2,597	1,696
1,527	-
275	2,200
100	275
-	75
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709,740	656,274



EXPENSES

Wages and employee benefits
Building and occupancy
Program expenses
Administrative and support services
Office material and supplies
Staffing expenses
Travel and subsistence expenses
Fundraising expenses

2017	2016
423,649	404,108
141,150	149,469
30,745	7,675
30,335	29,962
22,327	25,060
7,777	7,600
1,475	1,818
593	4,821
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658,051	630,513
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EXCESS OF REVENUE OVER EXPENSES (Note 8)	
51,689	25,761

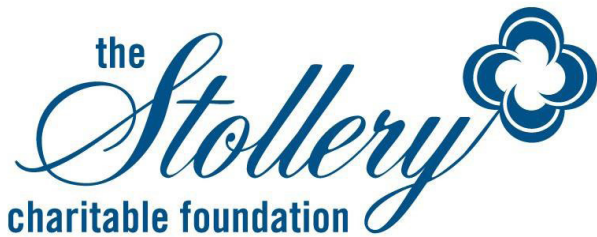
*Copies of complete audit, including notes, available upon request.

WITH THANKS

Our Investors

With thanks and appreciation to our individual and in-kind donors and funders for your continued generosity and support!

Alberta  Government



Funded by the
Government
of Canada

Financé par le
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du Canada

Canada 



Our Contact

GIVE TODAY!



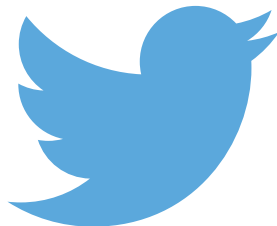
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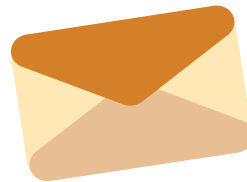


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facebook.com/
todaycentre



Safe. Confidential. Supportive.

Today Family Violence Help Centre offers a safe, inclusive place for adults of all genders who have been victimized by family violence to access free, confidential, emotional and practical support.

Registered Charitable Business Number: 854912664 RR0001