



TODAY
Family Violence
Help Centre

Annual Report **2011-2012**

Integrated response to family violence



Message from Board of Directors

In our third year of operation, Today Centre is still a young sapling trying to strengthen its roots.

There have been false starts, but for every two laid down one has proven effective. Through this trial and error process we have learned a few truisms: We know when individuals must travel to multiple locations to seek help, it's a barrier. We know when they have to tell their story over and over again, it's traumatizing and frustrating. And we know these hurdles are costly and dangerous to those already in distress.

That's why we firmly believe Today Centre — a safe, centrally located hub of supports — is an effective model to help those affected by family violence. But we've faced challenges in offering comprehensive services housed under one roof. For example, in February 2012, changes to partnerships between the City of Edmonton and Edmonton Police Service meant the constables working at Today Centre were relocated. Internally, we were also missing the protocols and systems to effectively deliver services across multiple agencies.

In 2011/2012, we created a three-year business plan to resolve these challenges. The first year's

goal is to expand our collaborative service model. We have hired Emerging Directions Consulting to help us create service delivery principles, build a model for how co-located agencies work together, and formalize a memorandum of understanding between us and the agencies housed at the Centre. With these core organizational systems in place, we can better help those affected with domestic violence.

Financially, our one-year funding commitments don't allow for long-term planning. However, this year we anticipate receiving charitable status for Today Centre, which will increase our potential sources for funding.

At the board level, we'd like to thank two long-serving outgoing members Sue Languedoc and Chantile Shannon for their passion and dedication.

In this early growth phase it's easy to forget it takes years for a sapling to plant deep roots. And it's only possible with the patience and nurturing of our staff, partners, funders and board members who believe everyone deserves a life free of abuse. Thank you for your ongoing support and commitment.



TODAY
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Board members

Rhonda Holloway (Chair)
Colette Mandin (Vice-Chair)
Chantile Shannon (Past-Chair)
Sue Languedoc (resigned during year)
Karen Reynolds (Treasurer)
Clarece Mather
Jean Anderson
Judy Mackay
Jane Hirst (Executive Director)

About 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

Our work

Today Centre is the single point of entry to comprehensive services for those impacted by family violence.

Our resource workers provide telephone and face-to-face intake, assessment, referral and case navigation services to link clients with supports located on-site or in the community.

They offer clients emotional support and help them create a safety plan, identify their rights, and understand the cycle of violence. Together, they also address any related issues, including the need for food, housing, childcare, mental health or addictions counseling.

To reduce barriers in getting help, Today Centre's goal is to house many of these essential services under one roof. This integrated approach replaces what is often a dispersed and complex system of services, and reduces trauma and repeat victimization of those already in distress.

Our results

Today Centre's integrated approach means we:

- Provided assessment, support and referral services through 993 contacts with individuals impacted by family violence
- Made over 900 referrals to community programs and services

Our partners

The programs listed below are located or provide services at Today Centre. We also arrange meetings with off-site partners so clients can easily access all the supports they need in one safe location at the Centre.

- Divisional Domestic Violence Intervention Team - Downtown Unit
- Elder Abuse Intervention Team
- Elderly Adult Resource Service (EARS)
- Islamic Family Support Services Association
- Canadian Mental Health Association



Financials

Full audited statements available upon request

Statement of Operations		For the year ended March 31, 2012	
Revenue	2012	2011	
Alberta Human Services	395,865	32,610	
United Way of AB Capital Region	75,000	77,205	
Rent recoveries	28,169	38,669	
City of Edmonton - Family and Community Support Services	7,480	32,476	
Amortization of deferred contributions	7,332	9,336	
Status of Women	5,734	363,334	
Donations	1,695	5,000	
Interest & Other	532	136	
	521,807	558,766	
Expenses			
Wages and employee benefits	291,230	281,159	
Building and occupancy	136,465	136,664	
Administrative and support services	10,725	29,098	
Office supplies, telephone, advertising	34,113	38,939	
Contracted services	27,841	25,556	
Amortization	12,114	13,947	
Insurance	6,876	6,709	
Training	1,183	6,347	
Travel	1,260	3,171	
	521,807	541,590	
Excess of revenue over expenses	-	17,176	

Statement of Financial Position		As at March 31, 2011	
Assets			
Current assets	218,013	634,159	
Property and equipment	48,402	55,106	
	266,415	689,265	
Liabilities			
Current liabilities	249,239	672,089	
	249,239	672,089	
Net assets			
Unrestricted	(1,901)	(1,272)	
Invested in property and equipment	19,077	18,448	
	17,176	17,176	
Total liabilities & net assets	266,415	689,265	



Julie finds the courage to leave

Julie's * husband abused her physically and emotionally. He was controlling. He even told one of their children he was going to kill their mother. That's when Julie, 35, applied for an emergency protection order and was referred to the Today Centre.

When Julie met with a Today Centre resource worker, she revealed her husband also stalked her. If she left him, she feared he would follow and find her.

Julie and her resource worker created a detailed safety plan to protect her and her children: She wouldn't tell anyone where she lived, would always keep a cell phone with her, would call 911 immediately if her husband breached the protection order, and would avoid going anywhere alone. Together, they also developed an escape plan should her husband discover her new home.

Emotionally, Julie felt guilty for letting her children live in an abusive home for so long. Her resource worker reminded her that by seeking help, she was breaking the cycle of violence for a healthier, safer future.

After four in-person sessions at Today Centre, Julie left her husband and found a new place to live with her children. She sought counselling for herself and her children through Catholic Social Services, one of Today Centre's referral partners. She was also referred to Legal Aid to pursue a parenting order. Lastly, the resource worker referred Julie to the Edmonton John Howard Outreach program for on-going support to build a new life for her family, free of fear and abuse.

The profile of a "typical" client at Today Centre is female, 30-37 years old, with one or two children.

* Name and photo have been changed to protect our client's identity

Thank you!

Helping a fellow citizen break the cycle of violence and build a positive future is our calling at Today Centre. Since our doors opened, demand for our services continues to increase. In the first three months of 2012 alone, our resource workers fielded 240 calls to the Centre. We could not meet this rising demand without the generous support of our funders and supporters. Your contributions have helped many build a life free of fear and abuse and we are very grateful.



Status of Women
Canada

Condition féminine
Canada

Government of Alberta ■
Human Services



About us

VISION

A healthy community safe and free of family violence

MISSION

To serve people impacted by family violence through collaborative, community-wide services

VALUES

We support each person's definition of family.

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

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

We will honour and respect each person's choices.

We believe each person has the capacity to make positive change in his or her life.

We will stay up-to-date on the latest research about family violence and share this knowledge with other service providers, to best serve those affected by family violence.

Contact us

Website: TheTodayCentre.ca

Phone : 780.455.6880

Email: info@thetodaycentre.ca