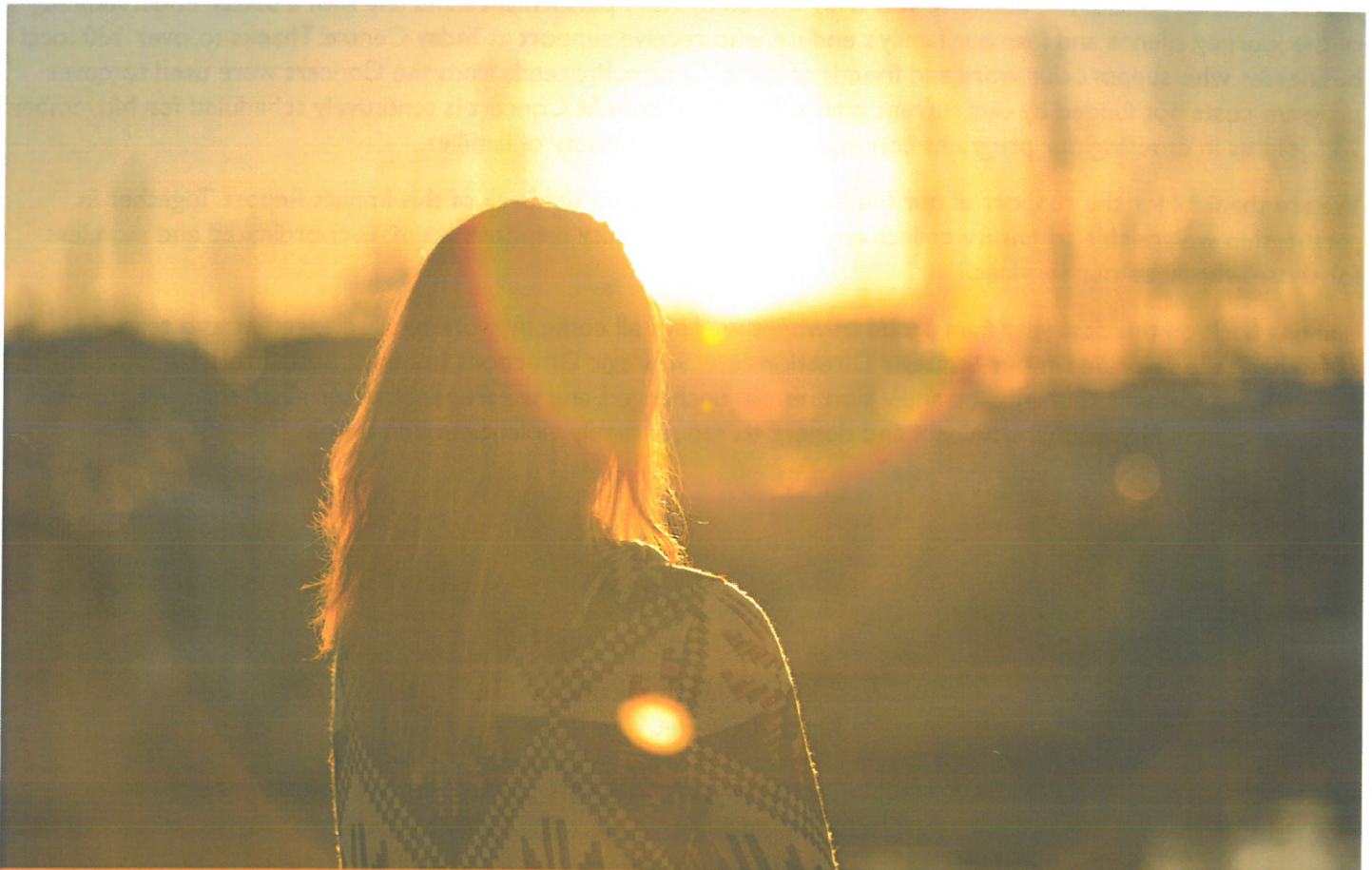




TODAY

Family Violence
Help Centre



2015 – 2016 IMPACT REPORT

www.todaycentre.ca

OUR BOARD

MESSAGE FROM OUR BOARD CHAIR

During the past year, the Board of Directors has focused on renewal of the Today Centre vision and mission. The Board has reflected on how the Today Centre provides supports and has carefully considered how to best meet the needs of those impacted by family violence. With a working group comprised of Board members, the Board has almost completed a review of the Today Centre's strategic direction and is working towards strengthening existing programs and developing new ideas to achieve our vision – a healthy community safe and free of family violence. In the next year, the Today Centre will continue to work towards strengthening and developing strategic partnerships and collaborations with community agencies to provide integrated community-wide services for those impacted by family violence.

Today Centre held our second annual Benefit Concert which featured the live music of Kat Danser. Kat's performance included a narrative of her own journey woven together with soulful lyrics and the strumming of several acoustic guitars. The audience was truly moved by Kat's performance and left with a better understanding of the journey, silence and fear our family's endure who receive support at Today Centre. Thanks to over 100 local businesses who support our work and friends of Today Centre. Proceeds from the Concert were used to cover program costs not funded by our current grants. Our third Benefit Concert is tentatively scheduled for November 23rd. Join us in ensuring our programs continue to increase the safety of families.

We are thankful for the support of our funders who are listed on the back of this Impact Report. Together in partnership we are able to ensure collectively that our community response is timely, coordinated and seamless for those who need our services.

Looking back on this past year I am proud of where we have all come by working hard together as a team. For 2016-2017, the priorities in our Strategic Directions are: Strategic Directions Renewal, Sustainable Funding, and Agency Enhancement. Our Mission and Vision remain unchanged, and we are more determined than ever to work with our community partners, funders and donors to reduce family violence in Edmonton.

Tracy Esch

BOARD MEMBERS

Tracy Esch, Chair
Richard Ouellet, Vice-Chair
Guy Bertrand, Secretary-Treasurer
Hitomi Suzuta
Vesna Kovacic
Rhonda Holloway

MISSION

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

VISION

A healthy community, safe and free of family violence.

OUR WORK

MESSAGE FROM OUR EXECUTIVE DIRECTOR

Today Centre continues to grow the number of integrated partners who are interested in providing a coordinated community response to those impacted by family violence in Edmonton. Discussions have begun with new partners to implement new services and supports for our clients including outreach services and housing support which will be implemented throughout the remainder of 2016.

Today Centre's new partnerships also addresses the need to continue to meet increasing demand and address gaps and barriers for those accessing services.

Training and education on the prevention of family violence provided by Today Centre has led to increased competency in professionals in addition to friends and family of loved ones impacted by family violence. Today Centre will continue to apply for funding with our partners to deliver FREE education and raise awareness of how everyone can play a role in ending family violence in Edmonton.

We are also grateful for the support of our donors, volunteers and staff. Today Centre staff are always working collaboratively with many community partners to support clients and education and awareness raising. Together we make a difference everyday. Whether you are currently experiencing abuse, calling for a neighbor or loved one or are service provider, staff work tirelessly to provide service to support your specialized needs. It is a wonderful feeling to wake up each morning and know you will be spending your day working with an amazing staff and board.

Like our tagline "It starts today" why not join us today by sharing this report or donating your time or money to support ensuring #ThereIsHelp in 2016 or follow us on social media. Together we can make a difference every hour of every day.

Debbie Clark

OUR STAFF

Debbie Clark, Executive Director

Cindy Furlong, Team Lead

Keltie Winters, Family Violence Specialist

Gaye Catherall, Family Violence Specialist

Sarah Wakulchyk, Office Manager

Monique Méthot, Family Violence Education Specialist *(not in the picture)*



OUR RESULTS

REACH & IMPACT

Today Centre received additional money through the Alberta Government Family and Community Safety Grant and Special Project Funding from the City of Edmonton which includes funding for an Ethno-cultural Family Violence Specialist and Education Specialist to increase the integration of prevention and early intervention supports.

COORDINATED COMMUNITY RESPONSE NEW SERVICES

Through our community consultation we have learned how to update our original Domestic Violence Business Case to improve and expand our services with our community partners. Today Centre's model of support is seamless, timely and client-centred trauma informed approach for those impacted by family violence.

The impact will be increased and improved seamless supports to Today Centre clients who will not need to repeat their story, receive services in one location resulting in improved access to services and an improved coordinated community response in Edmonton.

OUR PARTNERS



More than 112 agency staff work with our staff to participate in individual and group consultations, refer to Today Centre, receive referrals from Today Centre and work in partnership to collaborate on improving the coordination and integration of our services for our clients.

Today Centre also leads an advisory committee with key stakeholders to coordinate the community response to education and awareness raising with the City of Edmonton, Pride Centre of Edmonton, Sexual Assault Centre of Edmonton, Edmonton Women's Shelter, A SAFE Place, Community Initiatives Against Family Violence, and the Edmonton Police Service.

OUR CO-LOCATED PARTNERS

Today Center is unique as it provides operational support to several co-located Programs:

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

Agencies who provide staff or volunteers to support these programs are:

- City of Edmonton
- Catholic Social Services
- Islamic Family and Social Services Association
- Edmonton Police Service
- Covenant Health
- Edmonton Community Legal Centre

OUR RESULTS

2015 HIGHLIGHTS



328 individuals received services

51% self-identify as ethno-cultural*

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



213 safety plans created

700 hours spent on direct client services

720 direct referrals and 320 supported referrals*

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



221 individuals with 447 children received emotional support safety planning and resources / referral support

68% of our caseload



534 individuals attended 30 FREE training sessions

100% of individuals completing training have new knowledge related to family violence

98% of clients have an increased understanding of their risk and safety



OUR RESULTS

STRATEGIC DIRECTION RESULTS: YEAR 6 PRIORITIES

A. PROGRAM ENHANCEMENT

Goal One: Review current Practice Guidelines and Procedures to ensure alignment with Outcome-based Service Delivery requirements.

Results: Current Practice Guidelines and Procedures are aligned with program outcomes.

Goal Two: Priorities are identified in annual Work and Operational Plans for Intake and Assessment, Education and Administration.

Results: Work and Operational Plans are aligned with Strategic Directions Priorities and program outcomes.



B. RENEWAL

Goal One: Develop and implement a process and timeline to consult with key stakeholders for feedback and input on how Today Centre can collectively serve those impacted by family violence better; including shifting resources and the services we currently provide based on the original Domestic Violence Centre Business Case.

Results: Feedback and input from stakeholders was key to determining shifts in resources and services to address gaps and barriers in improving a coordinated community response. A comprehensive consultation with stakeholders began in November 2015. Close to 20 key stakeholders were consulted and their feedback will be used to inform Work Plan recommendations. We appreciate the willingness of our partners and stakeholders to participate and inform our Work Plan.

Goal Two: Develop a Work Plan to operationalize the information collected in the consultations.

Results: A draft Work Plan will be reviewed by the Board in June 2016. Work will begin to operationalize the plan in 2016 - 2017 with our staff and partner agencies.

C. SUSTAINABLE FUNDING

Goal One: Priorities identified in the annual Work Plan based on the 2014 Fund Development Plan will guide our work in 2015.

Results: Donation and Fundraising targets were met including new grant funding received. Increase in funding supports long-term goal of sustainable funding.

D. NEW SPACE/LOCATION

Goal One: Develop a Space/Location Work Plan which includes rationale for co-location, integrates services for clients, and technology for implementation in 2016.

Results: A Working Committee and Work Plan has been developed to address new space and location requirements.

OUR STORY

LEGAL PERSPECTIVE

LAWYER'S PERSPECTIVE

Among the myriad of challenges that individuals in an abusive relationship face are the inevitable family law issues that arise from the breakdown of the family unit. Dealing with such matters as divorce, custody and access, parenting, property division, financial support and protection can be particularly overwhelming for individuals already suffering under great personal stress.

Family law is multifaceted, complex and, more often than not, adversarial. Many victims fleeing domestic violence lack the financial means or ability to retain a lawyer. Social isolation, lack of control and feelings of powerlessness and insecurity often operate as barriers in addressing their legal needs. Language difficulties, cultural differences, and status can present additional challenges for many immigrant women experiencing abuse.

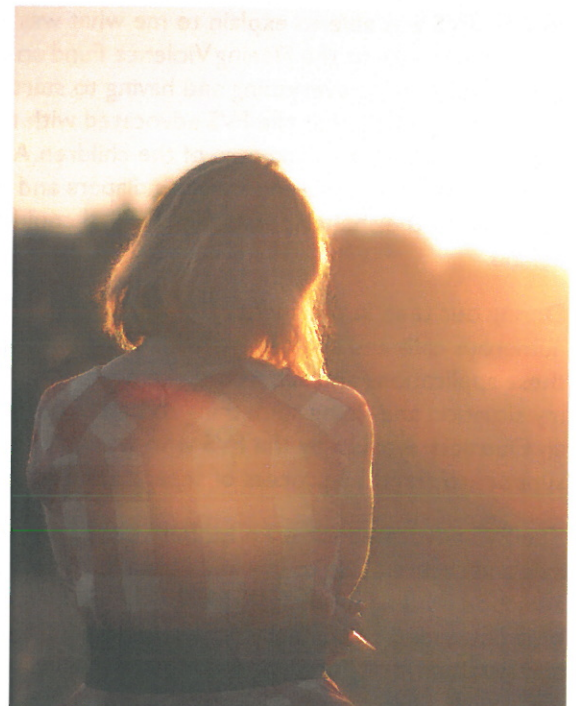
I volunteer at the Today Centre because it provides the opportunity to assist individuals who may not otherwise have access to legal services. Client consultations range from providing information on the law and advice with respect to rights, obligations and options to providing assistance in completing court documents and navigating the court system. In my view, the provision of pro bono legal services is a vital component in a comprehensive support strategy for victims of family violence.

This perspective is from a volunteer Lawyer with the Edmonton Community Legal Centre and also volunteers her time at the Today Centre to provide free legal consultation to client requiring legal support.

A FAMILY VIOLENCE SPECIALIST'S PERSPECTIVE

A significant amount of clients who enter our doors arrive in fear; fear that their children will be taken away from them by their abuser, and fear that the legal system will be used against them, causing further pain and suffering. As a Family Violence Specialist at the Today Family Violence Help Centre, my role is to provide emotional support, connect clients to appropriate community resources and complete a risk assessment and plan for safety concerns when possible. Because legal support is a common barrier for many clients, I often feel helpless when clients have considerable legal concerns and are unable to navigate the legal system due to a lack of access.

In 2015 the Today Centre partnered with the Edmonton Community Legal Centre to have a qualified family lawyer provide free legal consultation to clients at the Today Centre. This service was initially offered to ensure that clients can access necessary legal support in a safe and known environment. Since this service was piloted over 15 clients were able to get the legal consultation they required to access information regarding parenting orders, child support and child custody. Although similar services are already available in the community, being able to access legal needs in a location the client knows and can receive moral support from their worker at the same time is invaluable. With the aid of the Edmonton Community Legal Centre and the volunteer lawyer, I am more hopeful that the Today Centre can meet the emerging needs of clients and the community alike.



OUR CLIENT

HELEN'S JOURNEY



I contacted the Today Family Violence Help Centre (Today Centre) after receiving their information from the Alberta Works worker I had met with. My husband had just left me with our six children in an apartment which I had just received an eviction notice. Over the past 6 months I had been handing over my income support cheques to him thinking that he was paying the bills and the rent, however, this was not the case. Within the last week I had learned that my husband had some issues with addiction. He had used our rent and bill money to feed this addiction as well as taken out cash advances and pay day loans in my name which were never repaid and have ruined my credit. Someone had also broken into the apartment when we were not at home through the patio doors, important papers were gone through and I believed that it was my husband looking for ways to access more money to feed his addiction. This made me afraid and grateful we were not at home because he has been physically abusive in the past to me when I refused to give him money.

Alberta Works offered to put me into a hotel due to the eviction notice and concerns for the safety of myself and my children. Looking after six children on my own in a tiny hotel room was difficult and I was very tired after everything I had been through. At their recommendation and because I felt I didn't have any other options I contacted the Today Centre.

When I arrived at the Today Centre I was relieved to meet with a Family Violence Specialist who had a kind face and took the time to let me explain my story and all of the hardships that my husband had put me through. I could see the compassion in her face when I described how difficult it was staying in a small cramped hotel room with my babies and that I couldn't even take them outside because I did not have a stroller big enough to accommodate the 4 little ones who were not steady on their feet yet. The FVS immediately told me about emergency shelters and supported me in calling them. I could not believe when we found one that said they would provide us with two rooms to accommodate me and all my children. From there on our lives changed completely for the better, and the worker surrounded me and my children with supports. The FVS started advocating with Alberta Works on my behalf as well as Child and Family Services, this took a lot of stress off of me and the FVS was able to explain to me what was happening in clear simple terms that I could understand. The FVS was able to get me access to the Fleeing Violence Fund so that I could move our belongings out of my apartment and into storage so that I wasn't losing everything and having to start all over again, this was a huge relief to me as that was everything I had left. Another huge help that the FVS advocated with the shelter and got them to allow my Aunt to come and stay with us in the shelter to help with taking care of the children. As well as she completed a request with a non-profit for money to purchase a stroller for four children as well as diapers and formula for my babies which the FVS and her coworkers picked up and delivered to the shelter personally. Finally, I could take all my children to the park and did not have to leave the younger ones behind.

During our time in the shelter the FVS continued her efforts to find me and my children permanent housing, she made numerous calls and assisted me with filling out applications to Capital Region Housing and Homeward Trust. Completing these applications and submitting them was a huge accomplishment for me and it made me feel like I was taking control of my situation and doing something to better our lives. In addition to accessing housing supports I was also connected with an Outreach worker by the FVS who was able to assist me with obtaining a parenting order for my children as well as legal support to start the process of separation from my husband.

The FVS advocated for me a lot between Homeward Trust, the shelter I was staying in and Alberta Works. We now have a safe and secure place to live and I have legal supports in place to protect myself and my children from my husband and his addiction issues. I finally feel safe for the first time in a long time. I will always remember the smiles from staff that I got every time I attended an appointment at the Today Centre as well as the patience and dedication of the FVS who supported me and saw me through one of the most difficult times of my life.

OUR FINANCIALS

FINANCIAL MANAGEMENT

THE TODAY FAMILY VIOLENCE HELP CENTRE
Consolidated Financial Statements
For the Year Ended March 31, 2016
INDEPENDENT AUDITORS' 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, 2016 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'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.

Auditors' 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 auditors' 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 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 of these revenue 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, 2016, current assets and net assets as at March 31, 2016.

Qualified Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The Today Family Violence Help Centre as at March 31, 2016 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.

Signature on originals

Edmonton, Alberta
May 25, 2016

Hawkings Epp Dumont LLP
Chartered Accountants

OUR FINANCIALS

STATEMENT OF FINANCIAL POSITION AS AT MARCH 31, 2016

	2016	2015
ASSETS		
CURRENT		
Cash	226,160	38,794
Term investments	200,000	145,000
Accounts receivable	1,343	1,575
Goods and services tax recoverable	4,853	5,152
Prepaid expenses	22,358	16,271
	<hr/>	<hr/>
	454,714	206,792
	8,683	24,916
	<hr/>	<hr/>
TANGIBLE CAPITAL ASSETS	463,397	231,708
LIABILITIES	2016	2015
CURRENT		
Accounts payable and accrued liabilities	13,919	8,672
Deposits received	1,673	1,673
	<hr/>	<hr/>
	15,592	10,345
	1,343	103,204
	<hr/>	<hr/>
DEFERRED CONTRIBUTIONS	314,364	103,204
DEFERRED CONTRIBUTIONS - TANGIBLE CAPITAL ASSETS	4,535	15,014
	<hr/>	<hr/>
	334,491	128,563
NET ASSETS	2016	2015
Unrestricted net assets	124,758	93,243
Invested in tangible capital assets	4,148	9,902
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	128,906	103,145
	<hr/>	<hr/>
	463,397	231,708

*Copies of complete audit available upon request.



OUR FINANCIALS

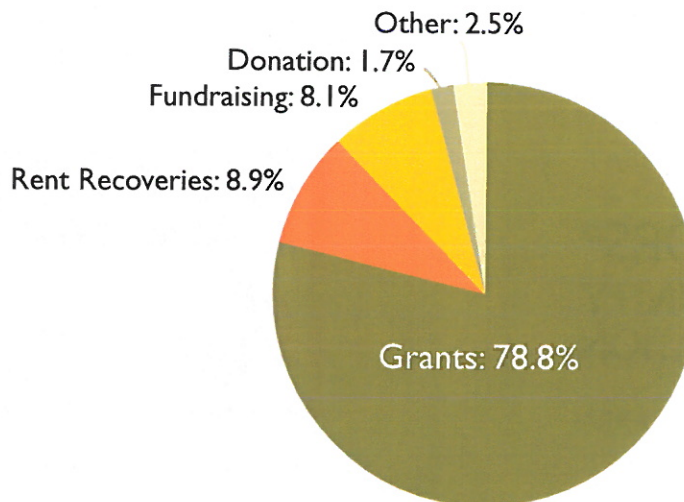
STATEMENT OF OPERATIONS FOR THE YEAR ENDED MARCH 31, 2016

REVENUE

Grants
Rent Recoveries
Fundraising
Donations
Amortization of deferred contributions
Honorariums
Interest
Workshop
Membership
Office support

2016	2015
517,278	565,385
58,363	55,664
52,918	51,376
11,460	3,898
10,479	3,754
2,200	-
1,696	2,278
1,530	3,540
275	287
75	500

656,274	686,682
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EXPENSES

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

2016	2015
404,108	390,502
149,469	151,666
29,962	20,386
25,060	26,552
7,675	22,879
7,600	2,827
4,821	4,671
1,818	1,866

630,513	629,349
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EXCESS OF REVENUE OVER EXPENSES
FROM OPERATIONS
OTHER INCOME

25,761	57,333
-	-2,253

EXCESS OF REVENUE OVER EXPENSES

25,761	55,080
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**Copies of complete audit available upon request.*

OUR INVESTORS

THANK YOU!

We would not exist without our individual donors and grants from:

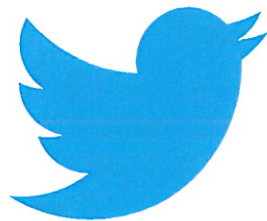


Our donors and friends of Today Centre

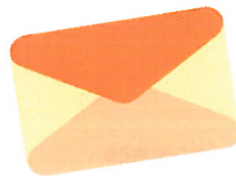
CONTACT INFORMATION



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Designed by:  jessalyn king