

ANNUAL REPORT 2022-2023



**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.

250-386-4331

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1-877-386-4333 (Toll Free)

www.fsgv.org

Fax: 250-386-4301



"Family Services of
Greater Victoria"

EXECUTIVE DIRECTOR

*Jane Taylor Lee,
MA, CCC*

SEPARATION RESOURCE SERVICES

*Pam Rudy,
BEd, Cert. Family Mediation*

FIRST RESPONSE SERVICES

*Raji Goel
Dip. Office Admin*

*Sandra Teiffel
BA, Dip Ed*

COUNSELLING & THERAPY SERVICES (APRIL 2022 – MARCH 2023)

Alexa Verstraten,
MA(in progress)*

*Jane Taylor Lee,
MA, CCC*

*Ava Razavi,
MA, RCC*

*John Ricker,
MA, RCC*

*Daisy Song,
MA, RCH, RCC*

*Julia Dillon,
MA(in progress)**

Edna Ng
MA (in progress)*

Matt Treble
MA (in progress)*

Emily Clare
BCYC, MA (in progress)*

*Shelley Fischbach,
BEd, SPED, MA CYC(in progress)*

*Hannah Peterson, BA, PGCEi,
Gr Dip in Youth Work(in progress)*

*Yuko Kawasumi,
MA, RCC*

*Ian Mackintosh,
MA, CCC, RCC*

“BEHIND THE SCENES”

Computer Technician

Melvin Klassen,
BSc*

Bookkeeping

*Tiemer & Co
Sheena Bellingham,
PCP, Bookkeeper*

***Volunteer during the 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.



**FAMILY SERVICES
OF GREATER VICTORIA**

OVERVIEW OF SERVICES

Separation Resource Services

- orientation to family law;
 - overview of dispute resolution options and legal resources available in the community;
 - coaching for effective participation in mediation and in self-representation at court;
- ...and more

Legal Advice NOT provided

Mediation

- For Couples (with or without children)

Facilitated Parent-Child Connections

Providing a Supervisor for:

- the transfer of children from one parent to another, or
- parenting time with the child(ren)

Caught in the Middle

- Parent Program
- Children's program (ages 7-12)

Counselling/Therapy Services:

- Individual, Couple & Family Counselling
- Individual Counselling for Children/Youth (ages 8 & up)
- Expressive Arts and/or Play Therapy Techniques for Children/Youth (ages 4 & up)

Support for Grand Parents

- raising grandchildren on a temporary or permanent basis
- trouble with access to the grandchildren

CO-CHAIR'S REPORT

I am happy to be writing my first report as co-chair with Jim Wallace. From my perspective, the co-chair model has worked well over the past year, with each of us bringing our unique skills to the role. Jim played a huge role in determining appropriate rental sums for each tenant's space in the Victoria Social Innovation Centre Society (VSICS), and in negotiating and obtaining our new mortgage this Spring. I liaised with Jane about day-to-day matters and fundraising, and assisted with drafting board agendas and chairing monthly meetings.

Jane has had a lot on her plate with the duties of Executive Director, daycare liaison for Little Phoenix Daycare and the general functioning of VSICS. We continue to liaise with VIRCS to create a more equitable sharing of those duties that allow us all to enjoy owning and managing our own space.

Jane has also continued to seek out new forms of funding, including public funds, especially as we continue to serve so many families that earn less than \$40k a year and simply do not have the discretionary funds to cover counselling, mediation and separation resource services costs.



I am grateful to our staff, contractors, volunteers and funders for their continued support and commitment to this agency and the community through challenging times, both for the health of our community and for Family Services of Greater Victoria(FSGV) in our efforts to continue provide stellar services as we have for the last 46 years.

I want to thank Bronwyn Taylor for her service to the board for the last 6 years, especially as Secretary and assisting with fundraising. We will miss her and wish her the best.

I welcome our new members, Kendra Marks and Jessica Narsing, and look forward to working with you. And, of course, my sincerest gratitude to the rest of the board for your continued commitment to support FSGV to offer and to enhance our unique services to our community.

*Respectfully submitted,
Crystal Buchan, Co-chair*

EXECUTIVE DIRECTOR'S REPORT

Yet another very challenging year for Family Services of Greater Victoria, with increased demand for a wider range of programs and services and funding cutbacks. Financially sound in terms of management but by no means secure or sustainable. My biggest daily focus is fundraising and increasing advocacy for government, long term support for programs we provide across the Ministries.

FSGV partners with Victoria Immigrant and Refugee Centre on a number of initiatives and we are fortunate to have a strong working relationship. These grants often require additional personnel and our very tight budget means that we are limited to what we can apply for and the counsellors/facilitators we can hire. With the rising cost of housing and food, our clients and our staff alike are challenged to make ends meet and support themselves and their families. The challenges increase as the complexity of our files increase. As a family service agency, we are expected to offer free or heavily subsidized services and simply cannot do so without securing long term sustainable funding. We are aware of



the increased funding demand, across the non-profit spectrum, however, we also know the value of what we do and the high level of professional expertise in how we do it. To this point, it is my mission to secure long term funding to compensate my staff, commensurate to their education, expertise and history with the agency.

A very timely article appeared in today's Times Colonist, written by a school counsellor (William Nicholls-Allison) from Victoria with a background in child development and mental health and I quote:

"Imagine a world where only one in five children with cancer, diabetes, or serious injuries receive the appropriate treatment. We would be appalled and demand change. Yet right now, only one in five Canadian children with a clinical mental illness will receive treatment, which amounts to thousands of children who suffer unnecessarily every year. Researchers at Simon Fraser University have called this situation a violation of children's rights. In 2019, the year before the pandemic, BC's Minister of Mental Health and Addictions stated a rising number of school children had mental health challenges. Seventeen percent of students surveyed said they had seriously considered suicide in the past year. Mental illnesses have profound negative impacts on children's development, such as lower academic and graduation rates; increased risk of homelessness, severe mental illness in adulthood, substance use, and suicide; and reduced family income due to caregivers taking time off or leaving work altogether. The national cost of child mental illness on families and economy is estimated to exceed \$15 billion per year. Programs designed to improve children's mental health produce

high returns on investments in the long term. We must speak out together against the violation of children’s rights and demand universal guaranteed access to mental health care for every child.”

We know the value of offering our Separation Resource Services to individuals and parents who require information and support in navigating what can often be a very challenging time, both emotionally and financially. These services are invaluable and need to be recognized more widely for both the immediate, short and long term impact they have on the individual, the family and the broader community. We know the importance of what we do and how well we do it. What we need is to secure long term, sustainable funding to ensure these programs and services continue. Without more public funding, our clients will experience increased risk of marginalization, limited access to services and support and this agency will continue to struggle for survival.

Heartfelt thanks as always to our board, staff, contractors, volunteers and funders for their continued support and commitment to this agency and the community. FSGV has been serving the Greater Victoria region for 46 years and the fight to remain open for business, continues. During COVID -19 counselling was deemed an essential service and we need it to remain just that, a service along with others we offer, that will remain accessible and affordable to our clients and their families.

We were fortunate to receive a \$7200 Technology Grant from the Federation of Community Social Services of BC, which allowed us to upgrade our videoconferencing software and capacity as we provided our services exclusively on line for an extended period of time during COVID-19 and we continue to do so for a number of clients. Now that we are post pandemic, masks are no longer required. In person sessions represent the majority of the counselling requests. We are still able to offer online sessions which represent 20% of the referrals, phone sessions represent about 1% and walk and talk therapy, less than 1%.

After six years of board service, we say goodbye and thank you to Bronwyn Taylor, a committed member of the board, serving as Secretary and helping with our fundraisers and a huge support of me and this agency over the years. We shall miss her and thank her for her unwavering commitment and service.

To Crystal and Jim, Board Co-chairs, my sincere thanks for all the volunteer hours you have spent in your roles. I could not have accomplished what we have without your commitment, expertise and support.

Advocacy is what I ask for from everyone in this room and well beyond. We need to better educate and advocate to reach a broader base for services and support. We need those in positions of power and influence to know more about our programs and the impact we have on clients, their family and the broader community, now and for another 46 years to come.

*Respectfully submitted, Jane Taylor Lee, MA, CCC
Executive Director & Clinical Supervisor*

SEPARATION RESOURCE SERVICES

I enjoyed another year of wearing multiple hats for providing legal information/advocacy; facilitated parenting time; mediation; and teaching *New Ways for Families*® decision skills.

Legal Information:

- 108 individual appointments (24 less than previous year)
- 557 calls/emails (81 less than previous year)

Facilitated Parent-Child Connections:

- 116 supervised sessions with 16 families involving a total of 60 individuals (68 fewer sessions, but 2 more families than previous year)
- 775 calls/emails (445 less than previous)

*Note: Some of the downturn in numbers is a result of vacation time during June & December; however, monitoring over the next year could help identify trends to address program delivery.

Mediation:

- 17 sessions (2 less than previous)
- 227 calls/emails (1 less than previous)

New Ways for Families®:

- 14 individual sessions (3 more than previous)

We were very saddened to hear that a parent who was in our Facilitated Parent-Child Connections program, died tragically, leaving her two young children.

I had the privilege of teaching the New Ways for Families Decision Skills to an inmate of William Head Penitentiary, who had a young daughter that he was preparing to see when on parole. He was using his time inside to take whatever courses he could that could help communications with the child's mother and maternal grandparents. Arrangements were made between his lawyer and the penitentiary for me to teach the skills using their virtual platform.

Professional development webinars attended:

- Resistance, Refusal, and the Child's Brain
- Recognizing and Working with Parent Child Conflict Problems
- Understanding Adults who Sexually Abuse Children
- Mindful Mediation in a Multi-Cultural World
- Trauma Informed Practice for Family Mediators
- Children's Voices in Cases Involving Parent-Child Contact
- Indigenous Women and the Law
- What Judges Really Want (from the parties, counsel, and others)



I maintained professional memberships in AFCC (Association of Family & Conciliation Courts), MediateBC, and Family Mediation Canada. Through hosting by Family Mediation Canada, I continued to attend virtual best practices meetings on a mostly bi-weekly basis with four other mediators from AB, SK, ON, and QC.

I continued attending mostly monthly Q&A sessions hosted by Bill Eddy, co-founder of *New Ways for Families*®. Additionally, I listened to Bill Eddy's podcasts and followed his blogs that addressed working with difficult personalities and high-conflict families.

In March, I met with three staff at Black Press Media, to discuss my proposal for a video teaching tool for children of separation/divorce, to explain what it means if they are required to have supervised parenting time. I hope to pursue this project in the next year.

*Respectfully submitted by,
Pam Rudy
Separation Resource Services Coordinator*

FINANCIAL STATEMENTS

Income Statements

	Reviewed 2022-2023	Reviewed 2021-2022	Reviewed 2020-2021
Revenue			
BC Gaming	\$99,000	\$99,000	\$99,000
United Way	38,180	10,076	51,050
Fees & Miscellaneous	77,447	78,617	33,268
Ministry of Children and Family Development	67,581	67,519	65,379
Foundations (Donations)	50,038	69,411	29,030
Fundraising	3,055	3,070	3,986
Covid Relief Income		54,784	120,878
	\$335,301	\$382,477	\$402,591
Expenses			
Program Delivery Personnel	\$289,045	\$293,850	\$231,689
Rent & Utilities	61,500	61,500	61,500
Contractor Fees	23,131	11,775	11,268
Administration*	15,759	16,736	9,795
Accounting/Audit	6,150	7,300	11,387
Telephone, Fax, Internet	6,442	6,819	5,303
Amortization	8,857	7,948	7,955
Advertising	3,067	3,905	178
Training & Travel	1,401	1,103	1,846
Memberships	2,428	2,447	2,945
Insurance	1,266	1,749	1,457
Program Development	877	543	29
	\$419,923	\$415,675	\$345,352
Surplus (Loss)	(\$84,622)	(\$33,198)	\$57,239

*includes bank charges, supplies, etc

Balance Sheet as at March 31st

Assets	2023	2022	2021
Bank Acct, Cash, GST Receivable	\$120,953	\$231,537	\$255,588
Prepaid Expenses	8,881	1,289	2,094
Funding Receivable	8,534	-	4,203
	\$138,368	\$232,826	\$261,885
Capital Assets	50,725	52,962	\$ 60,910
TOTAL ASSETS	\$189,093	\$285,788	\$322,795
Liabilities			
Fixed Operating Costs Payable	\$ 8,889	\$ 16,272	\$ 12,732
Variable Operating Costs Payable	10,521	-	4,350
Deferred Income	12,500	12,200	129,700
Loan Payable	40,000	40,000	40,000
Total Liabilities	\$ 71,910	\$ 83,972	\$186,782
Unrestricted Net Assets	\$117,183	\$201,816	\$136,013

TREASURER'S REPORT

Revenue:

Thank you to our current long-term funders that continue to support us year after year – BC Gaming, the United Way, and the Ministry of Children and Family Development.

Now that we are “post-Pandemic” we have a better understanding of where we are with a few exceptions our Revenues appear to have stagnated. Our fees are back to Pre-Pandemic levels but have also appeared to have hit a peak.

Expenses:

Being a part of the Social Innovation Centre – means we are “immune” to unexpected rent increases or even worse a need to find a new location. Other expenses have stabilized as well. The only other major expense we have is Program Delivery Personnel, even though our team is as capital efficient as possible we cannot continue to expect our Team to do more for less, when other aspects of life continue to cost more – we are still at risk of losing staff because other organizations are able to offer better compensation.

Our goals for the next year and beyond is to find more sources of stable funding, to meet our expenses.

Sincerely yours,
Raji Goel
Programs Coordinator.

BOARD OF DIRECTORS 2022 - 2023

Crystal Buchan – Co-Chair
Lawyer

Jim Wallace – Co-Chair
Property Management

Ken D'Sa – Treasurer
HR, Accounting

Bronwyn Taylor - Director
Retired Teacher

Jake Holm - Director
Lawyer

Jessica Narsing – Director
Teacher

Kendra Marks – Director
Lawyer

AGENCY FUNDERS – 2022-2023



-Community Gaming Grant
-Ministry of Children and
Family Development



Provincial Employees Community Services Fund

Individual Donations

Our thanks to those who financially supported our organization