



Luke's Place
Change her experience. Change their lives.

Annual Report for 2013










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A message from the President & Executive Director

The year 2013 was another record breaking year both in the numbers of women served in Durham Region and in the numbers of service providers who have received training and resources across Ontario. We know we speak for everyone when we acknowledge that these and other achievements highlighted in this report would not be possible without the support of:

-  Our 2013 funders: the Law Foundation of Ontario, the Ontario Trillium Foundation, Ministry of the Attorney General Victims and Vulnerable Persons Division, and Status of Women Canada
-  Our Board members who confidently govern our mandate and mission
-  Our staff who tirelessly provide the family law support services, emotional support and safety guidance needed for each individual woman
-  Our volunteers who play a vital role administratively, with legal and emotional support and in community fund development
-  The lawyers of Durham Region who donate their time and expertise to our Pro Bono Clinic and Legal Advisory Group
-  The women who provide valuable insight in our Women's Advisory Group
-  Our community donors who show their financial support individually and as part of local businesses and organizations
-  The Make Change. For Change. Community Fundraising Challenge participants who want to make a social impact
-  Our many partners and collaborators in Durham Region and across Ontario who are also providing outstanding services to women
-  Our clients who have the strength to free themselves and their children from abuse



Without you, Luke's Place would not have been able to provide 672 women in 2013 with access to our comprehensive support and resources. Although abuse against women is a serious problem worldwide, we take comfort knowing that Luke's Place helps change the experience and lives of abused women and their children locally and provincially.

In order to continue breaking new ground in the violence against women sector, Luke's Place needs your support, donations and volunteer time now more than ever. If you are presently involved with Luke's Place we thank you and if you are considering getting involved, please call today to find out how you can support or join our team and be part of helping to make change happen.

Lisa Allen
President

Carol Barkwell
Executive Director

Board of Directors for 2014

Donna McAllister, President, Business Committee Chair is leading the development of equal access and opportunity to employment resources and services as Executive Director of the Durham Region Employment Network. She has a degree in Public Administration and Governance and extensive not-for-profit experience. Her focus is on issues of equity and inclusion which she advances through participation on numerous councils and working groups such as the Durham Region Accessibility Advisory Committee and the Working in Durham Immigration Portal. She is the past President of PFLAG Durham Region and has contributed her strengths in building critical partnerships, developing strategic alliances and long term visioning to the Board of Luke's Place since March 2010.

Jackie Long, Vice President, Human Resources Committee Chair is the Director of Human Resources for the City of Oshawa and is focused on enhancing people's daily lives through facilitative HR leadership. Jackie is keenly aware of the need for volunteer leaders throughout the community to support the critical work of organizations like Luke's Place. Jackie's work in the not for profit sector is focused on governance, board excellence, change management, and operational effectiveness. She joined the board of Luke's Place in June 2010.

Lisa Allen, Treasurer, Ex Officio President, is a Partner with Deloitte & Touche LLP based in the GTA. She is a Chartered Accountant and has extensive experience in providing risk management advisory, governance, and internal control auditing services. Lisa joined the Board of Luke's Place in February 2007 and has over 10 years of experience as a not-for-profit Board Director and Officer.

Victoria Froats, Director is an Employment Specialist with the City of Toronto. She has over 20 years experience working with marginalized individuals and families providing employment counselling and life coaching services within the public, private and government sectors. She sits on the Research Committee for C.E.R.I.C. (Canadian, Education, Research Institute of Counselling). Her passion and goal is to provide support and advocacy on behalf of women and children's rights. She joined the Board of Luke's Place in December 2011.



Chloe Connor, Director is a marketing and administrative support manager working within the insurance industry. She has extensive experience with marketing analysis and development, budgets, event planning and social media. Having used services similar to what Luke's Place provides, Chloe knows the extreme importance of the work that Luke's Place carries out in the Durham Region and has a keen desire to see that work continue and grow. She joined the board of Luke's Place in June 2013.

Adeola Saigo, Director leads the Quality Assurance Department at the Ontario Trillium Foundation. She has extensive knowledge and experience in strategic planning, quality management and business process improvement and corporate performance and risk management. Her passion is to enable non-profits and charitable organizations to deliver effective, impactful services for their customers and in the process contribute to healthier, thriving communities for all of us. Adeola joined the Board of Luke's Place in June 2013

Sonia Smith Blades, Director is an organizational behaviour/development/process consultant and has over twenty years experience working in not-for-profits for people with co-occurring and spectrum disorders. She has extensive and expert knowledge of program development, budgeting and forecasting, effective change management strategies and issues of aging. Sonia is a canvasser for the Heart and Stroke Foundation for the past 10 years and appreciates the "all in" commitment and hard work required to ensure the success of organizations like Luke's Place. She believes that the volunteering component is also critical and essential to the invaluable work that Luke's Place provides to women and children. Sonia joined the board of Luke's Place in October 2013.

One woman speaking out about change*

Before coming to Luke's Place I was scared and didn't know where to turn for help. I had been in a financially and emotionally abusive relationship for over 20 years, I knew I wanted it to end but my abuser told me he wasn't cooperating and I had better get used to the status quo.

I had no viable source of income for supporting myself and my two children. I was so desperate I had worked out a budget for the only escape plan I thought I could afford—a sub temperature sleeping bag and a no frills membership to the local gym that would allow me to live out of my car and clean myself up at the gym. Thankfully, Luke's Place was there to show me that I had other alternatives.

The legal system can be scary and my abuser tried to use scare tactics to get me to stop the divorce process but thanks to the education Luke's Place provided I was able to tell the difference between fact and fiction/scare tactics and reality.

The assets I had on paper (but couldn't get from my abuser) didn't qualify me for Legal Aid and that was scary but Luke's Place again showed me that I had options.

Luke's Place helped me stay strong and determined throughout the process. They educated me on the process which helped relieve a lot of my fears but they also provided liaisons to a network of support services. I knew I was not alone and I had lots of support in my community. They also taught me how to keep me and my children safe throughout the process; the techniques they taught me I am convinced helped contain several potentially volatile situations.

Today, my process is not yet over but I am now able to navigate the system with the help of my lawyer and Luke's Place continues to help keep my costs down by continuing to provide legal support when needed. I have a new home with my two children, I am confident in my ability to persevere and I am no longer afraid. I am free of my abuser and I no longer see his premonitions of misfortunes for me as a threat.

I will forever keep in my heart the tremendous support I received from Luke's Place; my children and I would not be free today without their help.

* Facts have been changed to protect her identity.

About Luke's Place

Luke's Place is named after a 3½ year old boy killed by his father in 1997. Luke's mother, Kate, had serious concerns about Luke's safety with his father and had applied for supervised access through the family court process. She was unsuccessful and Luke was killed by his father, who then killed himself, on his first visit. Following Luke's death, the community came together to work to make sure no other child would face a similar fate. Kate played an important role in the work done in Durham Region, as did many other women who had left abusive relationships. One of the products of that work was Luke's Place - Canada's first stand-alone family law resource and support centre for abused women and their children.

Luke's Place is devoted solely to improving the safety and experience of abused women and their children as they proceed through the family law process. We have focused on the development of a specialized response to support abused women in this difficult and challenging process, development and continuing updates of resources, tools and training processes for advocates, and the provision of community based training and mentorship for service providers. Luke's Place has also focused on raising the profile and understanding of these issues provincially and internationally through leadership or participation in think tanks, stakeholder consultations, and conferences, and completion of academic and community based research. Input and feedback is provided on the work of Luke's Place by the Women's Advisory Group, comprised of woman abuse survivors and the Legal Advisory Group which provides consultation about the legal dimension of our work.

Luke's Place **mission** is to support abused women and their children throughout the family law process and to provide them and their communities with specialized resources about family law and woman abuse. Our **vision** is a family law system that promotes healthy, safe families.

Current programs & services

Luke's Place works to improve the safety and experience of abused women who are or who may become involved with the family law system. We offer:

- ♥ free family law support in confidential Oshawa and Ajax locations
- ♥ services on site at family court, Durham Courthouse
- ♥ individual consultations with Legal Support Workers
- ♥ summary advice from family law lawyers at our Pro Bono Clinic
- ♥ group support sessions and legal information workshops
- ♥ accompaniment to legal and court appointments
- ♥ training and resources for service providers across the province
- ♥ lead for the Family Court Support Worker provincial training initiative funded by Ministry of the Attorney General
- ♥ research and consultation
- ♥ community education
- ♥ resource library and online reference manuals
- ♥ family law support referrals for men who have experienced abuse

Statistics

In 2013 Luke's Place provided direct service to 672 women (442 of whom were new to our services) with family law issues through in-person, telephone and electronic consultations, court accompaniment, groups and workshops. This represents a 15% increase in the number of women served over last year. Luke's Place also provided education, training and resources to more than 400 service providers across the province.

New in 2013

The 2013 Family Court Support Worker (FCSW) 2-day Annual Gathering held in Toronto, was attended by 56 FCSW's from across Ontario. Workshops were presented by Deborah Sinclair, Shannon Moroney, Rhonda Roffey and Pamela Cross. Panels included: FCSW's sharing expertise from across the province; Legal Aid Ontario; and Office of the Children's Lawyer.

After She Leaves trainings were delivered in Hamilton, Peterborough, North Bay, Ottawa and Thunder Bay, with support from Status of Women Canada, to 143 service providers supporting abused women through the family law process. Access to extensive online resources including the After She Leaves manual were provided in a private area on the Luke's Place website.

With financial support from Green Shield Canada, Baagwating Community Association, McLean Foundation and George Lunan Foundation Luke's Place acquired and customized a case management database, was able to offer enhanced services to 15% more women this year and work began on the documentation of Luke's Place service delivery model toolkit. With additional financial support, this user friendly toolkit will be completed and available online to agencies across Ontario who wish to enhance their family law support programming for abused women.

2013 Financial statement excerpt

Statement of Operations For the year ended December 31, 2013

LUKE'S PLACE SUPPORT & RESOURCE CENTRE FOR WOMEN & CHILDREN

STATEMENT OF OPERATIONS

FOR THE YEAR ENDED DECEMBER 31, 2013

	<u>2013</u>	<u>2012</u>
Revenue		
Donations and fundraising	\$ 36,905	\$ 26,892
Education and training	35,410	25,890
Grant funding (Note 4)	653,668	669,351
Other	121	153
	<u>726,104</u>	<u>722,286</u>
Expenses		
Amortization	107	216
Grant-related expenses (Note 4)	653,668	669,351
Occupancy costs	-	1,604
Office and general	3,840	3,608
Professional services	15,620	761
Program and resource costs	29,551	22,927
Wages and benefits	13,506	9,455
	<u>716,292</u>	<u>707,922</u>
NET REVENUE OVER EXPENSES	\$ <u>9,812</u>	\$ <u>14,364</u>

"Excerpt of audited financial statements.
A complete copy is available upon request".

Grant funding & deferred revenue as at December 31, 2013

LUKE'S PLACE SUPPORT & RESOURCE CENTRE FOR WOMEN & CHILDREN

NOTES TO FINANCIAL STATEMENTS

AS AT DECEMBER 31, 2013

4. Deferred Revenue

Grant funding of \$562,764 was received during the year or is receivable from various external sources for specific projects. Revenue was recognized as expenses were incurred. Deferred revenue consists of the unexpended portion of these grants as follows:

	<u>Opening Balance</u>	<u>Grants Received</u>	<u>Expensed Currently</u>	<u>Closing Balance</u>
Ontario Trillium Foundation	\$ 49,633	\$ 30,700	\$ 80,333	\$ -
Status of Women	2,991	150,460	121,792	31,659
Attorney General	35,343	148,102	183,445	-
Law Foundation	34,413	233,502	266,462	1,453
Canadian Women's Foundation	1,636	-	1,636	-
	<u>\$ 124,016</u>	<u>\$ 562,764</u>	<u>\$ 653,668</u>	<u>\$ 33,112</u>

These deferred revenues are represented on the balance sheet as follows:

Deferred revenue – operating grants	\$ 31,659
Deferred revenue – capital assets	<u>1,453</u>
	<u>\$ 33,112</u>

Ontario Trillium Foundation and Attorney General includes funds administered through collaborative partners.

The following is a summary of grant-related expenditures:

	<u>2013</u>	<u>2012</u>
Amortization	\$ 3,205	\$ 3,506
Insurance	4,666	4,614
Program and resource costs	29,955	37,529
Office and general	25,154	19,422
Occupancy costs	15,607	13,958
Professional services	137,373	169,533
Wages and benefits	<u>437,708</u>	<u>420,789</u>
	<u>\$ 653,668</u>	<u>\$ 669,351</u>

"Excerpt of audited financial statements.
A complete copy is available upon request".

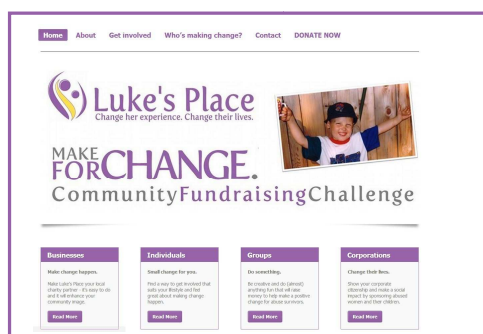
Fund development & marketing

An Ontario Trillium Foundation grant provided funding for the second and final year of a part-time Fund Development & Marketing Manager. The inaugural project in year one was the professional development of a consistent new look and voice for Luke's Place which was followed by the modification of all communications materials. These materials continue to be disseminated through a variety of channels to our clients, partners, funders and community members. Further to these efforts, we re-branded and enhanced www.lukesplace.ca using a separate revenue stream.



Luke's Place has continued to promote and expand our 'Make change. For change. Community Fundraising Challenge' that launched in December 2012 with \$150,000 worth of unpaid advertising support through Pickering Town Centre's Ladies Room. The primary objective of the campaign is to increase donations to Luke's Place by encouraging local businesses, individuals, groups and corporations to make a positive change within their networks that will raise money and awareness for Luke's Place. In tandem with the campaign, small grant requests were continuously made with heartfelt thanks to the private foundations who have shown their support.

A communications strategy was developed that included joining 3 Chambers of Commerce in Durham Region to leverage their membership bases for fundraising campaign promotion. A retractable banner was created and incorporated into a mobile display for use at Chamber events and the campaign flyer was circulated to 7,300 unique Durham Region businesses. The flyer was also used as the creative inspiration for a compelling campaign video and www.makechange.ca website where the video can be viewed. Our social media marketing on facebook, twitter and LinkedIn continues to grow.



There was significant local media publicity for Luke's Place this year with several photos in Snap'd Newspaper at events and cheque presentations and regular presence on durhamregion.com. Additionally, Metroland Durham Region Media Group featured a full page editorial with delivery to almost 200,000 homes and Rogers TV provided two 5 minute interviews on Daytime.

Thank you to our community partners who are helping to make change happen





Durham Region

ACUDDLYGIFT
is Waiting for You!

Oshawa Chamber of Commerce



Get involved & donate!

Luke's Place is recognized as a provincial leader on woman abuse and family law yet we operate without annualized core funding. We must rely on community donations and short term grant funding just to keep our door open and provide basic services to every woman who needs them. We have been experiencing both grant funding instability and an exponential growth in demand for our services which has left in great need of financial support now more than ever. Since our work is dependent on the participation of and donations from members of our community we are asking you to get involved, donate and make change happen!



www.makechange.ca

Luke's Place is challenging Durham Region to take your business or organization to the next level by partnering with us to help local women who need our services, your services or both. The social benefits are endless! Together we can raise awareness for violence against women, increase donations for Luke's Place and work towards ending the cycle of abuse. Everyone will feel satisfied knowing that for every \$500 raised Luke's Place can put one family through our program.

Not sure what you can do to help? Donate now and/or visit www.makechange.ca to find out how easy and fun it can be for businesses, individuals, groups and corporations to get involved and make change happen today! **Small change for you. Life change for abuse survivors.**

Interested in volunteering? Luke's Place is seeking volunteers for our Board of Directors, legal support role and marketing team. Our **Board of Directors** meets monthly to provide oversight and guidance to the mission and mandate of Luke's Place. Our **legal support role** assists women by providing them with emotional support during the complicated legal process and by accompanying them to court and other related appointments. Our **marketing team** supports the diverse communications efforts needed to increase awareness of Luke's Place and encourage participation in our Make change. For change. Community Fundraising Campaign.

Thank you for helping to Change her experience. Change their lives.

Charitable Registration Number 8876I-I2I8-RR000I

Contact information

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Websites

www.lukesplace.ca

www.makechange.ca

Social media

<https://www.facebook.com/LukesPlace1>

<https://twitter.com/LukesPlace1>

<https://www.linkedin.com/company/luke's-place-support-&-resource-centre-for-women-&-children>

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