

Peer Support Services for Abused Women

Annual Report
January 1 – December 31
2011



Mission Statement

Creating individual and systemic change to promote respectful, healthy and peaceful relationships.

Vision Statement

Respectful, healthy and peaceful relationships.

Supported By:



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www.pssaw.org

Charitable # 105200430BN

Thank You to Our Donors

We would like to extend our sincere gratitude to all our donors for their most generous gifts.

Ongoing Support:

United Way of Calgary and Area
City of Calgary— Family and Community Support Services
Alberta Gaming and Liquor Commission (Casino)



\$60,001—\$150,000

An Anonymous Donor

\$10,001— \$60,000

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Peer Support Services for Abused Women 2011 Annual Report

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Secretary	Eseoghene Omatsone
Treasurer	Wayne Barkauskas
Executive Director	Andrea Silverstone

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Executive Director:	Andrea Silverstone
Operations Manager:	Kelly Salmond
Program Coordinator:	Shannon Smith
Mountain View County Program Coordinator:	Trina Lonsberry
Inspiring Teens Facilitator	Barbara Pietrzykowski
Administrative & Volunteer Coordinator:	Mercy Canja
Bookkeeper:	Valerie Mellof
SSDV Facilitator:	Jane Oxenbury

President's Report

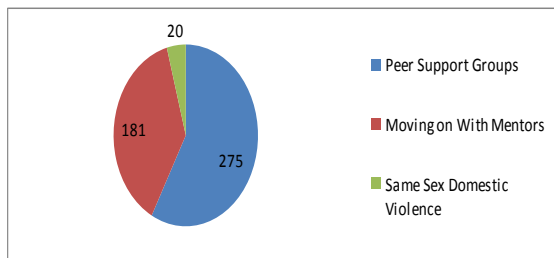
Throughout the 2011 year PSSAW continued to embrace changes on many fronts. Sharon Edwards did an amazing job at the helm of our Board for many months before passing the gauntlet to me and although we were saddened by her resignation, we thank her for her service. Our services in Mountain View County ended at the end of 2011 due to lack of funding for 2012, however programs there will continue because of the excellent relationships and alliances that our staff forged with other agencies operating there. On the local front, PSSAW's work expanded with the addition of becoming the fiscal sponsors for the Calgary Domestic Violence Collective in addition to being the chair. This necessitated another change in our office space requirements and again, the staff did an excellent job of orchestrating the move with no disruption to our clients and services.

Our office administrator, Mercy Canja resigned to pursue another opportunity and we wish her well. Her smiling face and enthusiasm will definitely be missed.

The media continues to highlight the continued problem of domestic violence and we continue to operate our programs at capacity. Donations and funding have not been able to keep up with the demand. PSSAW continues to adapt and align with the priorities as they arise. This is indeed a sign of a healthy and nimble organization and I thank the Staff, Board, and all our Volunteers for your ability to jump to the pump and continue to provide the services required by the wonderful women that you help.

Yours truly,
Melody Bundt Witwer
Board President

Clients Numbers By Program—Calgary



In Memoriam Volunteer of the Year—Joey Greenspoon



Joey Greenspoon was a volunteer with Peer Support Services for Abused Women from 2009 until her death in 2011. Joey's contributions to our agency were deeply valued. Joey donated her time, efforts and talents to serve our clients. As a facilitator and mentor, Joey lead many different groups in the community bringing her unique talents and innovative nature to the work she did. She made a difference in the lives of our clients. Joey shared happiness, eased people's pain and helped them heal. She empowered her clients by providing them with knowledge and encouragement that they needed to succeed. Joey's enthusiasm and love for her work was contagious and inspiring. Her dedication has helped better the lives of many in our community.

In Joey's honor her family has established a memorial fund. PSSAW has also established award for volunteers to honor Joey.

In 2011...

The average PSSAW volunteer donated 40 hours of their time
The average PSSAW client attended 5 sessions or groups
We served a total of 889 participants in both Calgary & MVC
337 through Peer Support Groups
302 through the Moving on With Mentors Program
250 through the Inspiring Teens Program
We connected with 1106 individuals to raise awareness

Peer Support Groups (Finding our Voices and Growth Circles)

Prior to contacting PSSAW, Kim had been in four different abusive relationships that left her with permanent physical and mental scars. Kim's confidence had been diminished to the point where she lacked the ability to re-engage in her career and reclaim her lost interpersonal relationships. She contacted PSSAW as she was interested in our group and mentorship programs.

Kim attended the Finding Our Voices group and was able to learn about self esteem, body image, assertiveness, negative self talk and healthy relationships. Kim states that this course enabled her to not only feel better about herself, but also to begin to assess her current relationships and begin to sever ties with those that no longer suited her needs. Kim stated that PSSAW was the only place where she could talk about her experiences in an open manner and where she knew that she would not be judged. Kim enjoyed the group so much that she ended up taking the course a second time. Following the Finding Our Voices group, Kim completed the Growth Circles group where she was able to learn about the origins of unhealthy relationships and gain the tools required to live a healthy, abuse-free life. Following the completion of these groups, Kim was able to begin to rebuild her life and sense of self.

Kim now holds a part-time job as a receptionist and continues to expand her social support network. She remains in contact with PSSAW staff to let us know of her progress. Kim is now looking into becoming an administrative and/or direct service volunteer with the agency.

Same Sex Domestic Violence

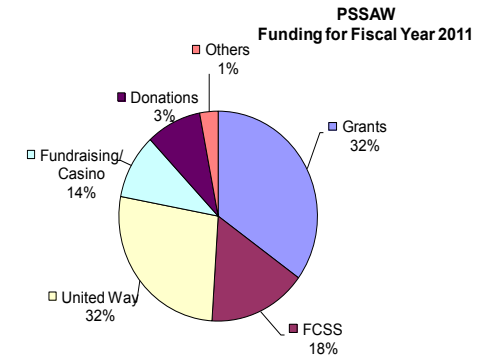
The positive worker response that we received after completing our Same Sex Domestic Violence training at agency X was overwhelming. One worker, Mira, spoke of how she once felt uncomfortable speaking with clients who had experienced same sex domestic violence as she felt uneducated in her understanding of the issue. Mira now states that she looks forward to working with clients who have personal experiences with same sex domestic violence. Another worker, Sylvia, spoke of how she is now thinking about how the agency can best adapt their play room to make clients (and their children) who are in a same-sex relationship comfortable (for example, by providing books that illustrate same sex couples with families). Multiple workers also spoke of how they can best adapt their forms and policies to fit individuals who may engage in same-sex relationships as well as those who may not be of a particular identified gender. At the end of the training it was the consensus among participants that they would each like to have a pink triangle on their door and business cards in order to let clients know that same-sex relationships are welcomed and accepted.

Treasurer's Report

While I will highlight some of the results in the attached financial statements, I encourage members to review these reports on our website.

The Statement of Financial Position reports assets of \$225,692

At the end of the year, the agency had sufficient cash balances to meet its liabilities.



The statement of Operations shows a balance of \$9,788 for the year.

It is also important to mention that the financial statements do not reflect the value received from the contribution of volunteer services, without which the agency could not operate.

With the funds to be earned from our ongoing funding from United Way and FCSS, and continuing efforts to attract donations, PSSAW is in a good financial position to provide needed services for the upcoming year.

I would like to use this opportunity to thank funders and donors in helping the agency.

Sincerely,

Wayne Barkauskas
Treasurer

Agency Financial Statements available upon request.

Executive Director's Report

In 2011 PSSAW operated in 6 program areas that are all supported by staff and volunteers: Growth Circles, Finding our Voices, Same Sex Domestic Violence, Community Development, Moving on With Mentors, and Inspiring Teens.

In 2011 PSSAW met or exceeded all goals set for the organizations.

All PSSAW programs operated at capacity in 2011. In Calgary at some points during the year we had a waiting list of up to 3 weeks. We continue to collaborate with agencies that serve women, but do not specifically address domestic violence. All the clients continued to meet all outcomes for the program.

Some of the reported outcomes of our clients include:

- Increase social connectivity and decreased isolation
- Ability to respond appropriately to the violence in their lives (ie having the tools to keep themselves and their family safe)
- Experiencing healthy relationships.

Volunteers continue to be an integral part of the agency. We had 77 volunteers who donated 2383 hours of their time. These dedicated volunteers provided support and assistance as board members, Growth Circle and Finding Our Voices facilitators, mentors, public relations assistants, administrative support, and workshop facilitators.

2011 was a strong year for PSSAW fiscally.

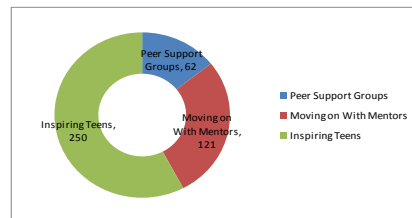
The staff and contractors at PSSAW are highly skilled committed individuals who ensure that we create and maintain an excellent level of service delivery for our clients and a reputation as leaders in the community. Without their expertise, commitment, creativity and care for our clients the work we do would not be possible.

On behalf of the staff of Peer Support Services for Abused Women,



Andrea Silverstone
Executive Director

Clients Numbers By Program – MVC



Client' Success Story

Inspiring Teens

The teens are very respectful towards the material and each other. They ask honest questions and challenge the facilitator on the material as the facilitator is challenging their views of men, women, violence, relationships, and sexuality. Through this program a safe space is created where participants are able to discuss difficult topics. This safe space extends to discussion between participants in other parts of their school lives. The facilitator often overhears them continuing the discussion from the class/group into the hallways.

One activity we do with participants is about healthy relationships. We ask them to think about, and list the values and actions they would like to see in a healthy relationship. On one occasion a participant in class – a boy in grade 10, shared his list with the facilitator. The list talked about things like love, respect, sharing, caring and trust. The participant wanted to let the facilitator know that he had listened and learned about equality and healthy relationships. Although each participants list is private, this young man walked to the front of the class and shyly shared his list with the facilitator. He looked her in the eye and said in a quiet voice “Its all true, this is what I want from my relationship, thank you”.

These sessions help youth find the words to describe what they are feeling, their values and boundaries, and more importantly, gives them the tools to share this with their friends, families and romantic partners.

Moving on With Mentors

Carrie contacted PSSAW after having experienced ongoing assault that left her with permanent physical and mental disabilities. She was suffering from depression and anxiety related to the past abuse, unemployment and low self esteem. Carrie wanted support to learn more about domestic violence and it effects, enhance her self esteem and improve her family relationships. She participated in the MOWM program. Her mentor supported her to learn more about domestic violence and the effects it had on her life, personal boundaries, and worked with her to rebuild her self esteem (including helping her to have the confidence to become employed.) Carrie experienced numerous barriers in achieving success including her lack of formal education, her physical and mental disabilities, economic challenges and ongoing rejection while job hunting. Despite her challenges, Carrie worked hard with her mentor to overcome obstacles to achieve success. Today, Carrie is employed part time, has set healthy boundaries with her family, has developed support systems and looks forward to a time when she can give back by becoming a mentor herself