

FAMILY RESOURCE CENTER, INC.
A Message from the President of the Board of Directors

The Board of Directors of the Family Resource Center (FRC), Inc., extends a warm welcome to our annual meeting. A particularly warm welcome to the members our panel discussion that today will be discussing “Strengthening Families Through Community Collaboration: Taking Action A Step Further”. A very warm welcome is also extended to the members of the staff of FRC.

Since our last meeting Sandra Hodge Benjamin has accepted the position of Executive Director. Mrs. Benjamin has been working closely with the board as we continue to strengthen the operation of the agency while serving our clients and their families. Under the leadership of our treasurer, Warren Bush, the Finance Committee has undertaken a review of our finances and operations and we are proud to say that an external audit of our entire program was completed and we were given a passing grade.

In reading our annual report, you can determine that our families and community need more and more services from FRC, as well as from our sister agencies. FRC has experienced a great deal of growth over the last few years. Our programs and the numbers of clients served have increased. In turn, FRC has an increase need for support from the Government, via grants, and the community. We ask that you help us by joining the fight and become an advocate, a voice on behalf of the Family Resource Center because as much as the community needs us, we need you. Your financial contributions, at any level, are also welcome.

We are very appreciative of the support FRC has received from the community and encourage you to continue giving of your time efforts and money as Family Resource Center, Inc. is here because this community needs it.

Jose Raul Carrillo

FAMILY RESOURCE CENTER, INC.

A Message from the Executive Director

On behalf of the Family Resource Center (FRC), Inc., Board of Directors and Staff, I am pleased to present our fiscal year 2004 Annual Report. This report provides a summary of our accomplishments and experiences for FY '2004. It is a sample of how FRC made a difference in our community.

Since the fall of 2004 there has been growing discussions and questions about the state of the family and how we (community organizations) can help strengthen families, help families and youth in crisis, build healthy family relationships and find ways to mend the family circle.

Family is the key word. Years ago this agency once known as "Women's Resource Center", recognized the need to support the family as a unit: men, women and children. The leaders of this organization had foresight that continues today; helping the family even if it means one member at a time; helping the community even if it means one family at a time.

Many representatives from different agencies and organizations have come together to discuss what can be done, what can we do? I believe we all agree that *something* must be done. In the past we have talked about the need for change, but the more things change the more they remain the same. Does this mean that we need to do things differently? Perhaps, we need to pull together. I mean really pull together. Agencies like ours are faced with challenges to meet the community's needs with limited resources. We struggle as well trying to get our share from the same small pot, very similar to some of our families. Times are still testing and families are still struggling. Some need food, money, housing, or peace of mind. Regardless of what the challenge is the families are in need and ultimately the entire community is affected by the family's unmet needs.

Invariably unmet needs seek to become met needs. Today crime for the young in our families seems to be the growing norm of "meeting needs". Domestic Violence, physical assault, muggings, robbery, sexual assault, sexual harassment, and sexual and physical abuse continue, day after day. You can read all about it, extra! extra!, right in the Daily News. Family Resource Center, Inc. is still at the forefront. We are still a light at the end of the struggles. As always we cannot meet every need nor can we meet needs in isolation. We must collaborate with the rest of the community. We continue to need you. We need the assistance of our people. We need all of those organizations that come into contact with victims. We continue to need our dedicated volunteers.

When we work in unison our work becomes like a song. Each organization has a role or function like the verses of a song. Action steps can help us to come up with the chorus. The chorus ties the verses together. It helps the song make sense. Once we sing others will listen, catch on to the chorus and sing along. Family violence, child abuse and neglect of all kinds and assault in all forms destroy our families. *"Life Can Get Better"*, is the theme of our song. Let's sing together, **let's take action a step further** and really make a difference!

FAMILY RESOURCE CENTER, INC.

Organizational Mission

The mission of the Family Resource Center, Incorporated is to

- 1) Provide crisis intervention, counseling, emergency shelter, court advocacy and other services to victims of domestic violence, sexual assault, child abuse and other crimes;
- 2) Aid victims in obtaining needed services including legal and financial assistance, temporary and permanent housing and employment so as to empower them to regain control of their lives;
- 3) Facilitate job training and placement for victims in order to promote their financial independence and esteem
- 4) Provide educational outreach so as to make the whole community aware that violence never solves problems but only creates other problems and that there are alternative ways of resolving conflict more satisfying to all concerned;
- 5) And to promote and actively work for justice in order to attain peace in the home and community.

FAMILY RESOURCE CENTER, INC.

Organizational Background

The Family Resource Center (FRC), Inc. (formerly Women's Resource Center, Inc.), was founded in 1981 on St. Thomas by community activists from civic and governmental agencies. These women and men established an organization with a mission of providing shelter and counseling for battered women and their children and for victims of sexual assault.

Since our initiation of services in 1986, FRC's clientele has grown to include other victims of violence: children subjected to physical and/or sexual abuse, survivors of homicide victims, adult survivors of childhood sexual molestation and incest, elder abuse, victims of assault, robbery and kidnapping. Additionally, services are provided for persons in crisis including adults and minors who are homeless, non-crime victims and male perpetrators of domestic violence.

The Board of Directors of this non-profit agency is composed of women and men who share concerns about the effects of violence and conflict that result in suffering for victims of crime and persons in crisis that have an enormous impact on those involved and the community. FRC has expanded our services since our small beginnings in 1986. The following is a summary of services available at FRC:

- *Emergency Shelter for abused women and children
- *Individual and Family counseling for male, female and child victims of violent crime, including domestic violence, sexual assault, child abuse, robbery, survivors of homicide and assault
- *Rental Assistance for individuals who are presently homeless and seeking to transition to independent living and for those who are at risk of eviction
- *Support groups for adult female victims of domestic violence and other assault
- *Support groups for children ages 4-17
- *Emergency legal advocacy for victims
- *Criminal justice support for victims
- *Batterers' Intervention program for abusive males and females
- *Community education in the area of violence prevention

FAMILY RESOURCE CENTER, INC.

STAFF

I try to think of my team members not just as "people I work with," but as partners. For they are partners. Partners we rely on to help us handle difficult situations. Partners who share the burdens of work, the responsibility of caring for others, the sorrows of failure. They are partners in the joy, too. They are there for me, to exchange favors. To confide in; To learn from. To teach. To just "be there" when I need a shoulder to cry on or a cheerful word to help me get going again. Today, I am thankful for my fellow team members.

Anonymous

FRC has been privileged over the years to have dedicated individuals composing our staff. It is because of their commitment and willingness to "go the extra mile" that FRC has continued to stand strong. Our staff and the supportive services they provide are the most important resources at the Family Resource Center.

Sandra Hodge Benjamin, MS, Executive Director of FRC - Mrs. Benjamin is responsible for the fiscal management and administration of the agency and oversees all aspects of program and staff development.

She has served the agency for six years starting as the Social Worker III, the Therapist, Acting Director and now our current Executive Director. She was previously employed for many years as a social worker in the New York City Administration for Children Services.

Therapist and Senior Counselor – VACANT POSITION

Michelle Higgins, MEd, Children/ Youth Social Worker – Ms. Higgins has worked with children and families in counseling and therapeutic settings for over 10 years. She has been with FRC since November 2004. Her last assignment was in Florida.

Anice Wilson, BSW Counseling, Social Worker II – Ms. Wilson serves as an Outreach Worker in addition to her counseling duties at the agency. Ms. Wilson is a native of the Virgin Islands who received her formal education worked in New York State providing social service.

Lisandra Latorre, MA Counseling, Bilingual Social Worker – Ms. Latorre provides individual and group services for English and Spanish speaking female victims of crime. Ms. Latorre is responsible for the leadership of a Support group for victims of domestic

violence and supervision of the Bilingual Caseworker. She is a member of the Virgin Islands Domestic Violence Sexual Assault Council.

Daniela Sanchez, Bilingual Caseworker - works along with the Bilingual Social Worker and the other staff to provide necessary supportive services to the underserved Spanish community. She is a Bachelors degree candidate at UVI.

Mildred Pesante Francis, MA Ed Counseling, Bilingual Child/Youth Worker – Mrs. Pesante-Francis provides counseling to children adolescent victims of family and other violence. She also leads a support group for adolescents who have been negatively affected by violence in their homes.

Cynthia Farmer, Men Terminating Violence (MTV) Batter's Intervention Program Coordinator (BIP) – Mrs. Farmer is responsible for the program coordination as well as group facilitation and initial and exit interviews with program participants. (As of 2005)

Clarrisa Belleau, MBA, Financial Officer/Executive Assistant – Mrs. Belleau assists the executive director in grants management and is directly responsible for the financial day-to-day operations of the agency. Mrs. Belleau previously served as an Administrative Assistant at FRC and was the CASA Volunteer Coordinator at Legal Services.

Shirma Henry BA, Administrative Assistant/ Office Manager - Ms. Henry assists the executive director in arranging special events and meetings in addition to her administrative duties. She creates our brochures, flyers, business cards, forms, etc. and is also the friendly voice that answers the phones in the counseling center. Ms. Henry is responsible for management of the office and guides our maintenance and custodial staff.

Beverly Kalloo, BA, Shelter Manager/Social Worker – Ms. Kalloo manages the day to day operations of the FRC emergency shelter and provides counseling (with supervision of the professional counseling staff) for sheltered women and children who are victims of domestic violence and other violent crimes. In addition she provides supervision for shelter staff relief workers who provide coverage of the shelter in the evenings, overnight, weekend and holidays. Beverly is the newest member of our staff. (As of 2005)

Anya Stuart, Senior Relief Worker – Ms. Stuart assists the shelter manager with the day-to-day operations of the shelter and is the responsible person in the absence of the manager.

Jerrilyn Woodley, Claudine Williams, Elizabeth Elizee, Laurice Roberts and Michelle Joshua serves as Shelter Relief Workers.

Caroline John-Baptiste, Custodian – Ms. John-Baptiste is provides a clean and healthy atmosphere at the counseling center and she is great at spiritual support for the staff. (As of 2005)

Frank Farmer, Maintenance Worker – Mr. Francis works part-time between the Counseling Center and the shelter when needed. He helps to maintain both facilities. (As of 2005)

CONTRACTUAL FRC WORKERS

FRC also contracts workers on a part time basis to assist us with other programs. **Lisandra Latorre and Eric Blake** facilitates our Men Terminating Violence Batterers' Intervention Program

Cynthia Farmer is our current Volunteer Coordinator responsible for the coordination of volunteer activities as well as our Virgin Islands Victim Advocates program (VIVA). Cynthia is a volunteer as well and plays a major role in advertisement of agency activities among other significant tasks necessary for agency functioning.

VOLUNTEERS: PARTNERSHIPS THAT MAKE A DIFFERENCE

FRC depends on the services our volunteers provide. Volunteers help us reach more people and are valuable human resources. They can be seen working closely with clients, running errands for the office and speaking out in support of FRC throughout our community. The Law Enforcement Planning Commission (LEPC) approved funding to contract a volunteer coordinator for the Virgin Islands Victim Advocate Program (VIVA). Since then FRC was able to train four classes of community individuals. The advocates provide crisis response to victims who may seek services at the hospital, clinics or police stations. This program will enable FRC to expand our volunteer base, especially for volunteers giving direct victim services. Additionally, First Bank of the Virgin Islands awarded FRC a donation to help with the development of the Volunteer program. Adolescents from ages 13-18 are also a part of our volunteer team (Volunteers). They provided services at the counseling center and community outreach projects. This program also assists the teens in completing community service hours required in all high schools. With the collaboration of CFVI FRC was able to benefit from the services of an *Angel Volunteer* who received a stipend as part of her that project as incentive. A small group of very special volunteers met and initiated a plan for raising funds that included an education component. While educating the community about the agency and the valuable services we provide, we could bring in income at the same time. Volunteerism accounts for over 2-3 thousand work hours performed annually.

*~ COMMUNITY OUTREACH ~ COMMUNITY ACTIVISM ~
~ COMMUNITY INVOLVEMENT ~*

The FRC staff is committed to reaching our community with education to help prevent violence, especially domestic violence, sexual assault and child abuse. During FY 2004, the staff provided face-to-face education to approximately 6000 men, women and children. These outreach opportunities were conducted in churches, schools, the university, local companies and banks, Community Centers and civic groups.

Additionally, FRC staff regularly trains professionals in other disciplines (E.g. DHS social workers, nurses, Police, teachers) to correctly identify victims of abuse and provide effective intervention. These outreach services are provided free of charge.

The Virgin Islands community has been alarmed about the continued increase in reported cases of child sexual abuse. FRC staff believes this increase in reports is correlated with the increased outreach to children and adults to “Tell, tell, tell.” Children feel safer in reporting abuses because they are hearing the message that it is never their fault and that they will be believed.

*~ COMMUNITY OUTREACH ~ COMMUNITY ACTIVISM ~
COMMUNITY INVOLVEMENT ~*

Our partnership with **V.I. Domestic Violence and Sexual Assault Council** has served to enhance our community outreach efforts. FRC is now able to have two outreach workers who primarily work in the area of violence prevention. Our Executive Director provided training and supervision. Over 3,110 men, women and children on St. Thomas and St. John benefited from outreach provided by this team effort. During 2004 FRC spoke to Rotary East,

The Community Foundation of the Virgin Island’s Rapid Response Grant program yielded assistance to approximately 15 clients referred by FRC. This grant assists clients in many ways to include clothing, medical assistance items such as wheel chairs, major appliances and more.

FEDERAL AND LOCAL GRANTS: FINANCIAL PARTNERSHIPS MAKE A BIG DIFFERENCE AT FRC

Federal and local grants continue to assist FRC in our mission to help victims of crime and others in crisis. In FY 2004, FRC was awarded grants from the following entities:

Department of Human Services	Violence Against Women Act-LEPC
Victims of Crime Act-LEPC	Health Department Rape Prevention Grant
Emergency Food and Shelter	HUD Emergency Shelter Grant
Batterers' Intervention Program	HUD Community Development Block Grant

During FY 2004, FRC experienced the major challenge of most non-profits: massive cuts from local and federal funding. This challenge has to be met with aggressive fundraising of all kinds. Despite this, we continue to work closely with the local government agencies that facilitate the federal and local dollars to FRC. These grantors account for an estimated \$500,000.00 of the FRC budget.

Fund raising:

FRC's Annual Ask
The Fruitbowl & the St. Thomas Association of Road Runners
Peace Maker Award Banquet

FAMILY RESOURCE CENTER SHELTER UPDATE

Our new shelter/ safe house Hamilton House is still under renovations. As usual progress is always tied to funds. We were able to construct an internal stairwell to maintain internal traffic as a safety measure. We predicted completion and move in to take place early in 2005 however lack of funding caused the project to come to a halt. We are still hopeful for a move in date in 2005. Hamilton house will increase our ability to house clients up to 20 beds from a 12-bed capacity.

FRC ANNA C. SPENCELEY COUNSELING CENTER

Last year we reported a number of improvements since moving into the Anna C. Spenceley Counseling Center; however we continue to need improvements and maintenance. We need a new roof for all three buildings on the premises (heavy rains leak in on various parts of the buildings damaging useful donations and sometimes threatening our computers, files and furniture); plumbing continues to demand attention (we have had to call for the plumber several times within a 6 month period to name a few. Despite these challenges the staff pushes forward and serves our clients with loyalty and determination. Donations of furniture have allowed us to replace old worn out desks and many of the offices have had a minor facelift. The Spenceley Counseling Center is a warm and welcoming place.

PROGRAM GOALS AND SPECIFIC OBJECTIVES FOR SERVICES

I. GOALS:

- A. To help clients recover from the trauma inflicted by their assailants.
- B. To minimize re-victimization.
- C. To inform and support victims in their pursuit of justice in the legal system.
- D. To assist victims in filing Crime Victims Compensation forms in pursuit of financial remuneration.
- E. To help abusive males change their violent behaviors and attitudes which lead to family and community breakdown.

II. Service Accomplishments:	FY 2003	FY 2004
A. Information and Referral	750	800 +
B. Crisis Intervention	585	613
C. Shelter	90	84
D. Emergency Legal Advocacy	150	282
E. Groups	8	8
F. Victims of Crime (new)	600	870
G. Victims of Crime Served (on going)	250	389
H. Men Terminating Violence Clients	75	39
I. Anger Management	9	4
J. Criminal Victims Compensation Assistance	unk	6

We have assisted the abused: elderly, tourists, persons with disabilities, and male victims in addition to our children and female victims; numerous persons in crisis. Crisis may be the need for financial assistance for medication, rental assistance to prevent homelessness, food, emotional and psychological distress and advocacy.

ACTIVE VOLUNTEERS

The volunteers at FRC take on many different types of volunteering. Their gift of themselves that they bring to our table is invaluable. For additional information about volunteering with the Family Resource Center, contact our Volunteer Coordinator, Cynthia Farmer.

**	Jacqueline Adonis		Gianelli Latorre
	Clarrisa Bealleau		Lisandra Latorre
**	Gloria Bonelli		Ojuwa Lewis
*	Bethany Bradford		Robert Maietta *
	Chasity Caines		Lorraine Moorhead
	Celia Carroll		K.T. Newman *
	Joshua Charles		Maria Quinquilla
	Chasda Clendinen		Sheri L. Quezon
**	Jamila Connor		Kali Richardson *
	Rochelle Davis		Pamela Riddle
*	Alicia Dondodelle		Laurice Roberts **
**	Cynthia Farmer		Daniela Roumaou **
	Ethlyn O. Farrell	**	Bonnie Roy *
	Joan P. Foy		Jennifer Smith
	Elizabeth Gerard		Kaylin Wallen
	Thelma E. Gumbs		Pamela Walton
**	Shirma Henry		Madeline S. Webster
	Maria Henry		Nora Williams **
	Sandra Hodge Benjamin		Anice Wilson
**	Michelle Joshua		Tiana Wilson
	Gellani Latorre		

Chantel Green: CFVI Angel Volunteer 03-04

* *Active Volunteers*

** *Virgin Islands Victims Advocates*

To all our donors who keep us in your thoughts,

Thank You!

Many of you here today and many others who are not; who reside in the territory or abroad, remember Family Resource and the work we do at all times of the year over the course of many years. We cannot do what we do with out you. Whether your gift is monetary or clothing or appliances or furniture or other items of use, thank you.

Family Resource Center has been able to offer these gifts to others. You may not realize how many or how much you help! Your donations go from our hands to others in need.

An extended hand is symbolic of friendship, a peace offering, giving, care taking, and more...

...Members of the community, businesses, agencies, private or public, Lets keep the cycle of giving going...

Thank All Of You We Appreciate You!



FRC

NOTES