

## **FAMILY RESOURCE CENTER, INC.**

### *A Message from the President of the Board of Directors*

As we continue with the work of the Family Resource Center (FRC), Inc., we have sustained our programs and strengthened our agency's financial position. All our programs are audited annually, and I am proud to say that we have again met all expected accounting standards and procedures. Thank you to our Finance Committee, under the leadership of our Treasurer, Mr. Warren Bush, and to our Fiscal Officer Mrs. Cheryl Martin-Liburd. We are proud of our staff, led by Executive Director Sandra Hodge Benjamin, who on a daily basis and without complaint carries the obligation of taking care of victims of domestic violence and other violent acts.

We must, however, not rest with these successes, as our continued Government funding is always an issue. Our Government, the Legislature, Government House, Departments of Human Services and Health, the Law Enforcement Planning Commission, the Community Block Grant Program and others, must continue working with us so that services to our clients continue without delay or interruption. Let us continue to work together as we serve people in need. The Government cannot nor should it be expected to undertake the work that FRC and our sister agencies do.

We are very grateful to Mr. Donald Sussman and Trust Asset Management Inc. for a gift of \$50,000 that enabled us to hire our first Resource Developer, Ms. Yolanda Thibou-Osaro. Her job includes developing new grants, fund raising and public relations.

Work continues on our new shelter, and we expect to move our shelter operation to Hamilton House by the end of this calendar year.

On August 5, 1981 FRC was incorporated as Women's Resource Center. In 1986, we opened our doors for service, and in 1998 we changed our name to Family Resource Center. As we celebrate these milestones, let's take time to reflect on whose shoulders we stand today. Thank you to Attorney Edith Bornn for seeing the need and having the vision to establish the agency. Thank you to Dr. Alice Hamilton for molding us during our formative years, as the first Executive Director. Thank you to Ms. Michal Rhymer Charles, our second Executive Director, for bringing a voice and focus to the work we do. Lastly, thank you to our current Executive Director Mrs. Benjamin as she leads us into the future. Four different, but equally strong women to whom we are extremely grateful!

Please take time to read our annual report. Our families and community continue to need more and more services. The Virgin Islands crime and domestic violence rates continue to be of major concern.

The number of clients we serve continues to grow. In turn, Family Resource Center continues to need increased funding from the Government and from the community.

We ask that you help us by joining the fight and becoming an advocate, a voice on behalf of the Family Resource Center. We need you, and the community needs us. Your financial contributions, at any level, are also welcome and needed.

We are very appreciative of the support that we have received. We encourage you to continue giving of your time, efforts, and money as Family Resource Center, Inc. is here because of the needs of our community.

On a personal note I extend a warm thank you to my colleagues on the Board for the support and leadership in making FRC a stronger and more compassionate agency. And thank you for honoring me by allowing me to have served as your President for the last three years.

*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 2005 Annual Report. This report provides a summary of our accomplishments and experiences for FY '2005. It is a sample of how FRC continues to make a difference in our community.

This year is very significant for our organization celebrating 25 years of incorporation and 20 years of tireless service to our community. Twenty years, month after month and day after day, hour after hour and minute after minute is no small feat! Since those early years the agency's mission continues to advocate for and assist victims of violence and abuse of all kinds as well as persons in crisis. As the community grows so does the opportunities for persons to become victims of crime and FRC is still here along with those who support our efforts and who say ***NO!*** to violence and abuse.

I want to thank those committed supporters to include our volunteers who make much of what we do very possible. I want to encourage much more support for our volunteer program to include recognition at every opportunity.

I want to thank the employees who not only do what they are charged to do but when called upon to do more they make the sacrifices. Our shelter staff is stretched to capacity and so are our counselors. We must also recognize our staff for the hard work they do providing service to a tough population with little benefit in return, except they are glad to help. These social workers often have nowhere to turn to get relief from listening to crisis, abuse and violence on a daily basis and more so in the shelter.

Change must come whether we are ready for it or not. Some change creates insurmountable challenges and some times change creates opportunities. FRC has seen much change. During 2005 employees came and went. Turn over is a challenge and we have certainly seen our share of it. Our board has changed. This type of change is one that opens the door to opportunity. Our board members are committed and are not intimidated by change. The willingness to face change brought us our Resource Developer and will catapult FRC to achieve greater success.

Despite the challenges that come with change FRC will continue to press forward. With 25 years under our belt we expect to build upon this foundation towards the next 25 years, one year at a time. This community ***will*** see more of Family Resource Center.

With your continued support we ***will*** continue to serve. Thank you Virgin Islands for 25 years!

*Sandra Hodge Benjamin*

# **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 and female 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. This suffering has an enormous impact on those involved and on 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 on 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 seven 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 with the New York City Administration for Children Services.

**Yolanda Thibou-Osaro, BA Marketing, Resource Developer-** Yolanda is responsible for developing the agency's fiscal resources, 2006

**Diane Turnbull-Stevens, BA Criminology/ Minor in Psychology, Social Worker II** – Ms. Turnbull-Stevens serves as an Outreach Worker in addition to her counseling duties at the agency.

**Abigail Batista-Michael, BA Psychology; Bilingual Social Worker**, Completed an internship with FRC prior to her appointment as the new Bilingual Social Worker. A positive attitude, openness to learn and demonstrated genuine interest in helping people, has earned Abigail a position on our team.

**Daniela Sanchez, BA Psychology; Bilingual Caseworker Spanish** - works along with the Bilingual Social Worker and the other staff to provide necessary supportive services and advocacy to the underserved Spanish community.

**Regine Amedee, French-Creole/ Patois Case Worker**, studied nursing in Florida, she assists Haitian immigrants with the Homeland Security process and translating and she also translates for the Superior Court when called.

**Mildred Pesante Francis, MA Ed Counseling, Bilingual Child/Youth Worker** – Mrs. Pesante-Francis provides counseling to children and 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)

**Cheryl Martin-Liburd MPA, Financial/ Compliance Office**, Mrs. Martin-Liburd assists the executive director in grants management and is directly responsible for the financial day-to-day operations of the agency.

**Shirma Henry-Georges 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.

**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.

**Claudine Williams, Debra Flemming, Sandra Bradley, Lucia Brown and Michelle Joshua** served as Shelter Relief Workers.

**Gregory McGriff, PhD, Family & Youth Crisis Intervention (FYCIP) Project Director**, worked in mental health particularly substance abuse treatment in the past, he has been responsible for many programs and has been a asset to our new project.

**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.

**Frank Farmer, Maintenance Worker** – Mr. Farmer works part-time between the Counseling Center and the shelter when needed. He helps to maintain both facilities.

\*These persons are no longer with FRC.

- \*Anice Wilson, *BSW Counseling*, Former Social Worker II until December 2005
- \*Clarrisa Belleau, MBA, Former *Financial Officer* until August 2005
- \*Lisandra Latorre, *MA Counseling, Former Bilingual Social Worker* until August 2005
- \*Martin Francis, *Former Maintenance Worker* until September 2005
- \*Pamela Riddle, MSW, *Therapist and Senior Counselor* until May 2005
- \*Michelle Higgins, MEd, *Children/ Youth Social Worker* until April 2006
- \* Maria Henry *Former Shelter Manager* (Current VIVA)
- \*Jerrilyn Woodley, 2005 \*Elizabeth Elizee, 2005 \*Laurice Roberts 2006, served as *shelter relief workers*

### ***CONTRACTUAL FRC WORKERS***

FRC also contracts workers on a part time basis to assist us with other programs. Dr. Celia Victor, Alrick Brooks, Eric Blake, Michael Latorre, Kuumba Ola-Niyi, MaryAnn Weston are all contract workers for the FYCIP program.

**Ty Woods** is contracted with the Domestic Violence and Sexual Assault Counsel (DVSAC) as the St. Thomas Outreach Specialist, supervised by and working out of FRC.

**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 heavily 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. Funding to contract a volunteer coordinator for the Virgin Islands Victim Advocate Program (VIVA) is made possible by the Law Enforcement Planning Commission (LEPC). FRC has trained five classes of community individuals. The advocates provide crisis response to victims who may seek services at the hospital, clinics or police stations. This program enables 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 two (2) an **Angel Volunteers** who received a stipend as part of their project's as incentive. Volunteerism accounts for over 3 thousand work hours performed annually and led to the election of two new board members in 2005.

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

Our partnership with **V.I. Domestic Violence and Sexual Assault Council** continues as outreach workers and specialists work side by side delivering valuable information on family violence prevention, conflict resolution, anger management, safety tips, sexual abuse, physical abuse, domestic violence and sexual assault, harassment and rape prevention. We estimate about 14,486 persons (adults and children) benefited from the outreach education efforts for 2005. A **WEB SITE** was started as a means of educating and informing our community. The design is in progress. We hope to complete it in 2006.

**The Community Foundation of the Virgin Island's** supported our volunteer program by awarding funds towards the coordination of the program.

The **Bilingual Mini-Conference** was well attended and supported by over 70 persons from the Hispanic community, families businesses and professionals.

In April FRC Held our Poetry contest for elementary schools students, **National Child Abuse Awareness and Prevention Month** march and rally on the eastern end of the island. The Ivanna Eudora Kean ROTC cadets, Uller Muller school dancers and more. Businesses in the community were generous and donated gifts for the contest winners and participants.

October 05, **Domestic Violence Prevention and Awareness Month** FRC held the annual March and Candlelight vigil. Many participated and we would like to see the support continue. During the month FRC held a **"Kick Off"** event at the Mall, set up the **"Clothes Line Project"** displaying T-shirts with messages of victimizations and abuse. Every Saturday FRC had an information table at the mall with specific topics related to domestic violence

FRC provided outreach education to the elderly population about domestic violence prevention during the annual **"Operation Care Force"** effort. FRC visited all sites on St. Thomas providing information and giving out literature to the elderly participants.

**Virgin Islands Police Department (VIPD)** Provided support for all marches, included FRC in talk show programs and called upon the agency to respond to victims of crime.

## **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 2005, 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
Community Foundation of the Virgin Islands (CFVI)	

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/ Donations:**

- FRC's Annual Ask 2005 (\$9,090.00)
- Food Drive I held at Cost-U-Less (about \$15,000.00 including cash donations)
- Dine Around held at Casa Carrillo (\$1,000.00)
- St. Thomas Gallery Benefit (\$45.00)
- Innovative Donation (\$1,000.00 towards the Volunteer Program)
- Dessert & Wine Tasting Café Amalia (\$1,441.50) Many bakery's supported this event
- The Fruitbowl & the St. Thomas Association of Road Runners (\$2,600.00)
- Virgin Islands Combined Federal Employees fund payroll deduction (\$106.13)
- Vehicle Donated valued at just over \$8,000.00
- CFVI (\$1,000.00 towards the Volunteer Victim Advocate Program)

In 2005 FRC Board of Directors took action towards seeking funds to hire a **Resource Developer** to improve the agency's fiscal resources which would improve our ability to operate those aspects of the agency that were not grant funded or that were not covered by grants that usually come with restrictions. This step proved successful in 2006 with the **Trust Asset Management donation of \$50,000.00. Thank you Donald Sussman!**

## **FAMILY RESOURCE CENTER HAMILTON HOUSE SHELTER UPDATE**

Our new shelter/ safe house Hamilton House is still under renovations. As usual progress is always tied to funds. Since our last report there has been progress with Hamilton House however numerous delays (shortages with concrete and contractor issues are among some challenges) have pushed the move in date further away. Our sincere hope to start moving this calendar year) An internal stair way for access between floors was constructed, the lower level bathroom was constructed and is handicap accessible, a handicap access ramp was constructed, plumbing improvements have been completed, and some aesthetics have also been improved upon. Hamilton house will increase our ability to house clients up to 20 beds from a 12-bed capacity.

Our occupied facility served 121 women and children in 2005. This accounts for 21% more than we estimated we would serve. Some clients could not be served in the safe house due to the shelter being at the 12 bed capacity. The food drive held in November 2005 was a tremendous help to the shelter as government funding is often very limited.

## **FRC ANNA C. SPENCELEY COUNSELING CENTER**

We are still in dire need of a new roof for all three buildings on the premises of the Spenceley Center (heavy rains still leak in on various parts of the buildings damaging useful donations and sometimes threatening our computers, files and furniture); plumbing continues to demand attention. Several different plumbers were called in before the problem was resolved, however the problems continue to pop up every once in a while.

## 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	FY 2005
A. Information and Referral	750	800 +	<b>468</b>
B. Crisis Intervention	585	613	<b>516</b>
C. Shelter	90	84	<b>121</b>
D. Emergency Legal Advocacy	150	282	<b>190</b>
E. Groups	8	8	<b>8</b>
F. New Victims of Crime	600	870	<b>450</b>
G. On going Victims of Crime Served	250	389	<b>215</b>
H. Men Terminating Violence Clients	75	39	<b>20</b>
I. Anger Management	9	4	<b>3</b>
J. Criminal Victims Compensation Assistance	unk	6	<b>10</b>

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 to purchase medication, rental assistance to prevent homeless-ness, to provide food, emotional and psychological distress relief and advocacy. Referrals come from the Department of Human Services, Legal Services of the Virgin Islands, VIPD, concerned citizens, friends of victims, bosses to name a few.

### NEW PROGRAM:

Family and Youth Crisis Intervention Program (HS): Legislative act 6034 Prevention monies to assist families in crisis, with challenges of violence, abuse, juvenile delinquency, parenting, anger management, conflict resolution and other problems that contribute to dysfunction. FRC was awarded funds to conduct a program that would bring parents and their children together to learn to improve their ability to work together as a family towards alleviating the dysfunction. This project also has a “*Sankofa Rites of Passage*” component for boys 8-12 years old. In 2005 FRC conducted an 8 week pilot program that was very successful. This program is directed by Dr. Greg McGriff and his fabulous staff.

## **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	Howard Jackson **
	Clarrisa Bealleau	Sandra Kelly
	Sandra Benjamin	Kathleen Knoepfel
**	Gloria Bonelli	Lisandra Latorre
	Bethany Bradford	Lorraine Moorhead
	Chasity Caines	<i>Samuel Morris</i>
	Dale Carty	K.T. Newman *
	Chasda Clendinen	Maria Quinquilla
**	Jamila Connor	Sheri L. Quezon
	Rochelle Davis	Laurice Roberts **
	Douglas Dick	Daniela Roumaou **
*	Alicia Donadelle	Bonnie Roy *
**	Cynthia Farmer	<i>Shanika Scotland</i>
	Frank Farmer	Yvonne Washington-Turay
	Joan P. Foy	Pamela Walton
	Elizabeth Gerard	Polly Watts
	Thelma E. Gumbs	Madeline S. Webster
	Stephanie Hayman	Neville Williams
**	Shirma Henry	Nora Williams **
**	Maria Henry	Anice Wilson
	Cynthia Howell	Tiana Wilson
**	Michelle Joshua	

***Kerissa Denis and Dia James: CFVI Angel Volunteers 05***

**Members of the Board of Directors**

<p>* Active Volunteers ** Virgin Islands Victims Advocates <i>Teenaged Volunteers ("Volunteens")</i></p>
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**TO ALL OUR DONORS WHO CONTINUE  
TO SUPPORT OUR WORTHY CAUSE,**

*Thank You!*

*Many of you here today and many others who are not; who reside in the territory or abroad, continue to support 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 other hands 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 You All for Your Helping Hand We Appreciate You!*

**FRC**



