

ANNUAL REPORT

2022-2023

Committed to our vision

*"A community where no one ever
faces crisis or tragedy alone."*



**Victim
Services**
of Simcoe County



Our Mission

VSSC provides comprehensive support services, 24/7, 365 days per year to victims of crime and tragedy, to minimize their trauma and maximize their capacity for recovery.

VSSC appreciates the program funding provided by the Government of Ontario.

Table of Contents

- 1-2.....Message from the Board Chair & Executive Director
- 3-4.....Vision, Values, Service Area
- 5.....Board of Directors
- 6.....Strategic Plan 2022-2027
- 7.....Volunteers
- 8.....Snapshot of Our Clients for 2022-2023
- 9-10.....Program Services
- 11-12.....Victim Quick Response Program+
- 13-14.....Financial Statements



Message from the Board Chair & Executive Director

In our last report, we referenced the struggles of people facing the 7th wave of COVID-19. The good news is that during the latter part of 2022, health updates reported a decrease in the number of active COVID -19 cases being treated in local area hospitals. Throughout the global pandemic, VSSC continued to operate without interruption. We successfully delivered services in alternate ways that safely met the needs of those we serve. Our agency personnel are to be congratulated for their commitment to assisting victims of crime and tragedy during difficult times, and for handling an increased number of clients over those assisted in prior years.

In the fall of 2022, we were confronted by the tragic reality of the dangers that police face every day as they work to keep our communities safe. We were saddened by the loss of two South Simcoe Police Service officers who were killed in the line of duty. While the community was still struggling with the loss of these two dedicated officers, there followed the deaths of two more on-duty Ontario Provincial Police Officers, and officers in other cities and provinces in Canada. Our thoughts and heartfelt condolences go out to everyone touched by these tragedies.

Within VSSC, we welcomed two staff members who took on responsibilities in the programs supporting clients and volunteers. In the fall, our board experienced some turnover as three long term board members reached retirement after years of service to VSSC. We extend a huge thank you to Rob Burke, Peter Ford, and Bob Papineau for their significant contributions through the years, and we send them every best wish as they move on to new opportunities. The Board welcomed a new Director Donna Jebb who brings a wealth of life experience, community knowledge and professional energy to the board.

"Our clients are central to our agency mission, and we are happy to have been there to help."



Another first for our agency in 2022, was the transition from many years of collaboration with the Ministry of the Attorney General, to the Ministry of Children, Youth and Community Services. Our new ministry MCCSS, actively supported engagement with ours and other new programs under their wing by hosting learning opportunities and getting to know how crisis-based programs work. I am pleased to say that while it was a busy transition year, the MCCSS staff have been very helpful in getting us settled in. We look forward to our continued partnership with our new funder.

We want to thank our community partners and police for continuing to support our agency to help reach every victim of crime and tragedy. Without the continued support of these community partners, many victims would face adversity on their own. Our clients are central to our agency mission, and we are happy to have been there to help.

As we look ahead to the coming year and opportunities for growth and enhancement, we are excited to be moving together with our fantastic Board of Directors, staff, and volunteers. The expression “It takes a village to make it work” is true of our agency. Everyone is needed and valued, and we thank you all for being there to help someone in a time of need.

Sincerely,

Melissa Oliver *Marie McCallum*
VSSC Board Chair VSSC Executive Director



Our Vision

A community where no one ever faces crisis or tragedy alone.

Our Values - Guiding Principles

VSSC's core values are guiding principles that represent our agency's entrenched convictions and influence everything we do – and how we do it. The acronym ACCESS not only serves as a reminder of our six core values but also underscores the importance of inclusion, the foundation of our Equity Diversity and Inclusion (EDI) philosophy.

- Advocacy**
- Collaboration**
- Client-Centred Care**
- Equity, Diversity & Inclusion**
- Service Excellence**
- Supportive and Healthy Work Environment**

Service Area within Simcoe County

VSSC serves those who are victims of crime or tragedy within the following municipalities:

- Adjala-Tosorontio
- Barrie
- Bradford West Gwillimbury
- Clearview
- Collingwood
- Essa
- Innisfil
- Midland
- New Tecumseth
- Oro-Medonte
- Penetanguishene
- Severn (co-served with North Simcoe Victim Services)
- Springwater
- Tay
- Tiny
- Wasaga Beach



Board of Directors

The VSSC Board of Directors is a governance, policy-based board comprised of community leaders from a range of backgrounds and experiences. Our volunteer board is committed to service delivery that reflects the philosophy that clients are central to the agency work and every individual has the right to choose the services they receive. All services provided are client-centered and culturally competent. Every client receives support through a trauma-support lens. Services are tailored to the client's priorities and goals.

Board Chair - Melissa Oliver, Education

Vice Chair - John Ferris, Lawyer

Treasurer - Sandra Papineau, Administrator, Police Services

Directors - Doug Adams, Funeral Director

Henry Geoffroy, Police Services

Peter Dewsnap, Police Services

Jenna Rimmer, Community Coordinator

Sara Ashwood, College Professor

Tricia Watts, Police Services/Community resident

Donna Jebb, Business and Community Leader



Strategic Plan 2022-2027

In 2021-2022, the VSSC Board of Directors completed the agency's first-ever strategic plan. Over the next five years, the board will oversee the development of these strategic priorities:

Organizational Capacity

Resourcefulness

Operational Excellence

Community Presence



Volunteers

You are valued and appreciated.

Volunteers with Victim Services of Simcoe County are the backbone of the agency. All volunteers are community members who choose to donate their volunteer hours 24/7 to help people in crisis. The volunteer-training program is comprised of an online course and in-class time that is designed to equip the volunteers with the knowledge and skills needed to render immediate crisis support.

All volunteers with the agency commit to maintain their accountability and readiness to provide early intervention services through 48 hours per month on call, a monthly volunteer meeting, ongoing professional development, and a commitment to one year of service. Our volunteers have returned to an in-person support model for clients who choose to receive assistance through this mode of service.

Over the course of the year, our volunteer corps averaged 115 dedicated individuals who came to us from every background and walk of life. We extend out thanks to Amanda for collaborating with agency personnel to develop our new virtual volunteer training program. The positive feedback received from volunteers trained in the spring and fall of 2022 is directly attributable to the hours and knowledge that Amanda donated to enhance our virtual training platform. In all, our volunteers complete a minimum of 65 hours of training before being dispatched to their first call. This is quite a commitment and accomplishment for any community volunteer.

Our volunteers tell us that they are pleased to be involved in a program that helps build community wellness. They admit that volunteering with VSSC can bring awareness of life's challenges, but also offers some personal rewards through knowing they have been able to make a significant difference in the life of a person who may be having the worst day of their life. So, to all our wonderful volunteers, THANK YOU.

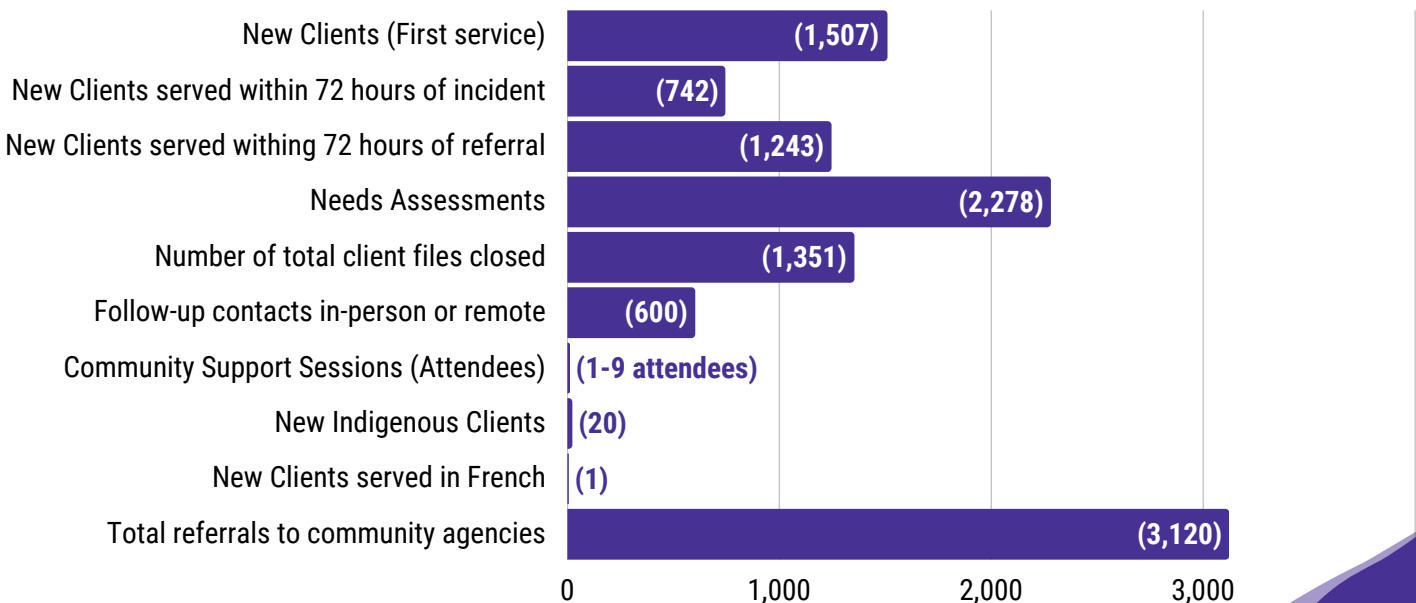
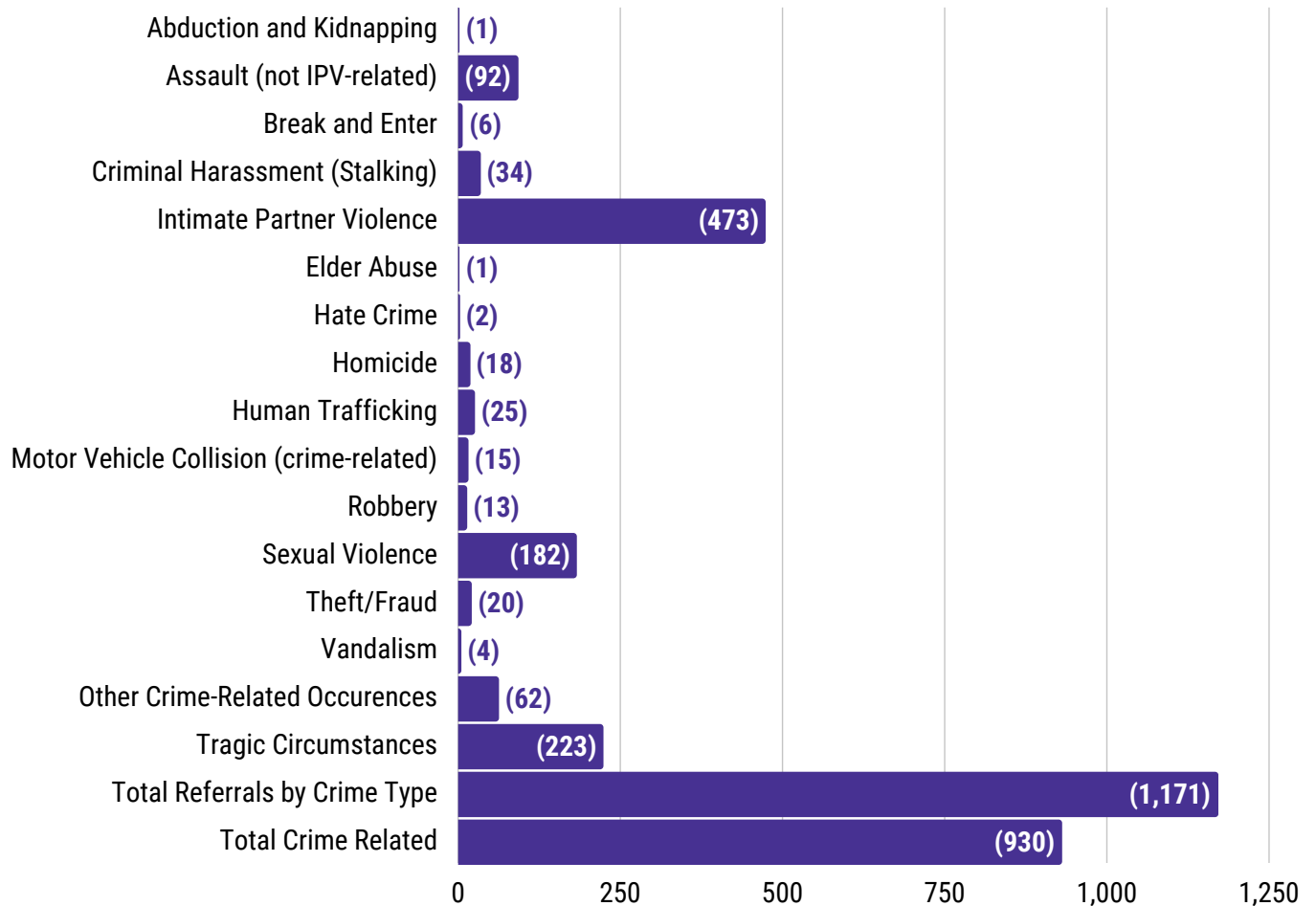


115 volunteers - 30,000 service hours

Snapshot of Our Clients for 2022-2023

Total NEW referrals – 1,171

Total NEW clients – 1,507



Program Services

Each year, VSSC sees an increase in the number of referrals for assistance. The year 2022 was no exception. Over the past year, we saw an increase of approximately 360 individuals struggling to cope in the aftermath of a crime or tragedy.

The agency offers a range of assistance through its six mandated programs:

1. Victim Crisis Assistance Ontario (VCAO) – immediate short-term on site or remote 24/7 early intervention support including crisis intervention, practical help, needs assessment, referrals and information about community agencies for longer term help, and assistance to apply for emergency funded services through the Victim Quick Response Program+. All clients are offered safety planning, enhanced support for vulnerable individuals, community support sessions, and follow-up contact. Services are available for as long as people need support.
2. Victim Quick Response Program+ (VQRP+) for victims of violent crimes – eligible crime types for this support are: attempt to commit murder, child abuse, criminal harassment, hate crime, historical child sexual abuse, homicide, intimate partner violence, non-consensual distribution of intimate images, sexual assault, physical assault, and voyeurism.
3. VQRP+ for victims of human trafficking
4. Serious Injury Support
5. Financial Assistance for families of Victims of Homicide
6. Tragic Circumstance support to clean up suicide scenes

Eligible victims are either the direct victim, their immediate family members, and/or the witness to the crime. Clients who meet the program criteria for funding through VQRP+ could receive help through a range of services as you will read in the pages that follow.

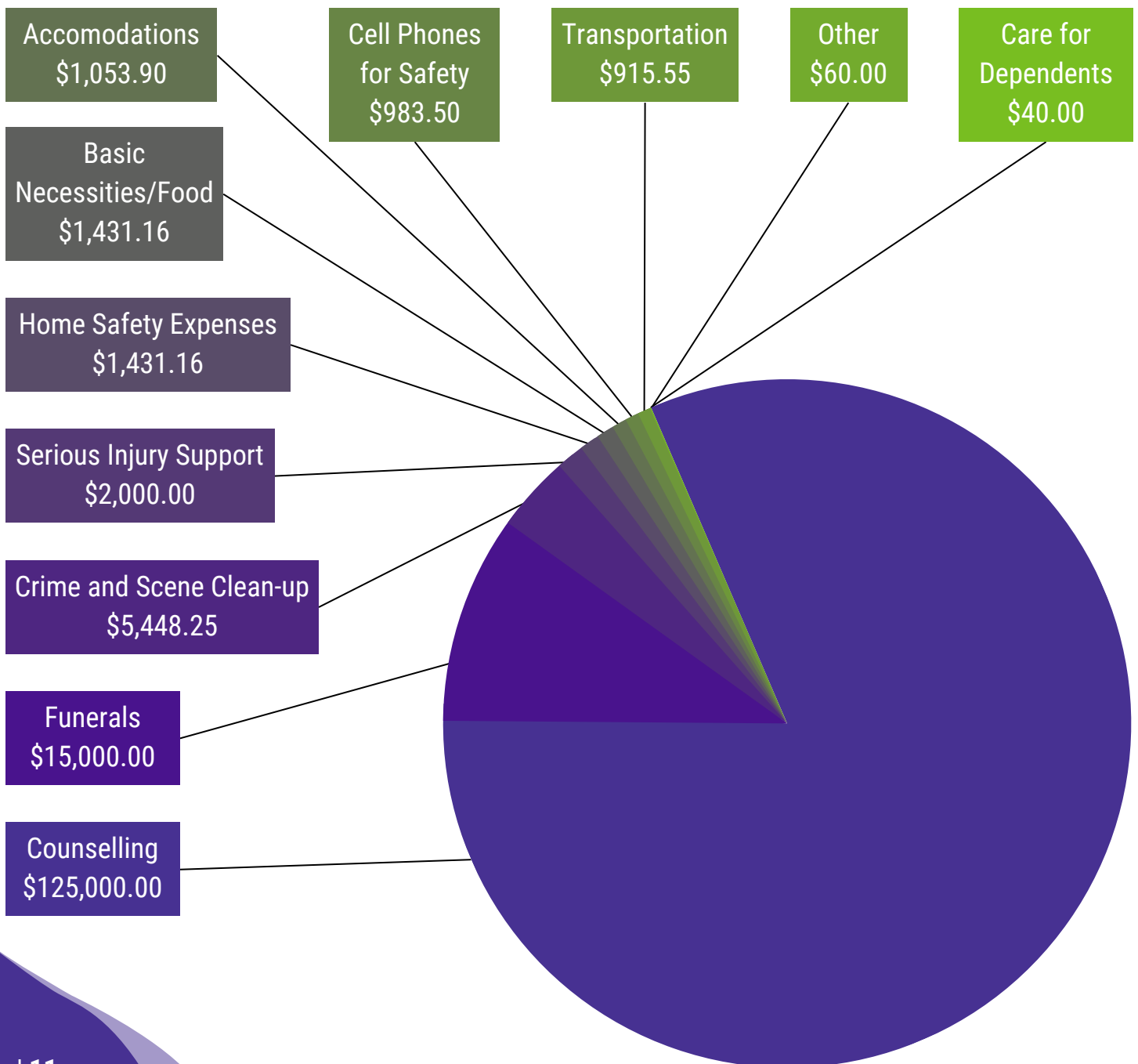
"...an increase of approximately 360 individuals struggling to cope in the aftermath of a crime or tragedy."



Victim Quick Response Program+

VQRP+ - Victims of Violent Crimes

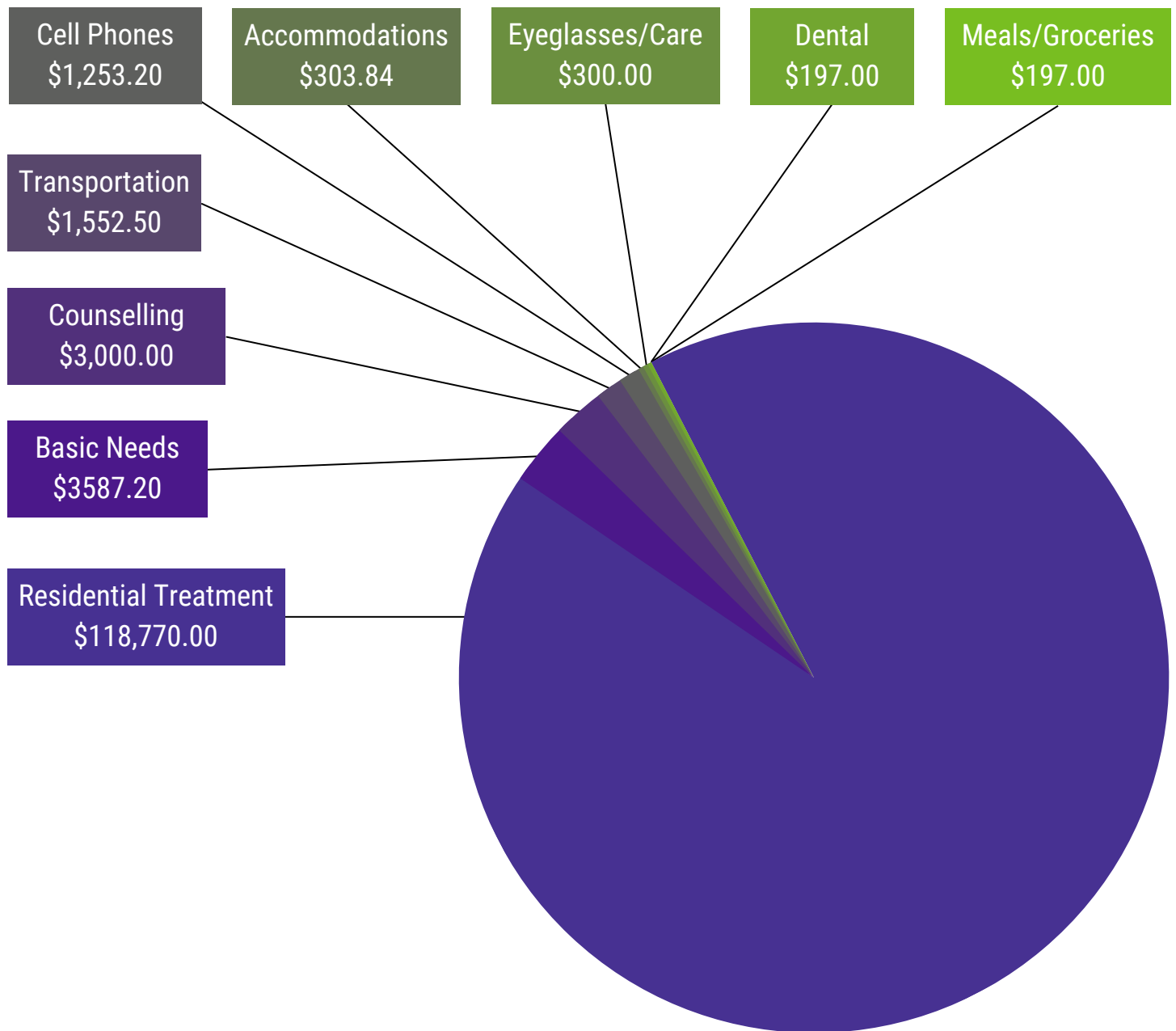
The VQRP+ program provides short-term emergency funding to assist with essential needs that result from the crime. The goal of the program is to help lessen the impact of the crime, enhance safety, and meet immediate practical needs. The agency assists clients to complete the application process within program timelines and then to submit the application request to the Ministry of Children, Community and Social Services VQRP+ corporate office for review and approval. In 2022, this program provided financial support to victims of violent crimes in the amount of \$153,192.59.



Victim Quick Response Program+

VQRP+ - Victims of Human Trafficking

This program provides funded support services to victims of human trafficking to help address their needs after they have been rescued or escaped enforcement. The total number of new victims of HT were 16, and they received assistance to apply for funded services that totalled \$129,003.70.



Statement of Operations and Changes in Net Assets*

Revenue	Budget	2023	2022
Ministry grants	\$280,208	\$280,208	\$280,208
Ontario Trillium Fund grant	-	-	\$150,000
Canada Summer Jobs grant	-	\$3,484	-
Expense reimbursement	-	\$21,878	-
	\$280,208	\$305,570	\$430,208
Expenses			
Allocated central admin	-	\$105,875	\$86,621
Client expenses	-	\$21,377	\$8,738
Evaluations and outcomes	-	-	\$5,979
Supplies and equipment	\$8,000	\$3,785	\$9,388
Overhead and administration	\$103,763	-	\$22,500
Purchase services	-	-	\$112,133
Salaries and benefits	\$136,045	\$146,648	\$161,499
Staff, board, and volunteer expenses	\$6,000	\$1,245	\$300
Travel and communications	\$10,000	\$9,388	\$9,388
	\$430,208	\$430,827	\$430,827
Deficiency of revenue over expenses before other revenue and expenses for the year	-	(\$619)	(\$619)
Other revenue and (expenses)			
Admin Fee	-	-	\$22,500
Donations and miscellaneous income	-	\$4,822	\$2,341
Client expenses	-	(\$180)	(\$1,926)
Other	-	-	(\$25)
Surplus from non-Ministry activities	-	\$4,642	\$22,890
Excess of revenue over (expenses) for the year	-		
Unrestricted net assets, beginning of year		\$86,454	\$64,183
Unrestricted net assets, end of year		\$91,084	\$86,454

*Financial statements in this report are for the year ending March 31, 2023, and have not yet been audited.

Statement of Operations - VCAP Program, HT and VQRP+

Revenue	Budget	2023	2022
Grant	\$280,208	\$280,208	\$228,208
Expenses			
Client expenses	-	-	\$2,113
Allocated Central Administration	\$103,763	\$105,875	\$80,834
Supplies and equipment	\$8,000	\$3,785	-
Salaries and benefits	\$136,045	\$143,164	\$123,371
Staff training	\$6,000	\$1,245	\$300
Travel and communications	\$26,400	\$26,652	\$22,249
	\$280,208	\$280,721	\$228,887
Deficiency of revenue over expenses for the year	-	(\$513)	(\$582)

Statement of Operations - AHT Funding

Revenue	Budget	2023	2022
Grant	-	-	\$13,788
Expenses			
Allocated Central Administration	-	-	\$5,785
Client expenses	-	-	\$6,604
Travel and communications	-	-	\$1,421
	-	-	\$13,810
Deficiency of revenue over expenses for the year	-	-	(\$32)

Statement of Operations - Ontario Trillium Foundation Grant

Revenue	Budget	2023	2022
Grant	-	-	\$150,000
Expenses			
Evaluations and outcomes	-	-	\$5,979
Allocated Central Administration	-	-	\$112,133
Supplies and equipment	-	-	\$22,500
Salaries and benefits	-	-	\$9,388
	-	-	\$150,000
Excess of revenue over expenses for the year	-	-	-



Thank you to our police partners for the gift of office space, technological support, and equipment. We also appreciate our many donors that contributed to the agency programs to ensure all volunteers receive the full training, and each and every client received the services they were entitled to receive. Your collaboration and partnership is very much appreciated.



**Victim
Services**
of Simcoe County

We're Here 24/7

**Because no one should
face crisis or tragedy alone.**

1-866-923-3938

After-hours Crisis Line

110 Fairview Rd, Barrie, ON L4N 8X8

705-725-7025, Ext. 2120

info@VictimServicesSimcoe.ca

VictimServicesSimcoe.ca

All services are offered in English and French

Charitable Registration #896290236 RR 0001