



# ANNUAL REPORT 2018

## RESTORATIVE JUSTICE VICTORIA

Published September 30, 2019

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# LETTER FROM EXECUTIVE DIRECTOR

Dear Friends and Supporters,

2018 represented a year of considerable growth and a record number of referrals to Restorative Justice Victoria (RJV). As is true every year, our staff and volunteers were honoured to walk alongside participants in the restorative justice process. We're excited about what we were able to accomplish in 2018, and also acknowledge the considerable growth still needed to integrate restorative justice into our systems and communities in a meaningful way.

One thing that clearly distinguished 2018 from other years was the number of referrals that we received, a whopping 136! With an annual case rate that typically falls between 80-100, this was a big leap. The increase can be attributed to the Victoria Police Department and their ongoing support of and interest in restorative justice, and their increased use of this approach.

In 2018 staff at RJV began some formal conversations with the provincial court and probation about how restorative justice might be used post-sentence. This resulted in language being developed for sentencing dispositions including restorative justice. RJV is now receiving referrals as part of the sentencing process. The offender must consent in court and (as always) it's voluntary for the victim. We're excited to see how these partnerships will grow in the coming years.

In 2018 we lost our amazing and long-standing staff member, Shanna Grant-Warmald. We were excited to invite into her position Laura Johnson, who steered the ship as the Program and Volunteer Manager for the rest of the year. Shanna, thanks for all your hard work and dedication to RJV over the past 8 years! You are missed. I'm also pleased to say that we were able to find funding to keep our two Complex Caseworkers, Carol Larsen and Jessica Rourke, who assist clients and volunteers on cases of serious/violent crime or where one or more of the participants are experiencing personal challenges such as mental health, addiction related issues, or trauma.

In 2018 we continued to rely heavily on our amazing pool of volunteers. These included a group of around 40 caseworkers who act as facilitators and mentors in our restorative justice processes. This group of volunteers work directly with our clients and provide much needed support and demonstrate immense skill in assisting clients through the restorative justice process. Additionally, we were supported by a group of community representatives, scribes, and surrogate victims who supported our dialogues and ensured various perspectives were heard and understood. And our work would not be possible without our hardworking and energetic board. This group of people steer the RJV ship with great thought, kindness, and dedication. They help with such things as policies and procedures, strategic planning and decision making, fundraising, and more. In addition to these folks, we thank our administrative volunteers and others who assist our organization in a variety of creative ways. RJV is truly a community effort and would not be possible without the amazing support we receive.

As we move into 2019 we take stock of where we are and realize that, although in many ways restorative justice is flourishing, it continues to live on the margins in terms of public awareness, stable funding, and integration into various legal and justice systems. We continue to call on all who support restorative justice to bring this issue to the attention of the community, stakeholders, and government whenever possible. Restorative justice has the capacity to transform systems and lives. It is my hope that in 2019 that we can continue to move restorative justice forward in meaningful ways.

**Gillian Lindquist**  
**Executive Director**

# ORGANIZATIONAL OVERVIEW

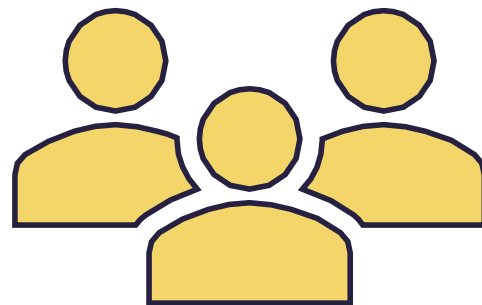
Restorative Justice Victoria (RJV) (registered as Victoria Restorative Justice Society) was established as a non-profit community justice organization in March of 2002 and has been a registered charity since February 1, 2009. We work in collaboration with the Victoria Police Department (VicPD), Oak Bay Police Department (OBPD), Victoria and West Shore Crown Counsel offices, probation, and various community partners to address crime at all stages of the criminal justice system.

RJV is a community-based organization founded on principles that emphasize accountability, respect, honesty, and healing the harmful effects of crime. Our primary goals are to promote healing by providing a voice to the affected party (victim), offering an opportunity for the responsible party (offender) to take responsibility and make amends, and restoring balance to the community. We also have practical goals of responding to crime in a timely and cost-effective manner, lessening the burden on police and courts, and reducing recidivism. Please see our website for more info about our vision, mission, ethics, and values.

## BOARD OF DIRECTORS

The members of our board take an active role in strategic development, managing finances, community outreach, and organization oversight. The expertise and skill they bring to the table is a key facet of our organization's success.

- Alyne Mochan, Chair
- Jo-Ann Youmans, Secretary
- Devin Arnold, Treasurer
- Lorrie Carlson
- Naomi Gitterman
- Aharon Ittah
- Alison Paine
- Euan Thomson
- Dawn Thiessen
- Melanie Wagner-Collins
- Todd Wellman



# VOLUNTEERS

At the end of 2018, we had 99 volunteers filling the following 158 positions:

- 49 facilitators and mentors
- 38 community members
- 26 scribes
- 28 committee members
- 11 board members
- 6 additional volunteers, including administrative volunteers and practicum students

The people at RJV come from diverse backgrounds including healthcare, teaching, counselling, coaching, social work, law, conflict resolution, parenting, finance, adventure therapy, victim services, etc. Together, they provide a holistic response to people in need of accountability, communication, restitution, and healing. We're so grateful to everyone who contributes to RJV in any way, shape, or form.

## THE HALI AWARD

Hali Davies began volunteering with RJV in late 2013. Towards the end of her training, Hali was diagnosed with ovarian cancer and despite fighting it as best she could, she passed away in March 2015. Hali was a ferociously loyal mother, friend, and volunteer. She loved working with youth, especially males, and easily matched their energy. Some of her favorite things to do were listen to the birds outside her window and take her dogs for walks. She was an extraordinary woman!

We created this award to remember and honour Hali's tenacious spirit and recognize outstanding contributions to the restorative justice community.

Nominations were open for any individual who:

1. Has worked and/or volunteered with RJV in the past two years,
2. Goes above and beyond the call of duty,
3. Acknowledges their strengths, challenges, and areas of development, and
4. Connects with equal enthusiasm and fervor with both colleagues and clients.

**This year's Hali Award was presented to Judi Morin.**

**Congratulations Judi!**

# FUNDERS

We depend heavily on community support to run our programs, including volunteer hours, venues, office furniture, refreshments, and financial contributions.

The complexity of referrals we receive each year is dramatically increasing, and to meet the needs of the community, we require a significant increase in revenue. We could not have accomplished the work we did in 2018 without our funders:

- City of Victoria and Township of Esquimalt, via the Victoria Police budget
- Government of BC:
  - Civil forfeiture via the Ministry of Public Safety and Solicitor General
  - Community Accountability Program funding via Victim Services and Crime Prevention, Community Safety and Crime Prevention Branch
  - Gaming grant funding via Community Gaming Grants Branch
  - Provincial Employee Community Services Fund
- Municipality of Oak Bay
- Sisters of St. Ann
- Smoke and Mirrors Coffee Company
- Victoria Foundation

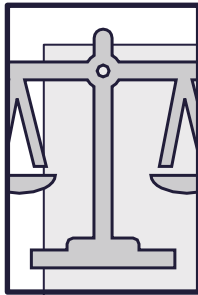
We were honoured to be chosen as one of four local organizations that the Smoke and Mirrors Coffee Company supports with the sales of their coffee. This incredible company was started by Hannah and Euan, two incredible entrepreneurs, who wanted to give back to their community. They donate half their profits to the following agencies:

- Restorative Justice Victoria
- Habitat Acquisition Trust
- UVic Women in Science
- The Latitude Project.

You can buy their delicious coffee at the RJV office or from their Facebook page.

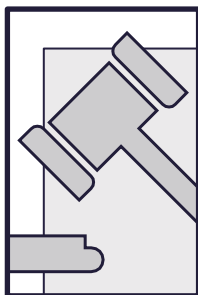
# PROGRAMS

We have two primary programs:



## Diversion Program

- Handles cases at the pre- or post- charge stage. Referrals are made by police or Crown.



## Integrated Program

- Handles cases post-conviction, either before or after sentencing. Referrals are made by Crown counsel, judges, probation officers, or the parties themselves.

Restorative justice is always voluntary for participants, and a great deal of screening and preparation goes into each case. We accept referrals for criminal matters and ICBC at no cost to clients, and these referrals can be made by someone in the justice system or clients themselves (e.g., affected parties, responsible parties, their supporters, etc.).

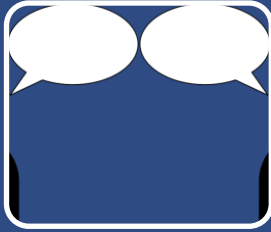
We also accept referrals from schools within the Victoria and Oak Bay jurisdictions at no cost. We do fee-for-service casework and training with businesses, organizations, and institutions.

*The support and leadership provided by RJV throughout a very challenging period for us was remarkable. From our first contact with RJV through to the natural resolution, the process was conducted professionally and in a very considerate manner. We truly felt our needs were supported and at no time during the process did we feel pressured or uncomfortable. Thank you for your support and service to the community!*



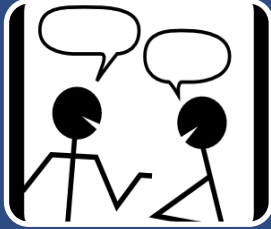
# MODELS

A key element of RJV's approach is to tailor each dialogue to the clients' needs. Staff and volunteers are trained in a variety of models and are encouraged to creatively and collaboratively build an individualized process. Below are the most commonly used avenues:



## Restorative Justice Dialogue (RJD)

- This is our default model for most cases. Participants typically include two facilitators; the affected party and his/her supporters; the responsible party and his/her supporters; a mentor to the responsible party (mandatory) and to the affected party (optional); and relevant community members. Sometimes the arresting/investigating police officer(s) will also attend. After the facilitators guide the participants through structured and unstructured conversation, a consensus-based agreement is created that focuses on repairing the harm and addressing contributing factors of the offence.



## Community Accountability Dialogue (CAD)

- This model is similar to RJDs but is used in cases with no participating or identifiable affected party. The majority of CADs occur in pre-charge shoplifting cases (theft under \$5,000) where the affected party is a large store that doesn't wish to participate, but CADs are used for a variety of offences. Participants typically involve two facilitators; the responsible party and his/her supporters; a mentor to the responsible party; and relevant community members. Sometimes the arresting/investigating police officer(s) will also attend.



## Victim Healing Circles

- This model is similar to a peacemaking circle but does not include the responsible party. This may be due to the responsible party never being caught, not being appropriate or available for restorative justice, or the affected party not wanting them to participate. Circle participants are determined by the affected party and may include the affected party's supporter(s), others impacted by the offence (e.g., witnesses or neighbours), relevant professionals (e.g., victim service workers), and justice professionals (e.g., police, Crown, or probation). The goal is typically to provide support, validation, and closure to the affected party.



## Victim - Offender Mediation

- This model is typically used for cases that are already involved in the formal criminal justice system (post-charge or post-conviction). Participants generally include two facilitators, the affected party, and the responsible party. They may or may not craft a plan of restitution to repair the harm that has occurred; sometimes the dialogue alone satisfies the needs of the affected party.



## Peacemaking Circles

- This model is typically quite unscripted and organic. It can handle very deep issues and has been used by RJV to address anything from a school dispute to a traffic fatality. Participants are generally the same as an RJD, though circles can accommodate large numbers of people. A defining characteristic of a peacemaking circle is a talking piece, which gives participants the chance to speak for as long as they wish without interruption from others. It gets passed around the circle, making the order of speaking fair, cyclical, and predictable.

# CASE STATISTICS AND OUTCOMES

## Case Statistics

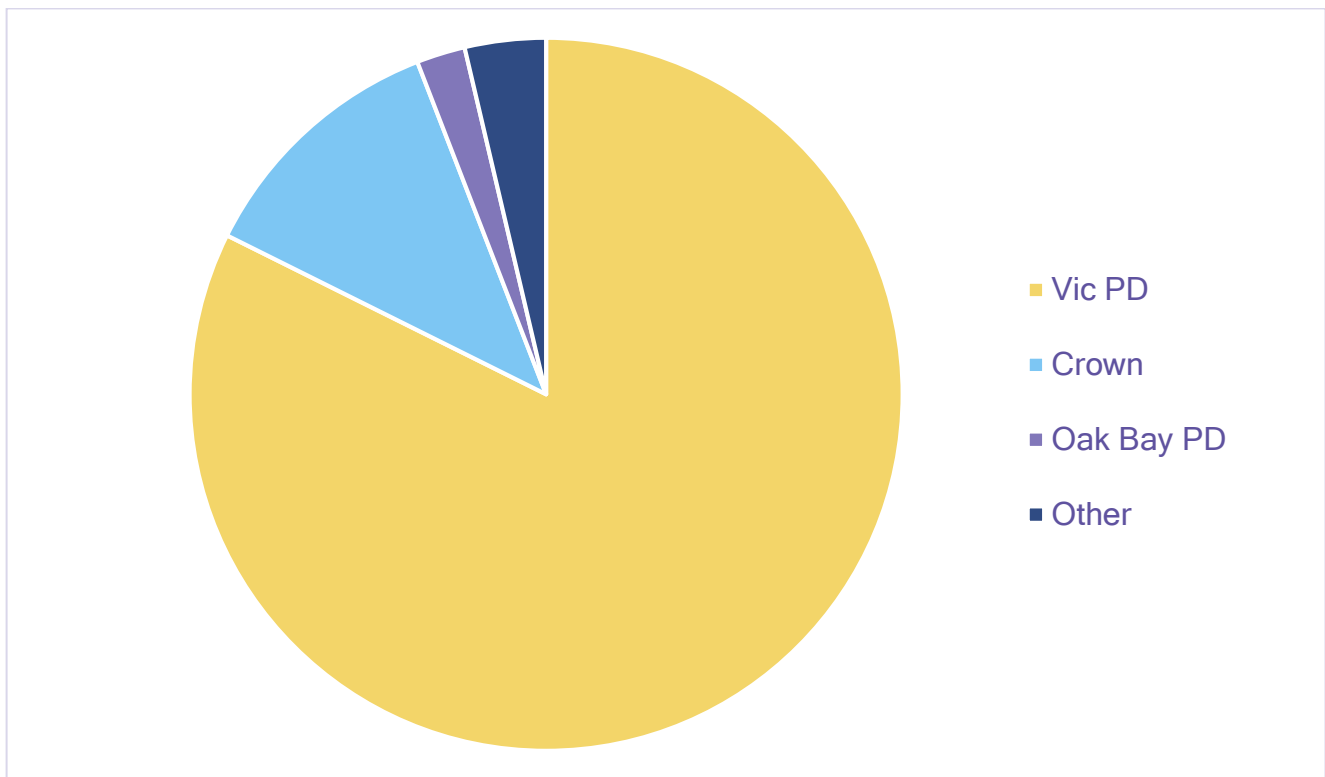
Total # of cases referred: 136 (some cases contain multiple clients and/or offences)

Total # of responsible parties referred: 133

Total # of affected parties referred: 90

Total # of offences referred: 181

## Referral Sources

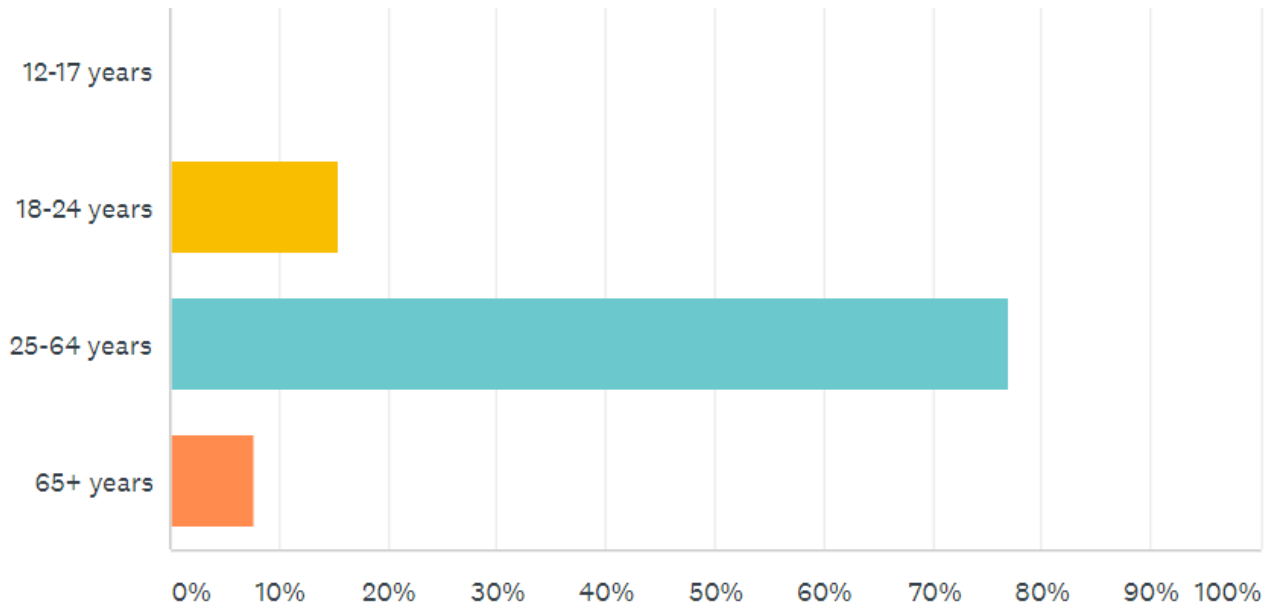


## Offences

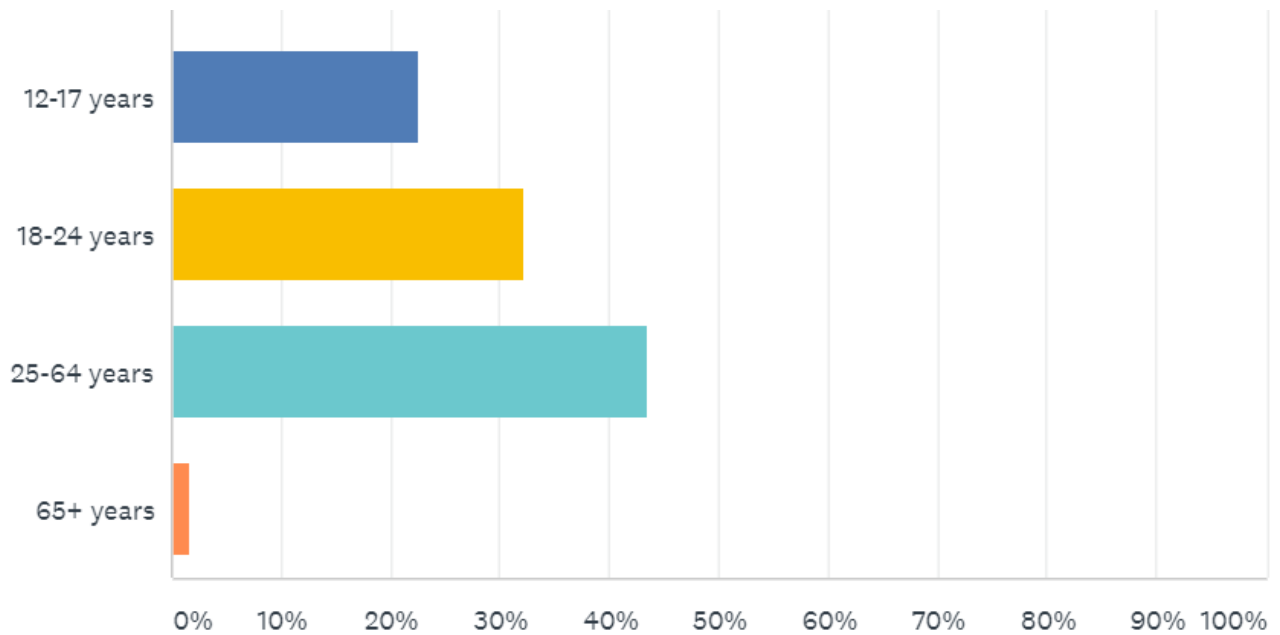
Types of Referral	Number	Percentage
Theft under \$5000	88	49%
Mischief \$5,000 or under	49	27%
Assault (various levels)	24	13%
Possession of cannabis 30g and under	2	1%
Impaired operation of a motor vehicle	2	1%
Causing a disturbance	2	1%
Break and enter	1	< 1%
Domestic dispute - No assault	1	< 1%
Driving with undue care and attention	1	< 1%
Firearm - Pointing	1	< 1%
No charge - Fentanyl overdose	1	< 1%
Possession (MDMA and cocaine)	1	< 1%
Traffic accident - No charge	1	< 1%
Liquor - Intoxication in a public place	1	< 1%
Obstruction	1	< 1%
Possessing a weapon for a dangerous purpose	1	< 1%
Possession of stolen property under \$5,000	1	< 1%
Failure to stop for police	1	< 1%
Driving without insurance	1	< 1%
Uttering a threat to cause death or bodily harm	1	< 1%
<b>Total</b>	<b>181</b>	<b>100%</b>

## Client Demographics

### Affected Parties



### Responsible Parties

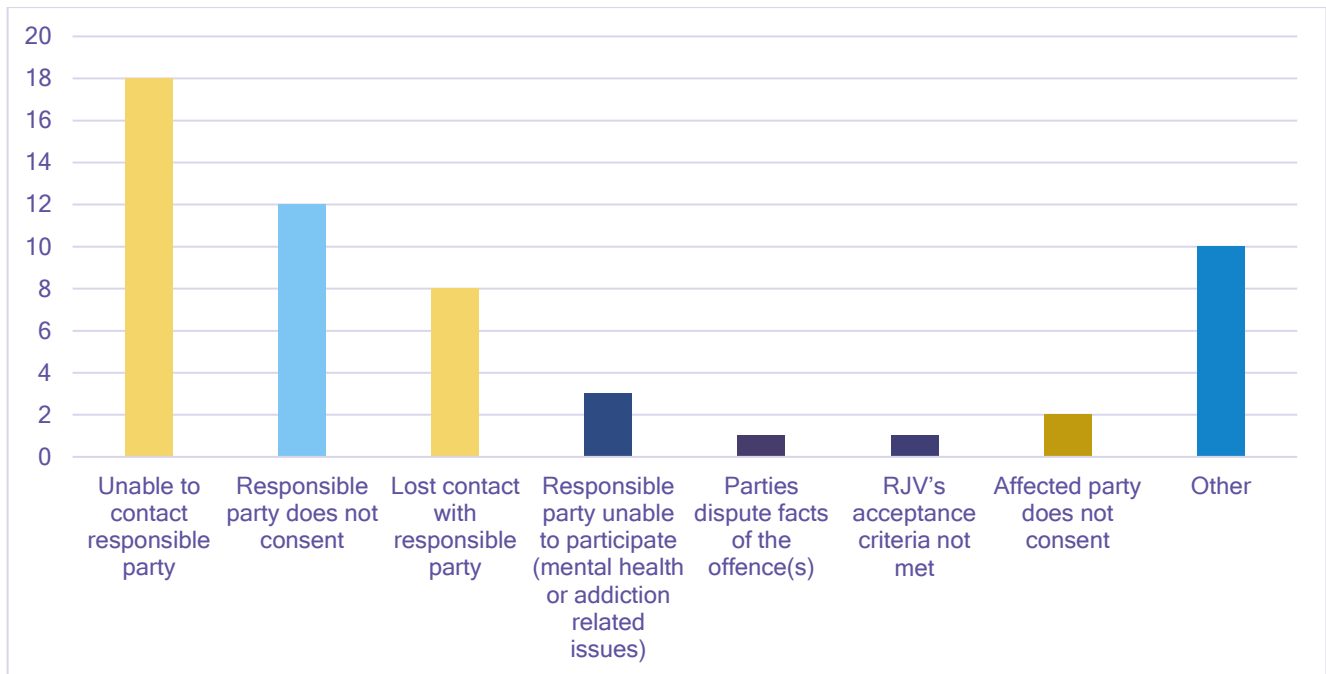


## Case Outcomes

### Cases that Proceeded



### Cases that Did Not Proceed



All restorative justice agreements are catered specifically to the needs of all participants, especially victims. Agreement terms fell into two themes.

They addressed the:

- Impacts of the offence on others
- Root causes of the offence

Some of the most common agreement outcomes in 2018 were:

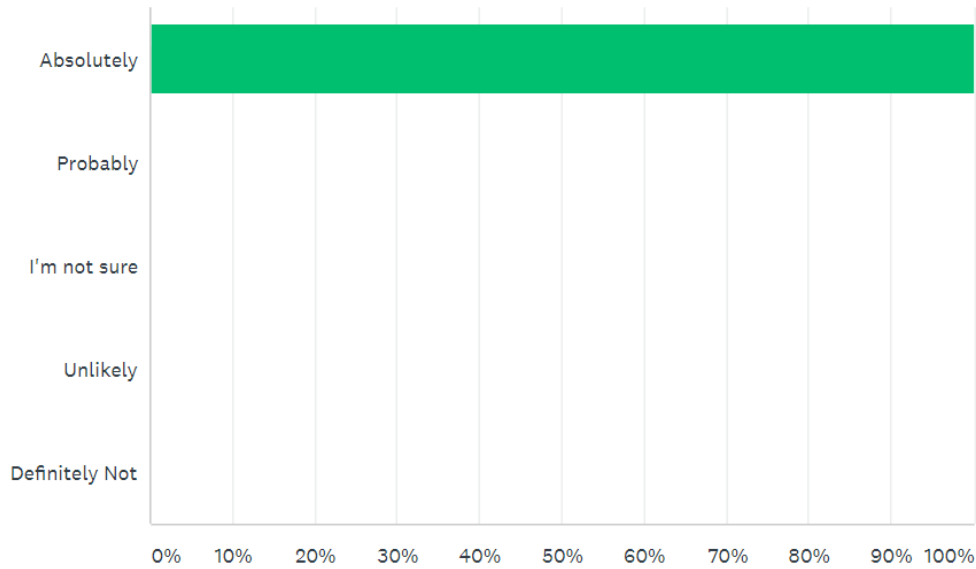
- Financial restitution to victims
- Attending counseling
- Conducting volunteer work in the community or donating to a community organization
- Letters of apology to those impacted
- Self-reflection through journal entries, letters to self, mission statements, or learning plans
- Communication and conflict management skills education and training
- Addictions support or commitment to monitoring and/or reducing substance use
- Researching and discussing the impacts of specific harm
- Art projects (to be used to develop insight into the offence, as an educational tool, or provided as a gift or donation)
- Researching or enrolling in education

# CLIENT FEEDBACK

## Affected Parties

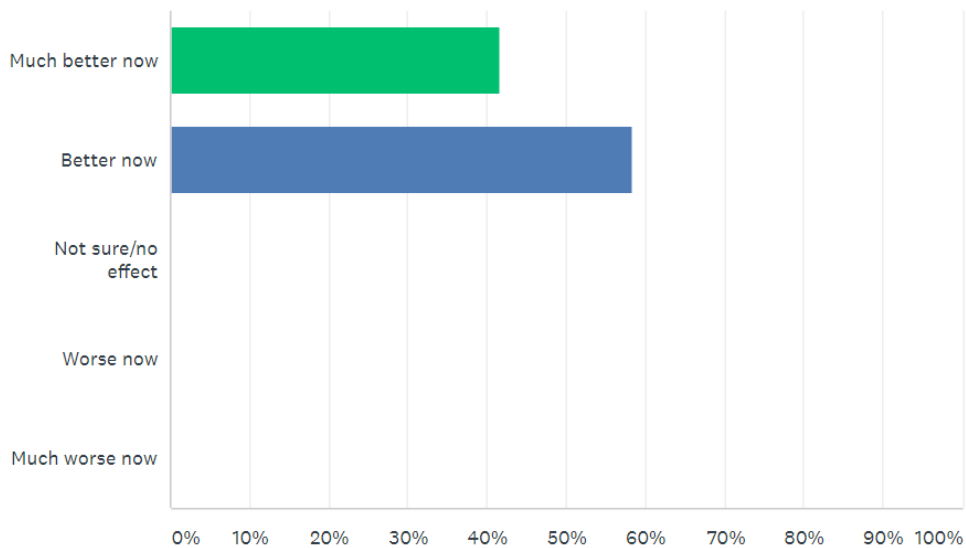
Would you recommend the Restorative Justice process to someone else?

Answered: 12 Skipped: 1



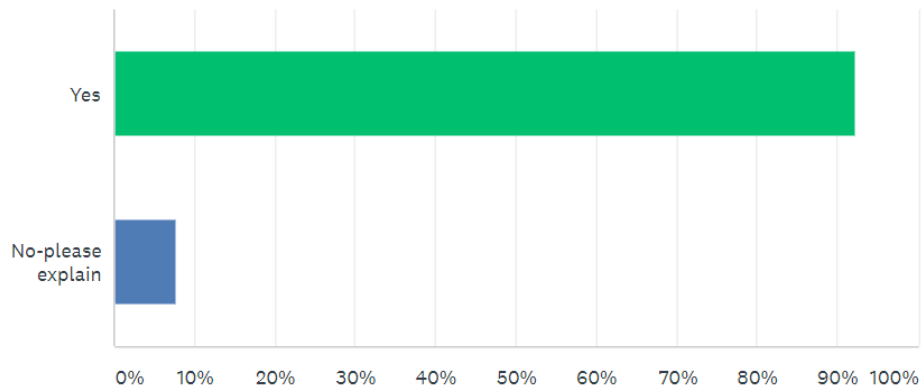
How, if at all, has restorative justice affected your state of mind around the offence? (Please check one)

Answered: 12 Skipped: 1



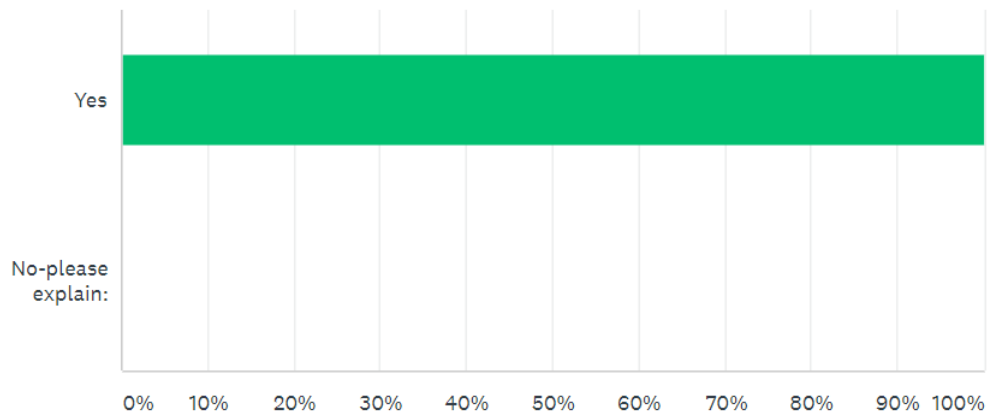
Has Restorative Justice addressed everything about the offence that you were hoping it would?

Answered: 13 Skipped: 0



Are you completely satisfied with the restorative justice process?

Answered: 12 Skipped: 1

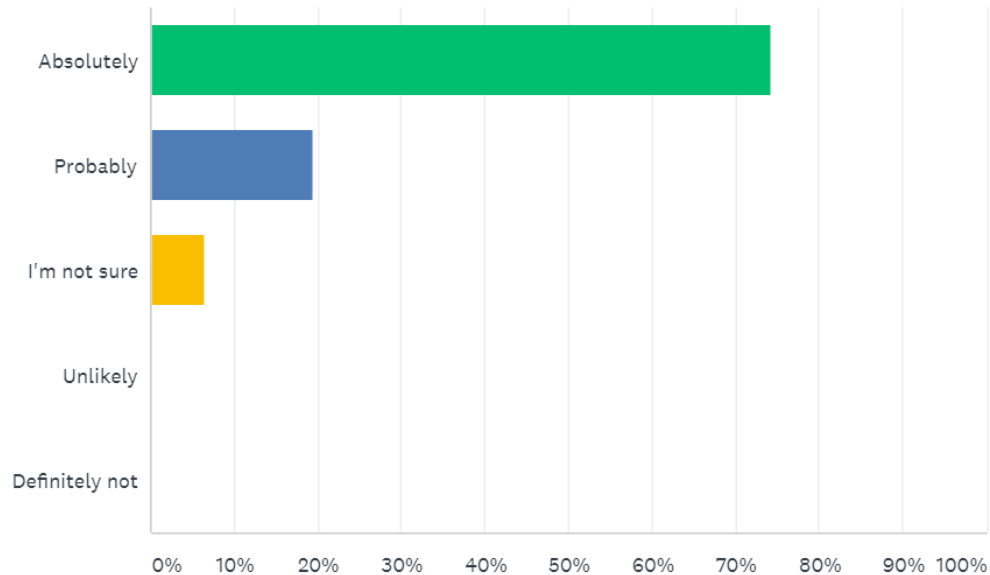




## Responsible Parties

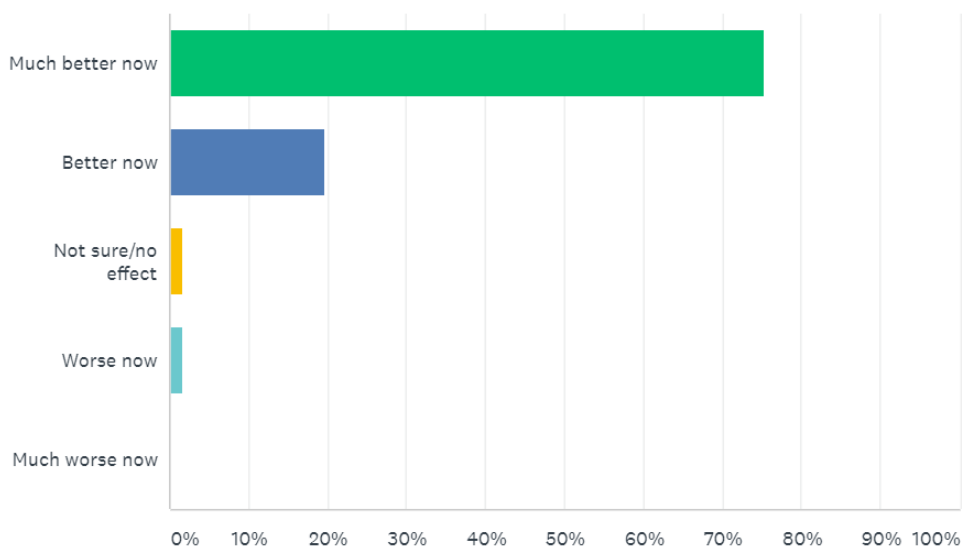
Would you recommend the restorative justice process to someone else?

Answered: 62 Skipped: 0



How, if at all, has restorative justice affected your state of mind around the offence? (Please check one. There is room for comments below if you like.)

Answered: 61 Skipped: 1



# NOTABLE PROJECTS

## Complex Caseworkers

- ✓ *“On cases that are more complex having the complex caseworker with a less experienced/qualified facilitator is a huge asset. it enables a far broader range of possible interventions for clients who are struggling”*
- ✓ *“On one case I was able to act as a Community member and speak out very vulnerably and honestly because I trusted Jessica to keep the space safe no matter what. I think this had an important impact on the RP and certainly motivated me to continue seeking out this role in future cases. Working on cases where Carol has been the mentor I have seen firsthand the impact she has on clients and their capacity to take responsibility, accountability and grow as people. Both Carol and Jess have given me feedback that has been vital to developing my skills as a facilitator.”*

## Restorative Justice and Victim Services in BC Project

One of our biggest projects to date took place over 2017 and 2018. “Victims' Needs and Participation in Restorative Justice: Enhancing Awareness, Options, and Practitioner Capacity” was a multi-part training funded by the Government of Canada about victim services and RJ in BC, as well as victims’ justice needs and how we can be pioneers in supporting them together.

The first element of the project was a free online course open to everyone that began in March 2018. Anyone who completed the course could apply to attend an in-person training that took place in June 2018. More information can be found on our website.

## Pilot Project on Distracted Driving

For the first time in 2017 and continuing into 2018, we undertook an exciting new initiative with the Victoria Police Department (VicPD) as an innovative way to address distracted driving (DD) in the community. Research now shows that DD causes more traffic fatalities than impaired driving. This pioneering approach was designed to reach people at a deeper level and encourage a change in behaviour that would be long-lasting.

On November 1, 2018, we coordinated a second session of this distracted driving pilot project. The process first entailed VicPD officers issuing traffic violations to distracted drivers, and immediately offering drivers the choice of a paying the fine or attending a three-hour information session at VicPD. Officers gave tickets to 50 people, and 39 of them attended the session.

## Oak Bay Garagellenium

On June 9, 2018, RJV participated at the Oak Bay Garagellenium. This community fundraiser earned \$1,015.15, thanks to the generous support of the volunteers who gave their time to work at this event, as well as everyone who provided donations for us to sell. Thanks to all involved who made this event such a great success!

## Restore Your Sole Fundraiser

Our second annual Restore Your Sole fundraiser was held on October 11, 2018 and was another huge success. Our deep gratitude to our event sponsors Active Business Services, Pearlman and Lindholm, Toque, First Impressions, Island Temperature Controls, Baggins, Designer Shoe Warehouse, John Fluevog, Heart + Sole, and The Collective. We are grateful to our sponsors as well as all the local businesses, artists, and creators who donated items to our silent auction. This event was supported by a team of volunteers, presenters, models, and shoe judges who helped at the event.



# TRAINING

## Caseworker Trainings

RJV held two volunteer recruitments on 2018: an eight-week facilitator training that began in May and an 8-week facilitator and mentor training that began in October. These caseworker trainings were made possible from generous funding from B.C. Civil Forfeiture. Thank you to B.C. Civil Forfeiture for allowing us to put on these trainings.

In the May training, we onboarded eight new volunteers, and trained three existing volunteers in the facilitator role. In the October training, we onboarded seven new volunteers, as well as the woman who went on to act as our practicum student in 2019.

## Scribe Training

On June 5, 2018, we conducted a scribe training that resulted in six new scribes being onboarded. The role of scribe requires a three-hour training and two hour in-person practice exercise, that is done individually with the Program and Volunteer Manager.

## Advanced Trainings

The following three trainings were generously funded by the Victoria Foundation. Thank you to the Victoria Foundation for allowing us to offer these advanced trainings in 2018.

### **Facilitating Capacity for Empathy and Reflection in Preparatory Work with Responsible Parties Public Education and Training by Gordon White**

March 24, 2018

This training focused on how to support offenders in developing insight into their actions and impacts on others. It assisted facilitators in encouraging meaningful participation in all stages of the process when an individual is withdrawn, unresponsive, or challenged in exploring their internal world and motivations. Strategies for building empathy for victims, and exploring the victim perspective, were developed.

Training format included dialogue, demonstration, reflection, and role-play practice.

Participants had the opportunity to speak about casework concerns and ask questions about facilitation methods.

## **Anti-Oppressive Practices in RJ by Kat Bellamano**

May 12, 2018

Our culture and society are built on multiple forms of oppression. Groups of people are marginalized within our society because of prejudices and power imbalances on personal, cultural and structural levels. Anti-oppressive practice seeks to promote social justice and change our social relations. It is a way of engaging with people that is inclusive and respectful of diverse ways of knowing and acknowledges the impact of colonization and oppression on marginalized groups within our society.

This workshop supported professionals and volunteers to develop perspectives and practices for creating anti-oppressive client relationships to better support empowerment and equity for the people we work with.

## **Shame, Trauma, & PTSD: Fostering a Shame-Responsive RJ Practice by Alan Edwards**

October 12 and 13, 2018

Shame is one of the most uncomfortable of emotions, and certainly one of the most challenging to work with in the aftermath of crime and violence. If we as RJ facilitators ignore participants' shame, they risk missing out on rich possibilities for their recovery. If we try to engage with their shame when we don't really know what we're doing, we risk making matters much worse, and causing further harm.

This 9-hour workshop comprised lecture, discussion, private reflection, fishbowls, and roleplays. We worked with shame, trauma, and PTSD, with a focus on shame as central to both trauma and PTSD. We were introduced to an approach to working with participants' shame that might open possibilities for a kind of restoration that would otherwise elude them.

Among the topics we addressed:

- What is shame, and what makes it so difficult an emotion to work with? How and why does shame arise for crime victims and offenders?
- How can our own shame hinder participants in their recovery?
- What are important connections between shame, trauma, and PTSD?
- How might we invite victims and offenders to engage with us in conversations about their shame, and what benefits may they experience by being able to identify and talk about their shame?
- How does a reduction in participants' shame affect their trauma and their PTSD?

## Public Presentations

RJV hosts public presentations, workshops, and training on restorative justice. This year, RJV staff presented to:

- The Victoria Police Department's new members; one watch (patrol shifts); and staff sergeants
- Victoria Police Department Board
- Victim Services Annual General Meeting
- University of Victoria Compassion Panel
- Law students at the University of Victoria
- Students in the Justice Studies
- Undergraduate program at Royal Roads
- Vancouver Island Provincial Court Judges
- Victoria Police Department Board
- Senior Management Team at VicPD



# VOLUNTEER APPRECIATION

## Pumpkin Carving

On October 24, 2018, we hosted an evening of pumpkin carving fun.



## Winter Hali Award Volunteer Appreciation

On December 6, 2018, we held our annual Hali Award and volunteer appreciation evening.



# COMMUNITY PARTNERSHIPS

Restorative Justice Victoria is a member of the following organizations:

Vancouver Island Region Restorative Justice Association

Victoria Family Court and Youth Justice Committee

Restorative Justice Association of British Columbia

# FINANCES



## Notes to the Financial Statements

As the financial statements show, the majority of core operational funds continue to go towards human and space resources (89%). Given the growth of our organization and complexity of our caseload, addressing administrative resourcing – particularly case management and caseworker support - continues to be a high priority. Additional funding options are being explored to provide longer-term, ongoing capacity in these areas.

Notes to the 2018 financial statements are as follows:

- 1) Base and project-specific funding is recognized in the year to which it applies (or in which the project began) and capital purchases are expensed in the year in which they are acquired.
- 2) Staff salaries were higher than initially budgeted, largely due to an increase in accepted referrals and more hours required by the complex case managers. New funding from Civil Forfeiture was used to cover a portion of this variance, with the remainder covered through a transfer from contingency.

Notes to the 2019 budget are as follows:

- 1) The society received a funding increase from BC Gaming, with an additional \$5,000 for distribution this year. \$19,096 has also been secured from Civil Forfeiture to support complex case manager hours for the year.
- 2) Additional funding is being explored to support a further increase in complex case manager hours for the year, above the 17 hours per week already budgeted, in expectation of a case load similar to 2018.

As is clear from the financial statements, our programs could not continue without the generous support of our donors and funders at all levels. On behalf of the board and staff, allow me to once again say thank you to everyone who has contributed to Restorative Justice Victoria this past year – financially and otherwise.

**Devin Arnold**  
Treasurer, Restorative Justice Victoria



## Finances

### Restorative Justice Victoria | For the Year Ended January 31, 2019

#### Statement of operations

		2018		2019
FUNDING AND REVENUE		Budgeted	Actual	Budgeted
<b>Base funding:</b>	BC Gaming	50,000.00	50,000.00	55,000.00
	City of Victoria and Township of Esquimalt	40,000.00	40,000.00	40,000.00
	Oak Bay Police Department	-	-	1,000.00
	Community Accountability Program	5,000.00	5,000.00	5,000.00
<b>Grants:</b>	Civil Forfeiture	-	18,030.00	19,096.00
	Sisters of Saint Ann	10,000.00	10,000.00	10,000.00
	Victoria Foundation	23,200.00	23,200.00	-
<b>Other revenue:</b>	Training, service and other revenue	-	-	-
	Donations, fundraising and dues	10,000.00	13,065.72	15,000.00
	Earned interest	40.00	24.31	25.00
	Transfer from contingency	5,000.00	9,517.12	-
		<b>142,940.00</b>	<b>168,837.15</b>	<b>145,121.00</b>
EXPENSES		Budgeted	Actual	Budgeted
	Salaries and wage costs	122,250.0	140,835.70	122,780
	<b>Other expenses</b>			
	Advertising and promotions	250.00	382.79	250.00
	Bank charges	-	145.50	-
	Facilitator and speaker fees	-	7,423.89	-
	Facility rentals	-	443.69	-
	Honorariums	800.00	508.22	250.00
	Hospitality	600.00	535.60	500.00
	Insurance	700.00	688.00	700.00
	Licences, permits and other charges	40.00	40.00	40.00
	Memberships and networking	150.00	150.00	150.00
	Office supplies and services	2,750.00	2,675.17	2,750.00
	Office rent and utilities	8,500.00	9,046.34	11,000.00
	Professional development	1,000.00	449.39	1,000.00
	Professional fees	200.00	-	200.00
	Software and licences	1,750.00	1,881.43	1,250.00
	Telephone and internet	2,700.00	3,167.75	3,000.00
	Travel and accommodation	750.00	34.10	250.00
	Volunteer recognition	500.00	429.58	1,000.00
		<b>142,940.00</b>	<b>168,837.15</b>	<b>145,120.00</b>
<b>Revenue over expenses</b>		-	-	<b>1.00</b>

#### Statement of financial position

ASSETS		LIABILITIES		Statement of changes in net assets	
				FUND BALANCES	
Cash and receivables	92,355.46	Deferred revenue	55,000.00	Balance - February 1, 2018	37,743.35
		Payables	9,129.23	Revenue over expenses	(9,517.12)
<b>Net assets</b>	<b>\$ 28,226.23</b>			Balance - January 31, 2019	<b>\$ 28,226.23</b>