ANNUAL REPORT 2020-21



Community Legal Education Association

Community Legal Education Association (CLEA) has been providing access to justice programming for over 36 years, having been incorporated in 1984. We are the only sole purpose public legal education and information service in Manitoba, with a mandate to provide service to all Manitobans. Access to our services is universal. We provide assistance at several points along the continuum of access to justice issues and options. Our programs help promote access to justice by fostering an understanding of our justice system.

CLEA's core programs are: our Speakers Bureau, our annual law conference, plain language legal publication production and distribution, our website, our schools programming and our Law Phone-In & Lawyer Referral Program.

Last year, Law Phone-In fielded 7,768 calls, we distributed over 6,000 publications, over 500 people attended our law presentations, Community Legal Intermediary Training courses, and law conference. Tens of thousands of people used our website and viewed our videos. In total, nearly 36,000 people accessed our various programs.

SERVICES

Workshops & Public Law Classes

SPEAKERS' BUREAU

CLEA operates a Speakers' Bureau of volunteers who donate their time each year to provide legal information sessions to the community on request. We have a panel of speakers, primarily lawyers, who are prepared to deliver presentations. As a result of COVID-19, we did not receive requests for presentations until October. We arranged presentations for MANSO (Manitoba Association of Newcomer Serving Organizations), Horizon's Learning Centre, Neepawa and Area Immigration Settlement Services and Enhanced English Skills for Employment. In total, 128 people attended these sessions.

Thank you to presenters: Monica Adeler, Kara Bashutski, Karen Burwash, Michael Cook, Greg Hawrysh, Leah Klassen, Rhea Majewski, and Tyler Warren. We would also like to thank Tim Brown and Connie Weipert who had agreed to deliver presentations that unfortunately had to be cancelled due to COVID.

Law Conference

Community Legal Education Association's Annual Law Conference was a virtual conference on the theme of Employment Law. There were three sessions: Employment Standards Overview with Sharon Schmidt from the Employment Standards Branch on March 22nd, Human Rights Issues with Wil Hedges from the Manitoba Human Rights Commission on March 23rd and Workplace Sexual Harassment with Kara Bashutski of Deeley Fabbri Sellen LLP on March 24th. 92 people attended these sessions. We would like to thank all the presenters, as well as everyone who attended.

"...helping out at CLEA has always been one of the highlights of my academic year..

- PRO BONO LAW STUDENT



Photo by M ACCELERATOR on Unsplash

Intermediary Programs & Training

COMMUNITY LEGAL INTERMEDIARY (CLI) TRAINING PROGRAM

The CLI is a series of eight weekly, one and one-half hour workshops that train service providers about legal issues and resources in the community. Because of COVID, we transitioned the CLI Course into a series of Zoom webinars. In the fall we held nine webinars: Criminal Law, Wills & Estates, Welfare Law, Family Law, Mediation Options, Consumer Law, Youth Justice and Employment Law.

In the spring we held five Zoom meetings: Business Law, Copyright Law, Immigration Law, Privacy Law and Civil Court Actions. 174 people attended the 14 presentations.

We would like to thank presenters: Silvana Buccini, Kriz Cruzado, David Davis, Robert Dawson, George Derwin, Len Fishman, Laurie Gordon, Michael Lazar, Candace Olson, Peter Mueller, Jasmine Schulz, Jennifer Unger, and Althea Wheeler.



38 Virtual Presentations attended by **534** People

PUBLICATIONS

PUBLICATION DISTRIBUTION

CLEA distributes many pamphlets, booklets and other plain language materials about the law. We distribute our own publications and also materials produced by other agencies and government departments such as Justice Canada, Manitoba Justice, Families, and the Library of Parliament and Canadian Bar Association. We have an inventory of 100 CLEA titles, including 20 French or bilingual titles.

In 2020-2021, CLEA distributed 6,017 items to hundreds of individuals and agencies across Manitoba.

6,017 Publications Distributed

PUBLISHING

This has been a busy year for us, and we have been hard at work updating some of our existing materials and creating new ones.

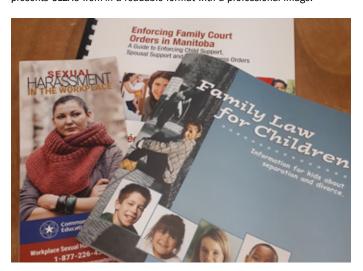
Early in the year, we created a Sexual Harassment in the Workplace brochure to accompany our new Workplace Sexual Harassment Hotline. We updated our Employment Law brochure, and created a new PowerPoint presentation about Employment Law. We also made some minor updates to our Human Rights leaflet, Child Protection brochure, and Criminal Law and Procedure guide.

THE MANITOBA LEGAL SERVICES DIRECTORY

Work on the 2021 Manitoba Legal Services Directory began with 155 lawyers placing 483 ads in the directory. The directory will be published in 2021-2022 with sales of the directory continuing in 2021-2022. Aside from being an excellent resource, between the ad sales and directory sales, the directory continues to be a stable source of revenue.

CLEA'S ANNUAL REPORT

Copies of the 2019-2020 Annual Report were distributed to members, volunteers, Justices and Judges of the Court of Appeal, Queen's Bench and Provincial Courts, Members of Parliament, Members of the Manitoba Legislature, funders, Law Society of Manitoba Benchers, various community and law-related agencies and throughout the community on an as-requested basis. The report continues to be a useful outreach and fundraising tool, as it presents CLEA's work in a readable format with a professional image.



WEBSITE

Updating our website is an on-going project. We launched our new website on March 24, 2020. We updated and added to our website's FAQ section, and reorganized it in a way that makes it easier to navigate. When the first COVID-19 lockdown happened in March, we decided to create a COVID-19 FAQ section, containing information about public health orders, available government financial assistance, court closures, and other matters. Our FAQ page currently has 575 general questions, and an additional 79 questions about COVID-19.

We updated our print Small Claims Guide, as well as our Overview of Civil Cases video, in response to changes to the Small Claims process that came into effect in July.

Aside from our publications being available on-line, we also have 38 videos. This includes the 20 everyday law videos (dealing with criminal law, wills and estates and consumer law), as well as the family law narrated power points, and the videos: An Overview of Civil Court Matters, How to Conduct Yourself in Court and First Appearance in Court in a Criminal Matter. We have two French videos: La separation et le divorce, and Comment se comporter en face d'un tribunal. Two others are in production.

The French videos are thanks to the work of law student volunteers through the Pro Bono Students Canada Program. We would like to thank this year's students: Rebecca Akong and Meaghan Leung.

We created and uploaded two new videos to help self-represented litigants navigate the legal system. The first, Introduction to the Legal System, explains the structure of the Canadian court system, statutory and common law, and precedent. The second, Introduction to Legal Research, is a guide to searching for cases on CanLii, including a step-by-step walkthrough as well as more general research tips.

Through the Pro Bono Students Canada program, we had two students, Dion Cheung and Caitlin Dyck, create additional videos about criminal law for our website. The first video covers the pre-trial process of a criminal case, and the second is a two-part video covering the trial process. All of these videos were also captioned so they would be more accessible to hearing impaired viewers. We have also purchased new hardware and software that will enable us to create higher quality, more engaging videos in the future.

In 2020/21 our videos received 4,637 views. Total lifetime views of our videos is 15,563. The top 5 videos viewed: Effect of a Criminal Record and How Long a Criminal Record Lasts. What Happens When I call the Police to Report Domestic Violence, Separation and Divorce, Handwritten Wills, How to Conduct Yourself in Court. The number of views of What Happens When I call the Police to Report Domestic Violence more than doubled over 2019/20.

> **38** Videos on our website **4,637** Views

www.communitylegal.mb.ca (f) 🛂





We are also on Facebook and Twitter where we post information about our up-coming presentations, events, new publications and videos. Thank you to everyone who has shared and retweeted our tweets. This past year we also joined Linked-In and have over 300 followers.

Law Phone-In & Lawyer Referral Program

Serving Manitobans as well as callers from around the world since 1975, CLEA's Law Phone-In & Lawyer Referral Program is an essential service, providing free legal information and summary advice over the telephone and by e-mail to anyone who needs help. Many clients rely on the service as their emergency first-response team during a legal crisis. As a unified information and referral service, our program staff assesses callers' needs, provides information and summary advice and makes referrals to lawyers and law-related agencies where appropriate.

404,741

Total calls & e-mails since 1975

In 2020, the Program handled 7,768 calls, bringing the grand total to 404,741 since the service began in 1975. 73.5% originated from Winnipeg. Calls from outside Winnipeg came from 183 communities throughout Manitoba, primarily through our toll-free line. 287 came from other provinces and territories, 43 from 17 states in the United States and 30 came from around the world, many of them via e-mail: Afghanistan, Algeria, Bangladesh, The Congo, Ecuador, Germany, India, Iraqi Kurdistan, Lebanon, Mexico, Nigeria, Pakistan, Saudi Arabia, and the United Kingdom. Legal issues in international calls included immigration, family law matters, estate matters, employment law, or court matters in Manitoba.

CALLS FROM:

183	COMMUNITIES THROUGHOUT M	ANITOBA
287	CALLS FROM ACROSS CANADA	
43	FROM THE U.S.	
30	FROM AROUND THE WORLD	

Family Law	2,579	36%
Civil	805	11%
Employment	739	10%
Wills & Estates	713	10%
Criminal	592	7.6%
Other	670	9%

Covid-19 resulted in additional calls to the Law Phone-in and Lawyer Referral Program on employment, labour law, and human rights issues, including requests for information and referrals to lawyers regarding layoffs, termination, and accommodation requests. New inquiries arose about government programs, aid, and government restrictions.

Callers had questions about rapidly changing court processes and accessibility. Family callers had custody and access concerns and travel-related inquiries in the midst of a pandemic. Individuals were also looking for options in the drafting of wills, powers of attorney, and health care directives.

We also saw an increase this year of family calls involving domestic violence and criminal charges. In addition to questions about family law matters such as custody, support, and property, callers also needed information on shelters and housing options, income assistance, bail conditions, protection orders, trials, sentences, and general criminal law procedure. Requests for procedural information on divorce and orders of our Uncontested Divorce Guide for Manitoba also increased.

There has also been an increase in calls about attorneys under Powers of Attorney who have been acting in a criminal or quasi criminal manner. Callers are unsure what to do. As well we've noticed an increase in calls involving children or common-law spouses dealing with the death of a spouse and issues relating to asserting Homestead rights or life estates. Step children are requiring Common-Law spouses to leave the family home and kicking them out the moment their biological parent dies or becomes seriously ill. Common-law spouses are having a hard time asserting their life estate rights because of hostile step families.

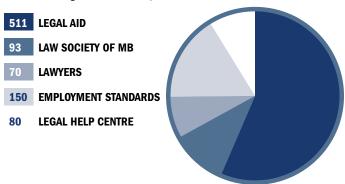
	2020	2019
EMPLOYMENT & LABOUR INQUIRIES	774	593
FAMILY LAW INQUIRIES	2630	2578
FAMILY VIOLENCE	66	45
CIVIL LITIGATION (including Small Claims)	983	929
SELF-REPRESENTED LITIGANTS	253	188

We have doubled the number of e-mails from 2019. In total we responded to over 2,700 e-mails in 2020.

Self-represented litigants comprised 253 of the calls in 2020. Most of these calls dealt with a family law or a civil litigation issue. Additional areas of law included wills, criminal law and employment law. Often, these were repeat callers, calling numerous times for help with their matters.

750 calls resulted in referrals to one of the 155 lawyers listed with the Lawyer Referral Service. Lawyers listed on the lawyer referral panel have agreed to provide a free initial consultation of up to half-an-hour to clients referred to them.

In 2020, our records show that we received referrals from 98 different sources: various individuals, lawyers and law firms, MLAs, community agencies, government departments, organizations, businesses, and as a result of being listed in various publications:



Part of providing an effective service is knowing what service or combination of services to provide. Does the person need legal information or summary advice? Do they need a referral to a lawyer for possible representation? Is there an agency or service that they can be referred to? That involves knowing or learning about those various services in order to make the appropriate referral. Last year, the lawyers who staff the Law Phone-In Program referred clients to over 200 agencies, government departments or other resources.

Two lawyers are on staff at Law Phone-In, Jennifer Dunik and Charlene Thomas. Office hours are Monday to Friday, 9 am to 4 pm.

Aside from the Lawyer Referral Service in Manitoba, there are lawyer referral services in British Columbia, Alberta, the Yukon, Northwest Territories, Ontario, Quebec, Nova Scotia, Prince Edward Island and Newfoundland and Labrador. There are law phone-in services in Ontario, Prince Edward Island, Nova Scotia, and Newfoundland and Labrador.

The Law Phone-In & Lawyer Referral Program can be reached at (204) 943-2305 or toll- free in Manitoba, outside of Winnipeg, at 1-800-262-8800. We also have a separate number for callers who just want a referral to a lawyer: (204) 943-3602. The email address is info@communitylegal.mb.ca.

EDUCATION AND TRAINING

To keep abreast of changes in the law, all of CLEA's lawyers on staff routinely attend Manitoba Bar Association and other continuing legal education seminars.

Executive Director, Mary Troszko, attended the annual Public Legal Education Association of Canada (PLEAC) Annual General Meeting, conducted virtually. PLEAC is a national organization whose members provide public legal education or information programs. PLEAC's annual conference always provides an opportunity to share best practices in public legal education. In the face of COVID, PLEAC has been providing a series of webinars to allow members to continue to share best practices.

SCHOOLS PROGRAMS

We believe that public legal education in the schools is very important. We continue to offer Speakers in the Classroom (a Speakers Bureau for school presentations) and we have developed materials specifically for teachers: Jack and the Beanstalk (mock trial for grade 5), Young v. Elder (mock trial for grade 11 and 12), YCJA Teaching kit, a series of criminal law case summaries, and six Family Law Lesson plans. We also have a section of our website dedicated to Schools and Youth. This past year the Schools and Youth section of the website was in the top ten pageviews. In the summer, we updated and expanded the Criminal Law lesson plans section of our website, adding seven new case summaries and creating nine lesson modules: Arrest, Bail, Criminal Offences, Criminal Records, Parole, Record Suspensions, Search and Seizure, Sentencing, and Trials. We have also created a bail exercise that will allow students to play the roles of prosecution and defence in a bail scenario.

PROJECTS IN 2020-2021

WORKPLACE SEXUAL HARASSMENT PROJECT (WSH)

We received funding from Justice Canada for a 5-year project, from September 2019 to March 31, 2024. The project involves several components: setting up a WSH Hotline, creating a brochure and other materials, presenting a series of 25 workshops around the province, and creating a webinar.

The Sexual Harassment Hotline was created to provide clients with a direct line to a lawyer who can provide legal advice and information. The primary purpose of the Hotline is to assist callers who are experiencing workplace sexual harassment. However, the Hotline receives a large number of calls pertaining to sexual assault, sexual harassment outside of the workplace, domestic violence, protection orders, criminal harassment and general workplace harassment.

In addition to legal information, the Hotline provides referrals to lawyers where appropriate, as well as referrals to appropriate organizations such as the Human Rights Commission, Workplace Safety and Health and Employment Standards. Callers are also referred to crisis services or community supports where appropriate.

The toll-free number for the Workplace Sexual Harassment Hotline is 1-877-226-4366.

The email address is:

sexualharassmenthelp@communitylegal.mb.ca

We also created a web page:

www.communitylegal.mb.ca/programs/workplace-sexual-harassment-project/

In January 2021, we launched the workshop phase of our project. Between January and April, we conducted 13 workshops with schools and community organizations across Manitoba. Communities we have reached include Winnipeg, Deloraine, Neepawa, Steinbach, Portage la Prairie, Virden, and Russell. Through these workshops, approximately 140 participants have learned more about their rights and responsibilities in addressing sexual harassment in the workplace. We also distributed 400 copies of our WSH brochures and bookmarks to these organizations for use in their programming.

Reviews of the workshops have been positive so far, with 100% of respondents reporting that they would recommend the sessions to others and that they would like to engage in further programming through CLEA.

100% of workshop respondents recommend CLEA's workplace sexual harassment sessions

Looking forward to the rest of 2021: We have **7 workshops confirmed** for May and June and plans for several more!

FAMILY LAW MATERIALS REVISION PROJECT

We received funding from Justice Canada, Canadian Family Justice Fund, to update our family law print materials to be consistent with the changes in language and process that have come out of changes to the Divorce Act and the province's new Family Resolution Service. We've revised and reprinted Family Law for Children and revised our fact sheets, lesson plans and other family law publications. We will be rerecording our family law videos in the near future to bring them into line with the changes as well.

ON-LINE CLI COURSE

Thanks to funding from Justice Canada, Justice Partnership and Innovation Program, we were able to create an on-line CLI course. The course consists of nine modules: Introduction (which includes information about the intermediary process and an overview of the justice system and legal research), Dispute Resolution - Part 1, Dispute Resolution - Part 2 (Small Claims Court), Family Law, Criminal Law, Youth Criminal Justice, Employment Law, Residential Tenancies and Wills and Estates. The videos were created by the CLI presenters. Thank you to Jasmine Schulz and Kriz Cruzado from Mediation Services, Katie Brownell, Michael Lazar, Candace Olson, Peter Mueller, Jennifer Unger and George Derwin.

CNIB KNOW YOUR RIGHTS PROJECT

CNIB approached us for assistance with their "Know Your Rights" project, intended to inform vision-impaired people of their legal rights. We provided answers to 99 questions about disability rights in Manitoba, across nine different categories (Built Environment, Education, Employment, Government & Consumer Services, Healthcare, Housing, Transportation, Self-Advocacy, and COVID). CNIB intends to use these to create brochures and online materials.

ACCESS TO JUSTICE ACTIVITIES

CLEA is committed to promoting and supporting an equitable and accessible justice system that is responsive to the needs of Manitobans. We use a variety of ways to reach this objective:

1. COMMUNITY AND OTHER OUTREACH:

We continued to implement the suggestions from our Rural Manitoba Program Enhancement Project and have been reaching out to various agencies regarding our CLI webinars and WSH workshops, including agencies and individuals outside Winnipeg.

2. CO-ORDINATION

Co-ordination activities with other organizations are essential for planning efficient and effective programs. Each year, CLEA is asked to provide representatives to many community committees. This year, staff members participated on the following committees:

- · Law Society of Manitoba Stakeholders Committee
- · Family Law Modernization Collaboration Table
- \cdot Public Legal Education Association of Canada (PLEAC) Board of Directors.

We also routinely meet with other organizations to explore how we can work together.

3. ADVICE AND CONSULTATION ON PUBLIC LEGAL EDUCATION AND INFORMATION ISSUES

Community groups frequently approach CLEA for advice about public legal education issues. We also provide information and presentations (on request) about legal issues for volunteers and boards of directors of not-for-profit organizations as well as information on law as a career for high school students.

We continue to participate on the Law Society's Access Stakeholders Committee. The mandate of this committee is to: share ideas, information, and best practices on access; learn what is already being done and identify gaps; coordinate efforts to avoid duplication and explore opportunities for partnerships.

Access to Justice is important to CLEA. The Action Committee on Access to Justice in Civil and Family Matters in its Report – Working Toward Accessible Justice identified nine goals.

In the past, our programs have been recognized in the Action Committee's Annual reports under 5 of the goals:

Goal 1: Address Everyday Legal Problems

Our law conference, our Speakers Bureau and our Community Legal Intermediary Training course, our publication distribution and Law Phone-In address that goal.

Goal 2: Meet Legal Needs

Our Law Phone-In and Lawyer Referral Program, as well as the work of the law students through Pro Bono Students Canada who helped make our legal information available in French addresses this goal.

Goal 4: Improve Family Justice

Our Uncontested Divorce Guide and our family law presentations address this goal.

Goal 5: Work Together

Community Legal Education Association strives to work with other organizations to improve access to justice.

Goal 6: Build Capacity

Our Speakers in the Classroom program as well as our schools materials address this goal.

We can also add:

Goal 8: Analyze and Learn

Our Rural Manitoba Program Enhancement project addresses this goal.

FUNDRAISING

Fundraising activities included sales and advertising of the Manitoba Legal Services Directory and the sales of publications produced in-house: Directors' Liabilities, Beginning and Incorporating, the Small Claims Guide, Uncontested Divorce Guide, My Funeral Plan, Probate Guide and sales of the Youth Criminal Justice Act Teaching Kit as well as our two mock trials: Jack and the Beanstalk and Young v. Elder.

CLEA is a registered charity as well as being registered with the All Charities Campaign. All donations are very much appreciated.

ON-GOING IMPACT OF COVID-19

This report would not be complete without addressing COVID-19 and our response to it as well as its impact on our programs. As of March 19, 2020 we began working remotely. Law Phone-In and the Sexual Harassment in the Workplace Hotline handled inquiries by email only. We focused on our website. We added a COVID-19 FAQ section and added to the teacher resources. We also took the opportunity to review the content of the entire website, especially the Frequently Asked Questions.

The Law Phone-In staff and the Workplace Sexual Harassment lawyer returned to the office on a staggered basis initially in May 2020, then eventually on a full-time basis. Law Phone-In is handling both calls and emails, as is the

Sexual Harassment Hotline. Thanks to a Pivot grant from the Manitoba Law Foundation that allowed us to buy laptops and the requisite software, we were able to work more effectively remotely.

The biggest impact of COVID-19 was on our in-person programs – the Speakers Bureau, Speakers in the Classroom, Law in the Library, the Community Legal Intermediary Training courses and our annual law conference. We transitioned the Speakers Bureau, Community Legal Intermediary Training Courses and our conference to Zoom webinars and meetings instead of in-person presentations. We have also done that with the workplace sexual harassment workshops, at least for the time being.

PEOPLE

THANK YOU

Without the support of volunteers in the community, CLEA could not do its work. In the 2020/21 fiscal year, our Board, staff, partners and volunteers have shown how they value public legal education and the work that CLEA does. We thank all of our volunteers, partners and supporters. You are the heart of our programs and success.

VOLUNTEERS

The volunteer and in-kind support provided to CLEA each year has significant program and financial value. Each year, volunteers spend hundreds of hours organizing and taking part in events or programs. In 2020 - 2021, the dollar value of the time spent by CLEA volunteers was over \$25,800. This figure does not include the time spent by volunteers of CLEA's Board of Directors and the lawyer panel of our Lawyer Referral Service. The value of in-kind support was \$3,240. CLEA volunteers include lawyers and non-lawyers. They give us their help through presentations, serving on our Board of Directors or committees, office/clerical assistance, event planning and support, writing, editorial review, fundraising and volunteering at Law Phone-In.

STAFF

CLEA is fortunate to have a committed and hard-working staff with over 60 years of collective experience in public legal education and information. Our staff members in 2020–2021 were:















Mary Troszko,Brittney Fehr, SexualExecutive DirectorHarassment Hotline LawyerJennifer Dunik,(to December 2020)Law Phone-In SupervisorCarlyn Sarna, SexualCharlene Thomas,Harassment Hotline LawyerLaw Phone-In Lawyer(started January 2021)

Brendon Yarish, Legal Writer **Victoria Weir,** Program Coordinator

We would also like to thank our bookkeeper, **Gloria Gordon**, who retired in June 2020, our new bookkeeper, **Gudrun Antosh**, and administrative assistant, **Charlene Zagrodnik**.

We also have some sad news to share. Former staff member, **Kerri Brass**, who worked at CLEA from 1998 to 2013 passed away in January of this year. She will be fondly remembered.

BOARD OF DIRECTORS

A community-based Board of Directors elected by our general membership governs CLEA. Directors are elected at the Annual General Meeting and hold office for a term of two years. The board is responsible for establishing appropriate policies for the overall management of CLEA. The board members in 2020–2021 were:

Stacey Soldier (President) – Lawyer, Cochrane Saxberg
Sarah Thurmeier (Vice-President) – Lawyer, Fillmore Riley LLP
Brandin Stoesz (Treasurer) – Analyst with Manitoba Hydro
Stacia Franz (Secretary) – Lawyer, Fast Trippier Law
Mary-Ellen Wayne – Lawyer

Melanie Beaudry – Lawyer, Parkland Collaborative Legal Options LLP
Gabriel Chung – Training Standards Coordinator with Apprenticeship Manitoba
Eldene Spencer – Staff Officer, Manitoba Teachers' Society, retired
Melissa Serbin - Senior Crown Attorney, Manitoba Justice
Carson Chen - Business Representative

We would also like to thank our Advisory Committee: Kyle Giesbrecht, George Derwin, David Matas, Judge Catherine Carlson, Tanya Keller, and Julia Ryckman.

We would like to thank our core-funders: Justice Canada, The Manitoba Law Foundation, and the Law Society of Manitoba, our project funders: The Manitoba Law Foundation and Justice Canada, and our project partners. We are also grateful for the volunteer efforts of members of the legal profession of Manitoba, and for those who support us with member fees and donations.

We have new programs and new staff. We received project grants from Justice Canada that enabled us to undertake important new projects, to address sexual harassment in the workplace, update our family law materials and create an on-line CLI Course.

FINANCIALS

	2021	2020
REVENUES		
Justice Canada	\$ 183,300	\$ 163,300
The Manitoba Law Foundation	135,848	141,500
Workplace Sexual Harassment	98,859	65,347
The Law Society of Manitoba	67,000	67,000
Family Law Material	15,000	12,600
Directory advertising	10,625	6,660
Sales	4,615	2,345
Donations	3,751	2,156
Memberships and registration	1,850	2,402
Interest earned	484	176
	521,332	463,486
EXPENSES		
Accounting fees	3,296	3,481
Bank charges	181	185
Board and committees	451	2,175
Bookkeeping	2,139	1,941
Dues and memberships	696	574
Equipment purchase, repair and rental	13,366	3,460
Insurance	3,463	1,677
Miscellaneous	2	1,793
Occupancy	33,380	26,240
Postage and delivery	4,179	3,652
Professional fees	19,084	14,995
Programming (non-salary)	11,378	12,364
Promotion	, -	883
Salaries and wages	258,988	208,861
Staff training	8,600	6,551
Sub-contracts	, <u> </u>	215
Supplies	6,072	10,957
Telephone	4,293	4,365
Translations	7,500	-
Travel	6,197	5,283
Website	1,439	3,118
Project Expenses	143,938	94,305
	528,641	407,075
EXCESS (DEFICIENCY) OF REVENUES		
OVER EXPENSES	\$ (7,309)	\$ 56,411

If you would like to receive the Financial Statements, please contact us.

NICE THINGS PEOPLE HAVE SAID ABOUT US:

- " Thank you for these resources! "
- "You have been the best help yet.
 Thanks a lot for your wonderful service."
- "I just didn't know where or whom to ask You are very knowledgeable and always quick to respond. Warmest regards.. "
- "Thankfully (again) I still had one more day before the deadline was reached and thankfully you are there for support. A simple thank you hardly seems sufficient for your help, but it's all I can offer right now."
- " Much appreciated! Thank you for the info and links "



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