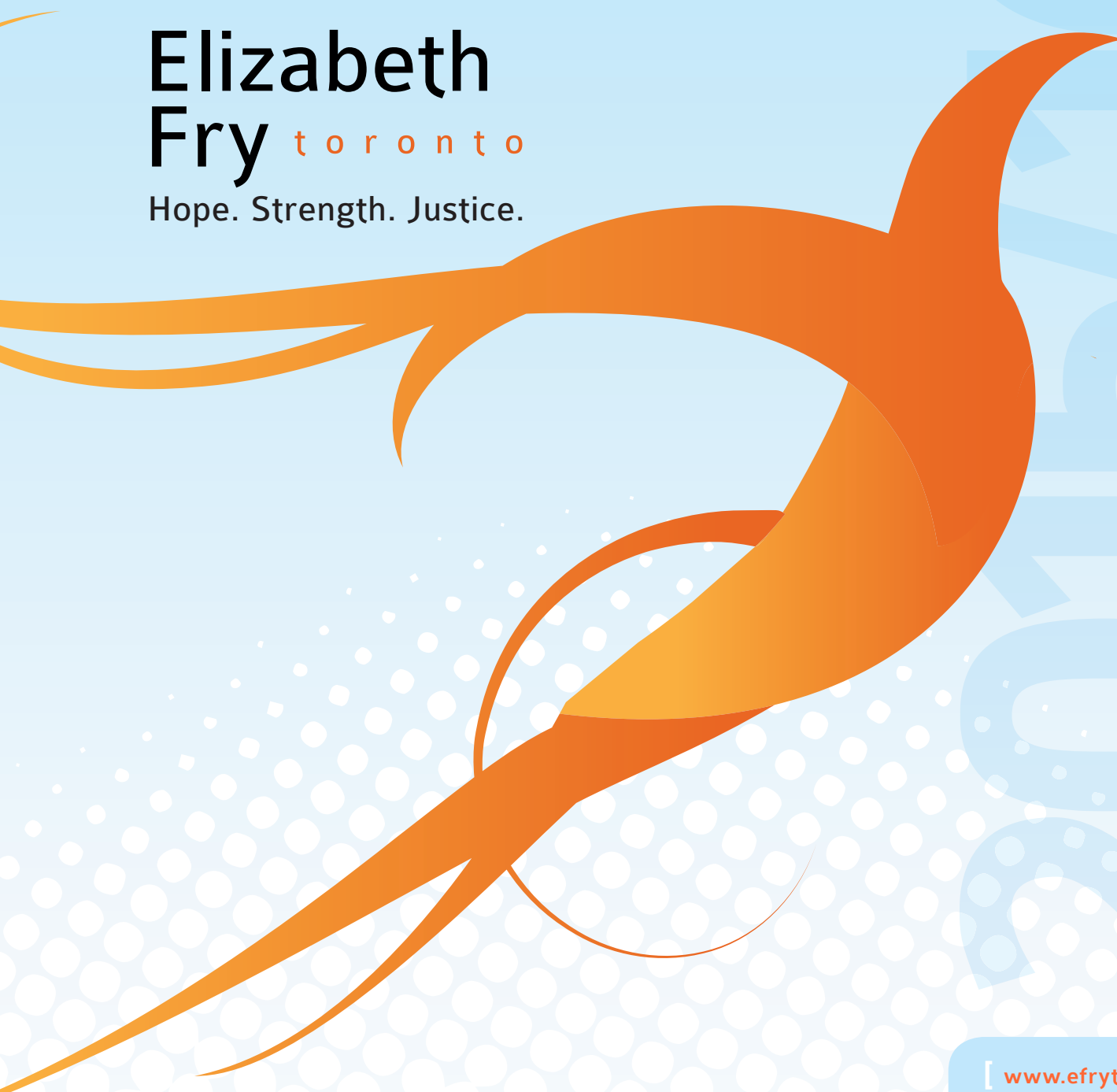


2015/2016 ANNUAL
REPORT

Elizabeth Fry

t o r o n t o

Hope. Strength. Justice.



EXECUTIVE DIRECTOR AND PRESIDENT'S REPORT

This past year has been a time of organizational reflection, internal planning and capacity building for Elizabeth Fry Toronto. The conclusion of our 2013-2016 strategic plan and the many successes achieved during this period has encouraged the agency to approach planning our future in new and exciting ways. As part of the strategic planning process, we turned our vision inward by connecting with staff, clients, funders and partners to better understand our core strengths and opportunities for growth. Through these consultations a number of service delivery enhancements were identified and addressed this past year. Some of our main accomplishments internally included:

- Implementation of an operational efficiencies plan and organizational restructure to improve financial effectiveness as well as frontline delivery of services.
- Implementation of a strategy to prioritize women with complex needs in our residential program, resulting in increased occupancy levels and enhanced services in transitional housing.
- Delivery of agency-wide training in Mental Health First Aid to support women with complex needs and enhance staff capacity to serve our clients.

- Secured new funding from the Ontario Trillium Foundation for a Talk and Listen Line, to support women in the institutions and to connect more directly with the resources of Elizabeth Fry Toronto, including volunteers.
- Enhancement of the agency's delivery of mental health services, achieved through a strong community partnership with Inner City Health Association, to deliver women-centered psychiatric services.
- Enhancement of supports to First Nations women reintegrating into the community from incarceration through our valued partnership with the Aboriginal Day Withdrawal Treatment Program.

In tandem, the agency led a number of community events, in collaboration with community partners, to raise the profile of the organization and support for women and social justice issues. Two main events hosted by Elizabeth Fry Toronto this year include:

- Hosting Piper Kerman, author of "Orange is the New Black", at Roy Thomson Hall. The event showcased the realities of women in conflict with the law, the importance of our organization in the community and implementing our "There's Hope" campaign.

- Implementation of S.H.O.W. (Securing Housing Options for Women), a symposium that brought together community partners to discuss housing solutions for post incarcerated women as examined in the agency's 2014 Housing Needs Assessment Report and SHOW strategy.

A new strategic planning process was also initiated this past year, led by the Board of Directors with input from management, staff, clients and stakeholders. This process comprised an organizational review and research to identify organizational needs toward the goal of aligning efforts to build internal capacity while setting future priorities for the agency.

Based on this work, Elizabeth Fry Toronto has now formalized a strategic plan for 2016-2019 which focuses on the following priorities:

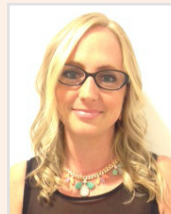
1. Grow and strengthen organizational capacity across the agency to support strategic objectives, particularly in the areas of financial, human resources and Information Technology.

2. Articulate and communicate the vision for a comprehensive plan for the provision of facilities/residential services for at-risk women with a view to increase housing for women.
3. Implement a client-centered wraparound service approach within each agency program with the objective of supporting the "WHOLE" woman and her associated barriers that are preventing her re-inclusion in society.
4. More effectively prioritize, advocate and address at-risk women with unique needs.

We value our dedicated, passionate and engaged Board of Directors, staff, volunteers, students, members, funders, donors and supporters that work together for our clients. We thank you for your continued support towards the vision of a society that ensures all women have the dignity and capacity to make informed choices about their lives and avoid conflict with the law!

Elisa McFarlane

President, Board of Directors



Gemma Napoli

Executive Director



"...when I first came to my counselor I was psychologically fragile and traumatized and suffering from extreme anxiety. I felt support and reassured immediately. Her genuine caring has been very helpful. I am unsure how or if I could have recovered without her help. With her support I have been able to understand the effects of my abused background and how it was affecting my life. I feel that her counsel has enabled me to become a far more confident and capable individual in all aspects of my life including relationships of all kinds. My personal, social and business interactions have all improved."

- Healing from Abuse Program Client

PROGRAMS

COMMUNITY COUNSELLING SERVICES

Elizabeth Fry Toronto's counselling services are integral and core to the work of the agency. Our counselling supports are diverse and rooted in the understanding that a woman's propensity to come in conflict with the law is often motivated by other factors such as poverty, trauma, struggles with addiction and mental health. This past year our counselling services were accessed 7,984 times by 1,109 women. Highlights from individual services include:

Healing from Trauma and Abuse Counselling

361 women with criminal backgrounds and histories of trauma were provided with first stage mental health counselling and linkages to psychiatric support for criminalized women.

Parenting Program

The program worked with 155 mothers who had been separated from their children and families due to conflict with the law. As a direct result of the program, many mothers were successful in gaining visitation and in some cases regained full custody of their children due the positive life changes they had made.

Newcomers in conflict with the law:

208 women from newcomer communities received supportive counselling and education pertaining to Canada's justice system. This past year the program developed a referral partnership with Community & Legal Aid Services Program (CLASP).

Reintegration Counselling

229 women on probation or parole received addiction, theft/fraud and/or anger management programming. This year the program's Anger Management, Theft and Fraud Prevention and Life Skills curriculum were updated with best practice guidelines to meet new requirements prescribed by criminal and family courts.

General Counselling

General counselling supports were accessed by 156 women in the community seeking information, system navigation or supportive counselling in dealing with a social justice issue.

"I met with the job developer a week after I got out and she was very friendly, easy to talk to and made me feel comfortable. She set up a job interview for me at my current employers and I'm still working there six months later. It was a perfect fit for me. She really coached me and gave me advice and stayed in contact with me checking in on how I was doing. If I wouldn't have met with the job developer I would have not found the job I have now or met with people I have. I am very grateful for the services provided. "

- Employment Program Client



EMPLOYMENT PROGRAM

Elizabeth Fry Toronto's **B.E.S.T. Employment and Job Developer programs** are helping to change the employment landscape for women in legal conflict. It is estimated that up to 60% of post incarcerated individuals are unable to secure employment even after several months of being in the community. For women who have come in conflict with the law, this rate is even higher.

Through the agency's employment program, Elizabeth Fry Toronto assisted 44 women in finding gainful employment and worked with 31 new partners in the community to increase the pool of businesses in the city willing to hire women with criminal records.

Additional highlights include:

- 93 new clients served
- 42 workshops delivered
- 18 visits to correctional institutions
- 25 women assisted with record suspension /pardon applications

VOLUNTEER PROGRAMS

Volunteers are a valuable resource to the agency and have been vital to our success since inception. This year 56 volunteers contributed approximately 4,200 hours to the agency's governance, administrative, charitable gaming, special events, client support and space enhancement efforts; 1,179 of these hours were contributed by volunteers supporting our College Park Court and Social Skills Program at the Vanier Centre for Women. There has also been a substantial increase in number of youth volunteers working with the agency.

Program highlights:

- 93% increase in youth volunteers
- 13 volunteer trainings led
- 7 social skill workshops delivered at the Vanier Center for women



“Being in the Girls Circle, I was able to talk about how I was feeling. Before, I would bottle it up and break down and then I would be skipping classes. Now it is easier to talk to other people about how I am feeling. I didn’t feel comfortable with my appearance... I didn’t feel good before, at all. At the Girls Circle, they talked about how to overcome your fears, and how to be confident in yourself. Now, when I go to school, I feel confident about myself.”

- Girls Circle Program Participant

GIRLS CIRCLE

Elizabeth Fry Toronto has more than 60 years’ experience advocating for the rights of adult women; and now we are mobilizing change for girls through our Girls Circle program. Girls Circle works with young women to build social awareness as well as their capacity to make protective decisions about their present wellbeing and future. The program collaborated with a number of community partners including the Toronto Catholic District School Board (Regina Mundi, Madonna Secondary School), Massey Centre for Girls, Scarborough Centre for Healthy Communities, Oolagen, Jessies, Egale, and delivered the program in priority neighborhoods across Toronto. This past year 70 young women graduated from the program. Program highlights:

- 40 groups delivered
- 70 program graduates
- 10 new partnerships formed

PHYLLIS HASLAM RESIDENTIAL PROGRAM

For more than 25 years the agency’s Phyllis Haslam residence has been providing transitional housing as a fundamental support to women rebuilding their lives post institutional release.

This past year 50 women became residents of the agency’s transitional house. A total of 82 life skills and capacity building workshops were delivered and approximately 1,862 hours of one-to-one supportive counselling was provided to women. There were 62 visits made by residential staff to correctional facilities through the in-reach component of the program to provide housing and other supports to women preparing for institutional release. Program highlights:

- 50 women resided in the transitional house
- 82 education workshops delivered
- 62 outreach visits to correctional facilities

"I was homeless for almost six years and I was introduced to E. Fry in my last year when I was more stable being in the same shelter for a year. I participated in the BEST program, I then became a peer facilitator with the organization and was later hired as a harm reduction worker branching out to sex work advocacy with the Worksafe drop-in program. I have been very fortunate to further my education and to get to know so many wise women – all due to Elizabeth Fry's open welcome to all who identify as women in conflict with the law."

- Worksafe Client



WORKSAFE

Sex work is a controversial and socio-politically complex issue that Elizabeth Fry Toronto has chosen to view from a public health and safety perspective. Worksafe is a harm reduction initiative of the agency that provides self-identifying women involved in sex work with the information, support and resources necessary to reduce their risk of 'HIV and Hepatitis-C' infection. The program also works to improve this group's access to and use of healthcare, drug cessation, housing and family support services.

Worksafe provided 1,103 women with harm reduction outreach, supportive counselling and system navigation services. The program has also provided capacity building workshops to 130 professionals to enhance their delivery and practice of service when working with this marginalized community.

COURT PROGRAMS

Our court programs offer two streams of support for women navigating the justice system. They are:

Partner and Abuse Response (PAR)

PAR is a court mandated program that offers counselling interventions to women involved in situations of domestic abuse. Elizabeth Fry Toronto is among a shortlist of providers in the city offering this program to women and takes a gender-based approach in its delivery of the curriculum. This past year 156 women participated and graduated from the program.

Direct Accountability Program (DAP)

Our Direct Accountability program is located at College Park Court and encourages individuals charged with minor criminal offences to take accountability for their actions through restorative processes. As an alternative to prison, our Community Justice Workers provide clients with options towards making amends through sanctions such as: restitutions, charitable giving and donations, community service hours and other referrals as assigned. System navigation, immediate and follow-up supportive counselling is also provided on a daily basis by staff. This past year DAP was accessed 737 times by 170 clients.



EVENTS

SHOW

In 2014 Elizabeth Fry Toronto published a highly anticipated needs assessment report entitled “**Facilitating Access to Housing for Criminalized Women in Toronto**”. The report exists as the city’s first and only in-depth examination of the housing challenges faced by post incarcerated women; as well as the practical solutions required to improve their access to adequate housing and supports.

As follow-up to this groundbreaking study, this past year the agency hosted a symposium entitled “**S.H.O.W.: Securing Housing Options for Women**” –that featured a position paper of the same name. The event was attended by over 50 representatives from Toronto based agencies who participated in a full day of education and solution focused dialogue.

Several ideas and commitments were made for the continued development of a housing strategy for criminalized women. Elizabeth Fry Toronto is proud to have led this initiative and looks forward to building on this work with the support of our partners in 2016 and years to come.



Piper Kerman Event

Orange is the New Black (OITNB) is a groundbreaking Netflix drama-series that depicts the very complicated and harsh realities faced by women “on the inside”. This past year Elizabeth Fry Toronto welcomed the opportunity to support “Unique Lives and Experiences” at Roy Thomson Hall Theatre - an event that used OITNB as a platform to raise awareness and conversation about the individual and collective struggle of women caught in the criminal justice system. The event was hosted by Piper Kerman, the creator OITNB, whose life the show is based. Piper shared details about her 13-month sentence in a minimum security women’s prison; the various ways in which prison life debilitates rather than rehabilitates; and the need for solutions that will truly work to break the cycle of legal conflict among women who frequently encounter the system.

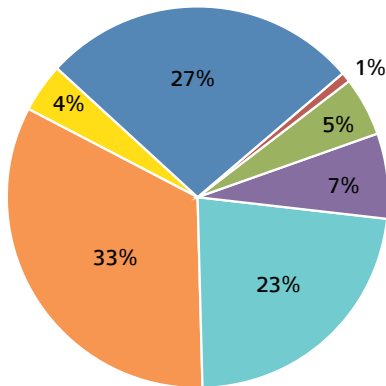
Before entering the theatre, attendees had the chance to write personal messages of inspiration for women with lived experience on our mobile “Wall of Hope”. Today, we display this wall proudly in our agency as a reminder of the value and positive impact of this event.



FINANCIAL REPORT (2015-2016)

Fiscal Year-End is March 31st

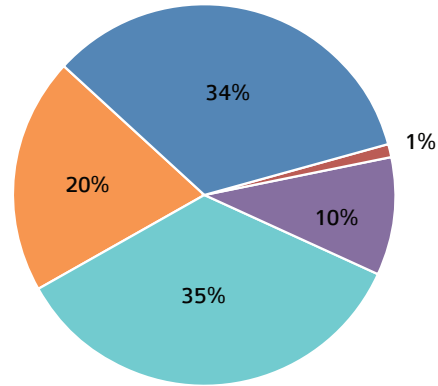
Revenues



- United Way
- Bequests and Legacies
- City of Toronto
- Donations, Foundations and Grants
- Provincial Government
- Federal Government
- Other

Total Revenue: \$2,160,223

Expenses



- Court & Outreach Programs
- Fundraising
- Administration
- Residence
- Community & Counselling Programs

Total Expenses: \$2,168,747

CORE PROGRAM FUNDING PROVIDED BY:

City of Toronto, Corrections Services Canada, Ministry of Community Safety and Correctional Services, Ministry of Attorney General, Government of Canada's National Crime Prevention Strategy, Public Health Agency of Canada, Prosper Canada and United Way of Toronto and York Region.

OTHER FINANCIAL SUPPORTERS

CORPORATIONS

Clevack Incorporated

ESTATES

Estate of Lois M. Becker

RELIGIOUS INSTITUTIONS

Catholic School Chaplains
of Ontario

Fairlawn Avenue
United Church

Fairlawn Avenue United Church
Women

Grace Church On-the-Hill

THIRD PARTY FUNDRAISING

Carol Litz

FOUNDATIONS

A&A King Family Foundation

CP24/CHUM Christmas Wish

Canada Gives

Frederick and Douglas Dickson Memorial Foundation

J.P. Bickell Foundation

Strategic Charitable Giving Foundation (Franklin Family)

The Bennett Family Foundation

The Catherine and Maxwell Meighen Foundation

The Daly Foundation

The Gandy Charitable Foundation

The Geoffrey H. Wood Foundation

The Henry White Kinnear Foundation

Ontario Trillium Foundation

The St. George's Society of Toronto

Tippet Foundation

Toronto Foundation

TRUSTS

Employees and
Pensioners Charity
Trust of the Ontario
Power Generation

IN KIND GIFTS

Beach United
Church Women

Needlework Guild,
Toronto Branch

St. Jamestown Steak
and Chops

The Shoebox Project

KEY SUPPORTERS

DONORS

Elizabeth Fry Toronto would also like to thank our many generous individual donors who have supported us over the year. Names have not been listed to ensure confidentiality.

Elizabeth Fry Toronto greatly appreciates the financial support of our funders and supports who provided the resources to ensure the agency can effectively carry out its important work in the community.

MEMBERS

We would also like to thank our general members for their commitment to the work of the Elizabeth Fry Toronto. Membership is an important aspect of the Elizabeth Fry Toronto's work as it allows people in the community to join with us to advance our agency's vision, mission and values.

The benefits of membership include an invitation to and the right to vote at our annual general meeting, a copy of our newsletter "Out for Change" and invitations to special events that the agency may have over the year.

Please contact us at fundraising@efrytoronto.org if you are interested in becoming a member of Elizabeth Fry Toronto.

VOLUNTEERS

Our work would not be possible without the tremendous support of our committed volunteers. By donating your time, you can make a difference in the lives of women we serve. Our volunteers provide a number of services, including administrative/office support, one on one mentorship, court support and accompaniment, resource development, fundraising and events-based support. To learn more about volunteer opportunities with Elizabeth Fry Toronto please contact at info@efrytoronto.org.

OUR BOARD, STAFF AND STUDENTS

Our 2015/2016 Board of Directors

President ▶	Elisa McFarlane
Vice President ▶	Sabrina Feldman
Treasurer ▶	Marlene Van den Hoogen
Secretary ▶	Lieran Docherty
Members ▶	Alison Bellaire Christine Hou Ellen Passmore Flora Matheson Kathryn Wells Lauren Ettin Sunny Wiles

Executive Director

Gemma Napoli

Full/Part-time Staff:

Ashley McLean
Carol Summers
Connie Hansenberger
Cynthia Richards
Dana-Lee Riley
Deborah Callander
Gracie Post
Faiza Khan
Iren Tajbakhsh
Iryna Dutko
Jacquie Jenkins
JoAnne Miller
Julie Maskell
Karen Brown
Kerry Ann Wint
Lydia Yang
Mary Gonzalez
Mary Preston
Melissa Morson
Michele Landis
Nancy Webb
Rushel Briscoe
Sarika Dua
Sharifa Nagil
Sherrette Thomas
Sophia Wong
Svetlana Mardari
Tasha Hyndman
Tasha-Chivaun Williams

Casuals

Andrea Morales
Andrea Slack
Anika Jarrett
Candice Robinson
Chelsea Takalo
Christa Lavalley
Christine Ganesh
Christine Sarbu
Cynthia Legacy
Fenil Gandhi
Francine Umuhoza
Gabriela Clarke
Gabrielle Pascoe
Grace Gatti
Jennifer Nephew
Judy Sackaney
Kayla Carter
Leslie Draper-Santos
Masouma Keval
Monica Forrester
Myroslava Stadnyk
Natalia Simoes
Rehana Tejpar
Star Nahwegahbo
Tammy Bird
Victoria Chrysostomou
Whitney Wilson
Wing-Szu Au

Students

Caryn Bessner
Charise Robertson
Dorothy Walters
Christa Lavalley
Gilberte Dauphin
Jessica Lloyd
Lisa Miatello
Sharon Sajan

Thank you for the dedication of our Board of Directors and staff who work tirelessly to towards our mission of improving the lives of women at-risk or in conflict with the law.

ABOUT US

Elizabeth Fry Toronto is a Toronto based non-profit organization that has placed women and social justice issues at the centre of its work for more than 60 years. The agency's specific mandate to support women who have been, or are at risk of conflict with the law continues to fill a niche and critical service need within the city's correctional and social justice systems. Each year the agency helps thousands of women through its complement of counseling, parenting, employment, harm reduction, court and transitional housing programs. Our multidisciplinary team of staff, volunteers and students facilitate this work through a trauma informed-anti-oppressive, woman-centered framework to enact positive changes in the lives of our clients and across communities.

Mission

We support women who are, have been, or are at risk of being in conflict with the law.

Vision

A society that ensures all women have the dignity and capacity to make informed choices about their lives and avoid conflict with the law.

Values

We are committed to:

- **Agency:** to be instrumental in our lives and the lives of others
- **Dignity:** to ensure each person is regarded as worthy, honoured and esteemed
- **Diversity:** to respect and celebrate human difference
- **Innovation:** to create change that makes things better
- **Resilience:** to recover from and adjust to change and challenge



**Elizabeth
Fry** t o r o n t o

215 Wellesley Street East
Toronto, Ontario M4X 1G1
Phone: (416) 924.3708
Toll Free: 1.855.924.3708
Fax: (416) 924.3367
E-mail: info@efrytoronto.org

Business Charitable Number
11923-1306 RR0001