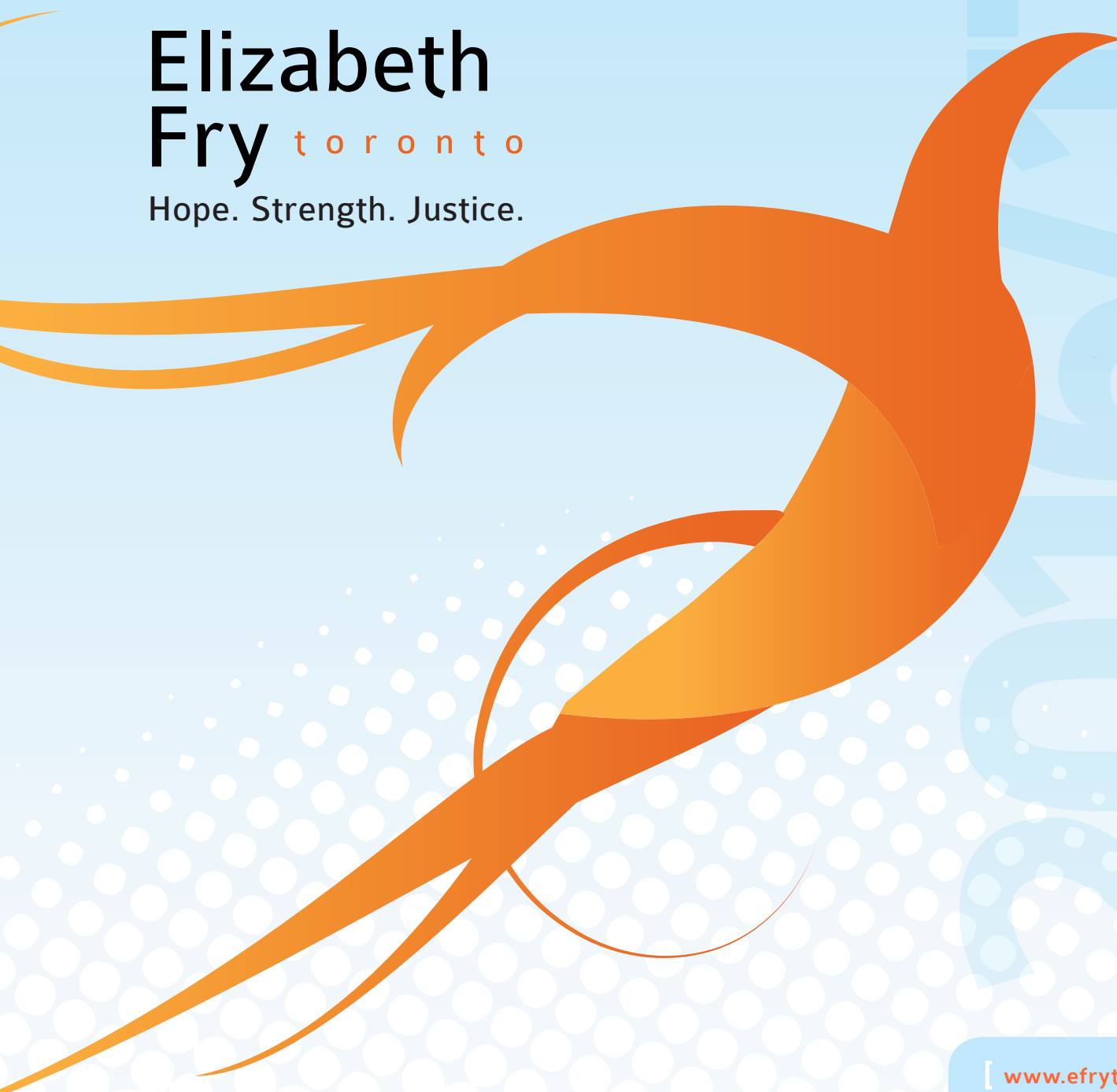


2016/2017 ANNUAL
REPORT

Elizabeth Fry

t o r o n t o

Hope. Strength. Justice.



PRESIDENT’S REPORT
by Board President Sabrina Feldman

This past year we were proud to mark the beginning of Elizabeth’s Fry Toronto’s 2016 -2019 strategic plan.

Elizabeth Fry Toronto focused on our priority areas of building organizational capacity, residential and housing services for at-risk women, delivering high quality, holistic and accessible programming and prioritizing women with complex needs.

- Selected by United Way following a competitive application process as an Anchor Agency and secured the associated funding.
A continued commitment to prioritize women with complex needs in our residential program, resulting in consistently high occupancy levels and enhanced services in transitional housing.
Agency wide ARAO (Anti-Racism, Anti Oppression) training to further develop agency wide best practices.

This last year also marked a transition in leadership. After working for several years advocating on behalf criminalized women, Gemma Napoli resigned from her role as Executive Director. I would like to to thank Tasha-Chivaun Williams and Gita Schwartz who served in successive terms as Interim Executive

Directors. They did an excellent job providing key transitional support and guidance for the agency during the search for new leadership.

After completing an extensive search, we are thrilled to welcome Kelly Potvin as the new Executive Director as of July 2017. Kelly Potvin is a dynamic and experienced strategic leader with over 20 years of experience in the nonprofit sector. This marks a new chapter for the organization, and we look forward to the ongoing execution of the strategic plan, delivery of high quality programming and advocacy for the critical needs of our clients under her leadership.

We are fortunate to have dedicated and passionate staff, volunteers, students, members, funders, donors, supporters and Board of Directors that work together for our clients. It is because of this cumulative effort that the organization continues to offer support to women and their families at critical junctures in their lives. We thank you for your continued focus 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.

OUR BOARD, STAFF AND STUDENTS

We wanted to thank our Board of Directors, staff, students, and peer leaders for their dedication to Elizabeth Fry Toronto. Without their tireless effort and commitment to our mission of improving, the lives of women at-risk or in-conflict with the law, none of many interventions and client success stories would be possible!

Board List 2016/2017:

Table with 2 columns: Role and Name. Roles include President, Vice President, Treasurer, Secretary, and Members. Names include Sabrina Feldman, Lauren Ettin, Marlene Van den Hoogen, Lieran Docherty, and a group of 10 members.

Executive Director

Gemma Napoli
Interim Executive Directors: Gita Schwartz and Tasha-Chivaun Williams

Full/Part-time Staff:

Table with 2 columns: Name and Name. Lists 20 staff members including Andrea Morales, Mary Preston, Ashley McLean, Maryolga Gonzalez, Carly Butter, Maryam Zafari, Carly Summers, Melissa Morson, Connie Hansenberger, Michele Landis, Cynthia Legacy, Nancy Webb, Cynthia Richards, Rushel Briscoe, Dana-Lee Riley, Sarah Davis, Deborah Callander, Sarika Dua, Ermelina Balla, Sharifa Nagil, Faiza Khan, Sharon Van Manen, Gabriella Pascoe, Sherrette Thomas, Gracie Post, Sophia Wong, Jacquie Jenkins, Svetlana Mardari, Karen Brown, Tasha-Chivan Williams, Kerry Anne Wint, Tasha Hyndman, Lemoi Peters, Victoria Chrysostomou, Lydia Yang, Yudit Timbo.

Casuals

Table with 2 columns: Name and Name. Lists 10 casual staff members including Andrea Slack, Judy Sackaney, Anika Jarett, Kayla Carter, Christa Lavalley, Leslie Draper-Santos, Christine Ganesh, Jennifer Nephew, Christine Sarbu, Natalia Simoes, Francine Umuhoza, Star Nahwegahbo, Gabriela Clarke, Tammy Bird, Gabrielle Pascoe, Wing- Szu Au, Iryna Dutko.

Students

Table with 2 columns: Name and Name. Lists 2 students: Cherish King and Kennisha Archer, Jerreldean Edwards and Shaina Singh.

COMMUNITY COUNSELLING SERVICES

The primary focus of Elizabeth Fry Toronto’s Counselling Program is to support women in the community ages 16 and above who are, have been, or are at risk of coming in conflict with the law. The Counselling Program supports women in increasing their understanding of their situation and provides a safe place to express and examine painful feelings. The programs also help women develop and expand coping strategies, enhance self-esteem and strengthen supportive relationships. A majority of the service users experience marginalization, poverty, violence, trauma and psychological distress. This past year our Community General Counselling program has been in high demand, with women receiving services through psycho-educational groups, workshops, and/or one on one counselling.

Healing from Trauma and Abuse Counselling

The Healing from Trauma and Abuse Counselling Program helps women develop the tools and skills necessary to establish personal safety and stabilization through creating a compassionate and supportive environment that nurtures self-discovery while encouraging participant’s unique healing journeys. In 2016, the program offered services to 205 women who received and completed ongoing support through workshops, groups, and/or one on one counselling.

Parenting Program

155 mothers who entered the Parenting Program received support and assistance regarding their parenting challenges. These challenges are compounded by poverty, incarceration, social isolation, unemployment, housing needs, substance abuse issues, mental health concerns, and involvement with the child welfare systems. The majority of incarcerated/criminalized mothers are often the sole caretaker of their children, which amplifies the need for counselling and support.

Testimonial:

D.L. was charged with importing and exporting drugs, resulting in her two children being placed in foster care. After three years in the penitentiary, she was released on parole to Elizabeth Fry Toronto’s halfway house, where she engaged in programs and was able to secure employment. A participant in the Parenting Program, she indicated that she improved her parenting skills and learned new coping strategies. With the help of the counsellor, D.L. approached Children’s Aid Society, went through a status review, and was granted access to one of her children. D.L. continues to attend individualized counselling and is actively working on rebuilding her relationship with her child.



Newcomers in Conflict With the Law:

The Newcomer Program addresses the needs of newcomer women who are at risk of becoming in conflict with the law due to their lack of knowledge and/or orientation to the Canadian justice system and the impact it may have on their lives. 42 groups/workshops were held, serving 120 participants.

Reintegration Counselling Program

The Reintegration Counselling Program provides one-to-one general counselling; trauma counselling, anger management, theft and fraud prevention and substance abuse group counselling for women on provincial probation and parole. This year, a holistic approach to the Substance Abuse Program was taken address the intersections between substance dependence, trauma and mental health issues.

Testimonials:

“Just want to say a special thank you for encouraging me to never give up and actually trying to flip a new leaf in my life, you’re such a wonderful person. I didn’t think I could open up but I’ve opened up to you. Keep up the good work and I am going to do the same.”

“I wanted to thank you for your program. Because of counselling, I completed my probation and for the first time in 18 years, I am off probation and have been out of jail for almost 2 years. E-fry has changed my life. Thank you again for your kind spirit and letting us express ourselves.”



VOLUNTEER PROGRAMS

Volunteers are a valuable resource to the agency and have been vital to our success. This year, 47 of our hardworking and dedicated volunteers compassionately took the time to provide direct service to our clients and assisted with the agency's governance, administrative support and charitable gaming.

- 5 social skills workshops delivered at the Vanier Centre for women
- 136 referrals completed at College Park Courthouse
- 2,848 clients served at College Park Courthouse



Testimonial:

I've been a volunteer at College Park Court for 8 years. From volunteering, I noticed very quickly that being involved in the criminal justice system is difficult and overwhelming. When stress is added, it is hard to find community resources to help yourself get back on your feet. The stigma of being a convicted or charged individual also makes life's obstacles very hard to overcome. These women and their families trust me to guide them through the process and give them the opportunity to clarify any questions about the court system, surety process and Duty Counsel and assist with creating a Plan for Release. I also assist women with retrieving their property at jail or in the holding cells at College Park, which gives them reassurance and relief that they are not alone. Volunteering has opened my eyes and I am very passionate towards this cause. I want to ensure that every women in or at risk of being the criminal justice system are treated with respect and dignity.

Talk and Listen

Talk and Listen is a volunteer lead support line provided by women for women in conflict with the law. Our trained volunteers understand the mental and emotional stress of navigating the justice system and the long-term effects.

12 volunteers have successfully completed training, 2 of which are women with lived experience.

On average Talk and Listen received 4 - 6 calls each day during operational hours.

Callers have accessed Talk and Listen for an array of support including:

- Support for domestic abuse
- Trauma counselling
- Accessing the Phyllis Haslam Residential Program
- Bail Program (male and female callers)
- Loneliness and isolation
- Housing and emergency shelter needs

EMPLOYMENT PROGRAMS

The BEST Pre-Employment Program

The BEST Program recognizes that involvement with the criminal justice system negatively affects women's employment opportunities. As a result, women are at a greater risk of precarious or menial employment, reducing their ability to secure financial resources for returning to school, enrolling in training programs, and supporting their families. These challenges interconnect and reinforce each other, and increase the vulnerability that led to criminalization in the first place.

The BEST Program process begins with effective pre-employment strategies, such as basic and essential skills training like reading, writing, numeracy, communication and computer skills; life skill development; and career and industry specific education and training. In addition, the program assists clients to undertake the process of applying for and receiving record suspension, a key strategy to reducing barriers to employment.

BEST – Job Development

The BEST Program also provides employment prospective for women transitioning from the institution and women residing in communities who are at risk of becoming in conflict with the law.

Program highlights include:

- Over 100 women accessed employment related services.
- 32 employers participated in the BEST Program.
- 45 women gained full time or part time employment this year.



PHYLLIS HASLAM RESIDENTIAL PROGRAM

The Phyllis Haslam Residential Program provides housing and support to formerly incarcerated women with community reintegration, family reunification and individual counselling. The Phyllis Haslam Residence also supports women's full reintegration into the community prior to their release or warrant expiry. This transition takes place in our satellite apartments.

This year 61 women became residents of the agency's transitional house.

The Vanier Centre for Women and Grand Valley Institute continue to be our key partners. Our reintegration counsellor visits the institution to discuss release plans with the women.

WORKSAFE

The Worksafe Program is targeted for self-identifying women involved in sex work in Toronto living with or at risk of contracting HIV/AIDS, Hep C, STIs. The project’s objective is to increase self-identifying women’s access to information, resources and support regarding health, harm reduction, rights and safety.

From a public health and safety perspective, the Worksafe Program has also provided supports to sex workers, which include but not limited to, mental health, housing, court support and a safe drop-in space. This year the Worksafe program hosted 163 drop-ins with a participation rate of 520 women, outreached to 493 women and distributed 7886 harm reduction supplies. In this final year of the Worksafe program, we have served a total of 1081 self-identifying women involved in sex work.

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 109 women participated and graduated from the program.

Direct Accountability Program (DAP)

Located in College Park Court, the Direct Accountability Program is available to adults charged with minor offenses to avoid prosecution by taking responsibility for their actions through community-based sanctions. Individuals are referred by the Crown Attorney. By agreeing to participate in the program, individuals make amends in the manner most befitting their unique circumstances. The community justice workers assist the individuals in navigating the criminal justice system; linking participants to workshops, community service organizations and mental health support groups. This past year DAP was accessed 691 times by 188 clients.

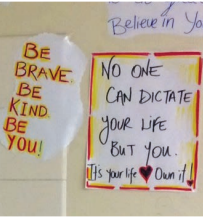


Client story:

Crystal a 28-year-old single mother of two was referred to the Direct Accountability Program after she was charged for theft under \$5,000. Weeks before she was charged, she fled with her two children from her abusive relationship, leaving behind their belongings and her Ontario Disability Support Pension which was her only means of support. She was caught at a high-end department store with clothing she had not paid for. Crystal was unable to articulate her intentions in taking the clothing.

Crystal took responsibility for her actions with a written and verbal apology to the court and completed community service hours. Her theft charge was withdrawn without a criminal conviction. Since the Court showed her compassion, Crystal continues to extend her compassion by volunteering in the community.

SAYING FAREWELL TO THE GIRLS CIRCLE PROGRAM...



The Girls Circle Program successfully completed its 3 year project funded by Health Canada. This program is a gender based prevention program for girls and young women ages 13 – 24. The circles are designed to focus on strengths; building resiliency and self-esteem; preventing drug use and fostering health lifestyle choices through the use of art and creative expressions. The project provided significant evidence to suggest that gender-based programming is immensely effective in preventing negative behaviors, fostering positive coping mechanisms and building networks of support. The program staff attributed this preventative component as an extremely crucial intervention in the lives of young women who may be the most at-risk of experiencing negative circumstances.

During the 3 years, the program completed 15 groups, with 168 participants, and 1 forum. The groups included leadership and mentorship streams facilitated in several different locations such as: TDSB/TCDSB schools, Massey Centre, Jessie’s Centre, Blake Boulton Youth Outreach Services, and Scarborough Centre for Healthy Communities, to name a few. Girls Circle and Elizabeth Fry partnered with Toronto Community Housing to host a forum on thriving and resiliency. The forum was a well-attended and successful event with speakers, a panel, and informative activities held at the Ramada Plaza Toronto.

A final evaluation of The Girls Circle Program, that the project was successful in increasing girls’ self-efficacy, self-esteem, perceived social support, and self-confidence. In addition, the program improved girls’ knowledge and skills related to healthy decision making. The program explored the following topics: bullying, relationships and friendships, body image, coping with stress, substance use, conflict with the law, and self-affirmations. The facilitated activities and discussions allowed girls to support each other and develop empathy and critical self-reflective skills. This fostered a deep trust among the girls in each group and encouraged them to develop and maintain ongoing relationships. Girls Circle is an excellent example of an effective support for young women in the urban landscape of Toronto.

Testimonials:

“Girls’ Circle has affected my relationships positively. Usually I am quick to jump on things and don’t give people a chance to talk, like with my partner. But now it opened my eyes to understand where the other person is coming from and sit down and think how they are feeling...It taught me to stop and realize what I am saying and try to not be aggressive.”

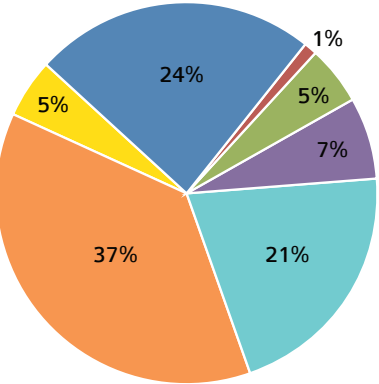
“It truly helped me learn self-love and self-confidence. I never felt out of place at the Girls’ Circle, I always felt like I fit in. It changed how I feel. Now there is not a lot of negative self-talk like there used to be.”

“I know that I am worth more. Mentally, I kind of feel better than I used to. It is my personality that is very quiet and insecure, it helped me open up and now people talk to me more, it helped me become who I am now, and I am really happy with the person I am now.”

FINANCIAL REPORT (2016-2017)

Fiscal Year-End is March 31st

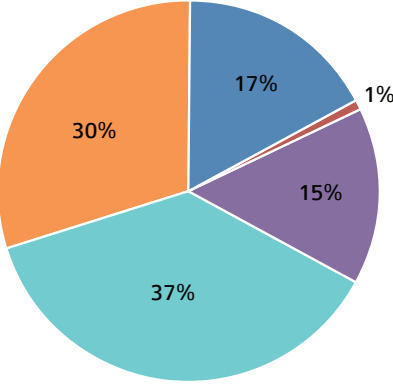
Revenues



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

Total Revenue: \$2,313,741

Expenses



- Outreach Programs
- Fundraising
- Administration & Resource Development
- Residence
- Counselling & Court Programs

Total Expenses: \$2,234,222

CORE PROGRAM FUNDING PROVIDED BY:

City of Toronto, Correctional Service Canada, Health Canada, Ministry of Community Safety and Correctional Services, Ministry Attorney General, Public Health Agency of Canada, and United Way of Toronto and York Region.

OTHER FINANCIAL SUPPORTERS

CORPORATIONS

Kondor Enterprises
Leon's Furniture
McMillian LLP
Sun Life Financial

ESTATES

Ruth Hallam Elder

RELIGIOUS INSTITUTIONS

Fairlawn Avenue United Church
Grace Church On-the-Hill
The Redemptorists

FOUNDATIONS

CP24/CHUM Christmas Wish
Canada Gives
F.K. Morrow Foundation
Frederick and Douglas Dickson Memorial Foundation
K.M. Hunter Charitable Foundation
McLean Smits Family Foundation
Strategic Charitable Giving Foundation
The Benevity Community Impact Fund
The Catherine and Maxwell Meighen Foundation
The Gandy Charitable Foundation
The McLean 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 Elizabeth Fry Toronto. Memberships is an important aspect of 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.

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 service. Our volunteers provide a number of services, including administrative and 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 Yudit Timbo at ytimbo@efrytoronto.org.

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 65 years. We are the only social service agency in Toronto with a specific mandate to provide programs and services for and about women in conflict with the law. 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 a 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



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