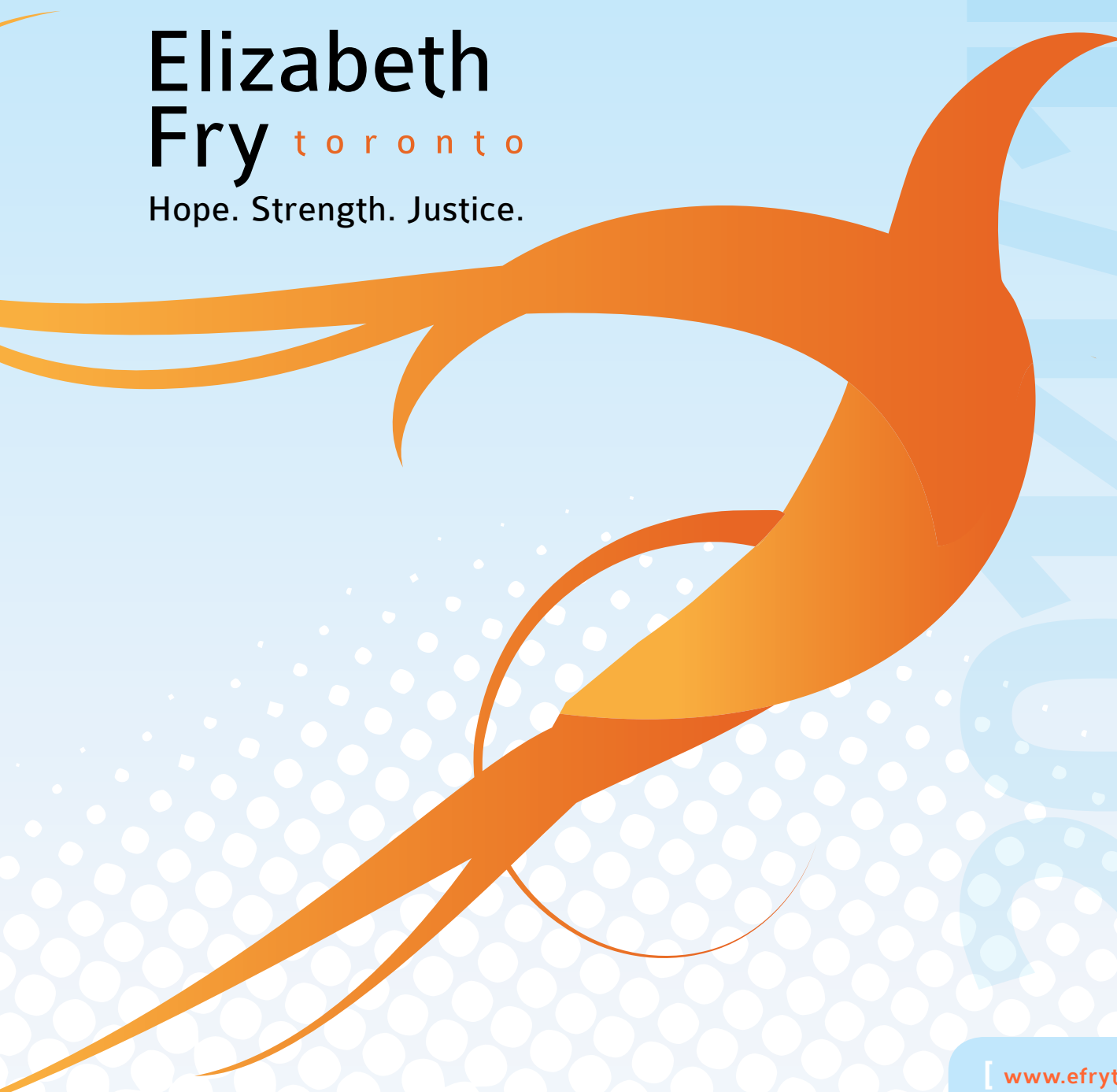


2014/2015 ANNUAL
REPORT

Elizabeth Fry

t o r o n t o

Hope. Strength. Justice.



EXECUTIVE DIRECTOR AND PRESIDENT'S REPORT

The past year was the second year of Elizabeth Fry Toronto's 2013-16 strategic plan. Under the new leadership of Executive Director Gemma Napoli, Elizabeth Fry Toronto continued to focus on our priority areas of building organizational capacity, delivering high quality and accessible programming and prioritizing women with complex needs. Areas of strong focus comprise:

- a focus on risk management, financial and human resources to strengthen governance
- organizational structural review to ensure effective and efficient capacity
- agency wide trauma informed care training to better meet the needs of clients
- focused plans of care to meet the needs of clients with mental health and addictions

- a dedicated intake counsellor to ensure enhanced responsiveness to clients in crisis
- expansion of services for the youth and trans-gender community to ensure inclusiveness
- and providing transportation and nutrition relief to ensure basic needs of clients are addressed

Access to safe and affordable housing, as indicated in our Housing Needs Assessment Report which was presented at the 2013-14 Annual General Meeting, is an important issue for many women. A strategic and combined effort with Staff and the Board of Directors created our Housing Strategy SHOW (Securing Housing Options for Women) which examined options recommended through the report including collaborations and housing service provision. Organizationally and strategically, we have shifted focus from singular post

incarceration transitional housing to examining second stage and permanent housing options.

Strategic advocacy related to women with complex needs, housing and Aboriginal women coupled with a focus on prevention and early intervention to ensure successful community reintegration has allowed Elizabeth Fry Toronto the opportunity to have a voice and a seat at many government and community tables and committees. This has allowed us to influence policy and build collaborations.

In addition to strengthening our many programs and services, new and innovative programming was introduced including Girls Circle, aligned to the needs of at-risk female youth. Literacy programming incorporating a Book Club for clients and our first online Book Blog, was introduced

during the year. The introduction of writing and art groups for women helped provide an alternative way to heal through creative expression.

A vital community connection was established with the Promise in the Park program where Elizabeth Fry Toronto contributed to create mosaic art, including our trademark phoenix logo, to tell an Aboriginal story through different installations in the community.

We value the dedicated, passionate and engaged Board of Directors, staff, volunteers, students, members, funders, donors and supporters that together move the mission of supporting women who are, have been, or are at-risk of being in conflict with the law. We thank you for your continued support for hope, strength and justice!

Elisa McFarlane

President, Board of Directors



Gemma Napoli

Executive Director



ABOUT ELIZABETH FRY TORONTO

Elizabeth Fry Toronto is a non-profit organization dedicated to working with women who are, have been, or are at risk of being in conflict with the law. Founded in 1952, our agency was named after the nineteenth century penal system reformer whose work with the women and children of Newgate prison began a long tradition of addressing the special needs of incarcerated women.

As a women-centred agency, our mission is to support women who are, have been, or are at risk of being in conflict with the law. We create a safe place for women to develop skills and build their capacity to make informed choices about their lives and avoid conflict with the law. We also foster the community's interest in and responsibility to the women we serve.

Our agency offers diverse programming, engages in outreach, creates partnerships and builds community awareness to achieve our mission.

“ Living at Elizabeth Fry Toronto was a great life changing experience for me and provided me with the tools to live a positive life. ”

- Residential Client

OUR CLIENTS

Women often approach us when they have reached a desperate time in their lives and when their future may look bleak. Through the support of our many counselling programs we watch our clients transform their lives as they learn new skills and coping mechanisms that strengthen their relationships with their families and their communities and decrease their risk of coming into the criminal justice system.

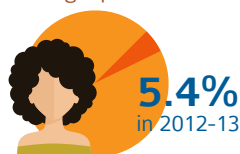


Marginalized women face many challenges including unemployment, limited education, single motherhood, poverty, racial discrimination, family breakdown, homelessness, mental health issues, addictions, violence, trauma and physical and sexual abuse.

Our 2013-2016 Strategic Plan is addressing the complex needs of many of our clients with an emphasis on access to safe and affordable housing identified as one of the most pressing needs for women who are at risk or in-conflict with the law. Our recent Housing Needs Assessment Report provides recommendations for helping the most vulnerable women in and around the Toronto area.

Some facts about women in conflict with the law:

Women are a small minority of all those serving a prison sentence



Most crimes committed by women are related to poverty and seldom involve serious violent offences

4.3%
of women serving time for murder in 2012-13



It is more effective to provide community assistance and support than it is to imprison a woman.

Cost in the community is
\$35,101.



Cost of imprisonment is
\$211,618.



33% of aboriginal women were serving a sentence in 2012-13 although aboriginal adults represent only

3% of the Canadian population.



26.3% of women serving a sentence were drug related primarily for poverty-related issues.



29% of women in federal prisons have been identified as having a mental health problem often caused by trauma and abuse at an earlier time in their life.

References: Correctional Service Canada and Ministry Of Community Safety & Correctional Services statistics

OUR PROGRAMS

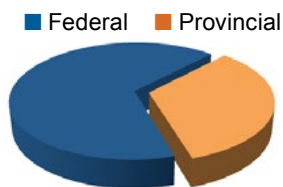
The Phyllis Haslam Residential Program

The Community Residential Program is dedicated to supporting women as they transition into the community. The community encompasses, but is not limited to, family, work, employment and overall self care. The women meet with their primary worker to discuss goals, needs, and how counsellors can best support them in their endeavors. Regardless of their type of release, all possible avenues for success are considered. The individual needs of each woman means every correctional plan is different and is subject to change.

In March 2015, the first ever “Meet & Greet” Event initiated by Elizabeth Fry Toronto was held at Grand Valley Institution for Women. This was an opportunity for Community Residential Facility staff to go inside the institution to provide information, or answer any questions, about the services Elizabeth Fry Toronto offers to the women. Elizabeth Fry Societies from across Ontario attended, allowing staff to meet their counterparts in different regions. The first event in March 2015 was such a success that it will now become a quarterly event.

97% of the women who stayed in our residence transitioned successfully in this fiscal year.

26 Women in Residence: April 1, 2014 - March 31, 2015



The Community Residential Facility is named after the longest serving Executive Director of Elizabeth Fry Toronto, Phyllis Haslam (1953-1978). She was an advocate for the welfare of women, whose ultimate goal was to provide a variety of services for women in the community that included counselling services, a professional and caring residential program and safe environment to ease the transition back into the community.

“ I have been struggling with substance use for many years to feed my addiction and have resorted to theft, committed fraud and was incarcerated for two years. My probation officer mandated that I take financial literacy and substance use counselling with Elizabeth Fry Toronto. My counselor is my savior. She and I put together a plan through which I was able to deal not only with my addiction issues but also confront my demons through trauma counselling for childhood neglect and abuse, learn skills to become financially independent and stand up for myself. I have learned to plan how to spend OW money I received more effectively by budgeting, reduce credit purchases and enroll in a harm reduction substance use program. I have enrolled to complete my GED by January 2016 and hoping to continue higher education and start my own home business. I continue to receive support from Elizabeth Fry Toronto for my addiction that keeps me grounded until I reach my goals. I will not let anyone down. I am half way there and will succeed. ”

- Community Programs Client

Our **Community Programs** are designed to support marginalized women learn skills that will help them to successfully re-enter the community after a term of imprisonment and to avoid future contact with the criminal justice system. We provide counselling and psycho-educational services for women both in the community and in prison.

Our programs include:

**Healing from Abuse • Parenting • Theft & Shoplifting • Anger Management
Substance Use Treatment • General Counselling • Financial Literacy (FIR\$T)**

This year **3,242 women** were served by our Community Programs team. We ran **263 groups** and there were **67 staff visits to the provincial prison** in Milton to provide counselling and to help women plan for their release. Our agency is often a place of last resort for a woman to find the ongoing help she needs. The Community Programs continue to be over capacity due to great demand for counselling services for criminalized women. Our focus over the coming year will be to enhance programming by raising more funds to meet high demands.

“ I want to express my gratitude to the Parenting and Law workshop. The topics were well organized to cover all the areas I want to learn as a single mom. Although I have gone to a lot of other parenting workshops, it gave me a different look at the problems we experience in life, and gives a different approach to handle, especially from the law perspective. Through the discussion in the session, I also was able to learn about different problems that other moms experience and be able to know in advance how to deal with them if it comes to me in the future. I am Chinese who has lived here for 17 years. Still I do not think I know Canadian law enough, and we could easily be impacted by law due to our culture and language. This is such a good workshop that helps immigrants understand the law and learn parenting skills in Canada. ”

- Homelessness & Outreach client

Homelessness and Outreach

The Homelessness and Outreach Department and the programs it offers are an integral part of Elizabeth Fry Toronto's strategy to support girls, women and transgendered women who are, have been or are at risk of being in conflict with the law. Our Post-Incarceration Housing, BEST pre-employment and Job Development programs, Project OWN (Newcomer and peers), Work Safe (sex workers), and Girls Circle (prevention program for young women 13-24), provide services to help girls and women progress through the stages of development from interventions at the stabilizing stage through to consolidation and the sustainable livelihoods stages with peer support.

With funding from the City of Toronto's Homelessness and Partnership initiative, Elizabeth Fry Toronto in partnership with SN Management created a [Housing Needs Assessment Report](#). The information in this report will help facilitate access to housing for criminalized women in Toronto.

This year the Homelessness and Outreach Department provided services to [792 clients at our offices and outreach and harm reduction services to 379 women and Trans women in the community](#). We are also pleased that we were able to help [14 women find housing and 7 women find employment](#).

“ Veronica was referred by the Crown and accepted into the **Direct Accountability Program** for a charge of Theft Under \$5000. This had not been Veronica’s first charge. During the initial phase of Veronica’s involvement in the **Direct Accountability Program** she stated, and it appeared, that she was actively using drugs and was observed to have great difficulty in keeping her court dates. She had little motivation to find a placement to do her community service hours. During this period of time she had constant contact with the Elizabeth Fry Community Justice Worker and was encouraged in her attempts to turn her life around and fulfill the commitment to the program as well. Encouraged by the Community Justice Worker, she moved out of the city to live with people who were positive supports in her life. With this encouragement and support Veronica was able to significantly reduce her dependence on drugs and for long stretches did not use at all. She completed her sanctions and continued to be in touch for many months after. She remains motivated to remain clean and lead a healthy life. ”

- Direct Accountability Program Client

Court Program

The **Court Program** provides two specialized programs, the first one is **The Partner Assault Response Program (PAR)**. Women are referred to Elizabeth Fry from various Courts throughout Toronto. Once at the agency we provide support and education to women who have been charged in domestic violence situations. This year we provided **eight**, 12-week psycho-educational sessions for **165 women**.

The second program is **Direct Accountability** at College Park Court that diverts women who have been charged with minor offences away from the court system. The clients work with a Community Justice Worker to complete sanctions such as counselling and education programs, paying restitution as well as taking responsibility for their actions by writing letters of apology. Once sanctions are complete the charges are withdrawn. Last year we served **902 clients** in this program.



“ I hope to continue my efforts in giving back to the community and helping the agency’s mission and values of improving the quality of life for women who need a collective voice. ”

– Christine

“ Many of the women we work with have not had the advantage of a close, supportive family, as I did. I have always found it admirable that Elizabeth Fry Toronto staff can make a positive impact in their lives and I try and assist in any way that I can. ”

– Lucille, volunteer for 31 years

Volunteer Programs

As a small agency with a wide reach, volunteers are an integral part of the Elizabeth Fry Toronto team. One of the keys to our success rests with the people who embody the spirit of helping others. Our volunteer programs continue to grow because of our exceptionally dedicated volunteers.

During the 2014/2015 fiscal year, 115 volunteers and students donated over 7,000 hours of their time to a variety of volunteer positions, ranging from administrative support, governance, charitable gaming, front-line counselling, as well as physical labour through the United Way’s Days of Caring events that included painting, gardening and cleaning.

Volunteers personally supported 3,013 women, including 387 new clients!

We thank each of our volunteers for their continued commitment and support.



◀ Volunteers preparing gift bags for our clients

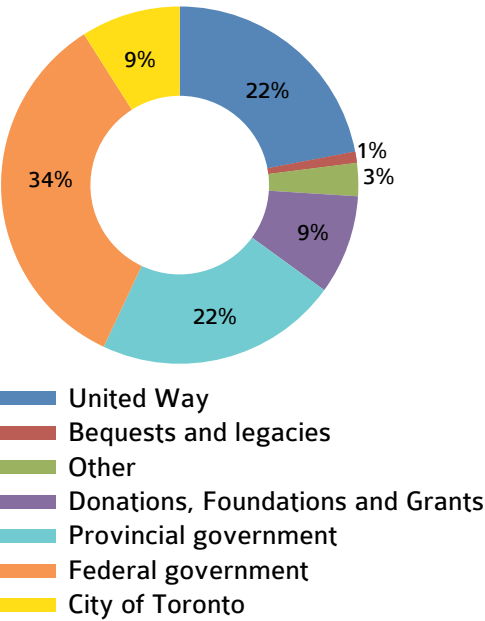
▶ Volunteers from the United Way’s Days of Caring event



FINANCIAL REPORT (2014-2015)

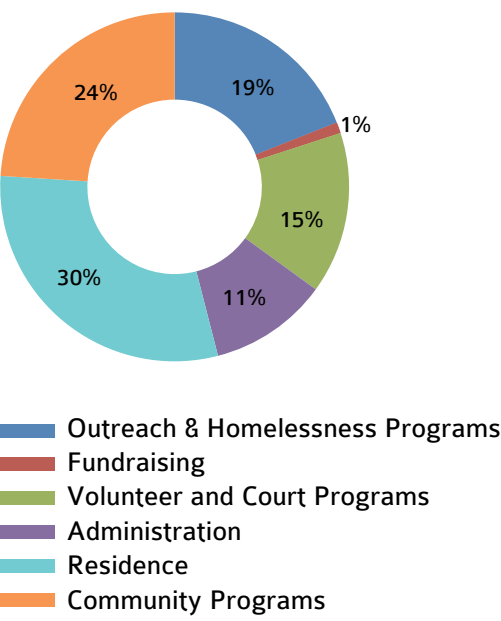
Fiscal Year-End is March 31st

Revenues



Total Revenue: \$2,250,100

Expenses



Total Expenses: \$2,275,124

SUPPORTERS

CORPORATIONS

Leon's Furniture

ESTATES

Estate of Betty Howden

RELIGIOUS INSTITUTIONS

Fairlawn Avenue United Church

Fairlawn Avenue United Church Women

Grace Church-on-the-Hill

FOUNDATIONS

Bennett Family Foundation

Catherine Donnelly Foundation

Catherine & Maxwell Meighen Foundation

CP24 CHUM Christmas Wish

Derick Brenninkmeyer Charitable Foundation

Frederick & Douglas Dickson Memorial Foundation

Gandy Charitable Foundation

Marion Ethel Kamm & Frederick John Kamm Foundation

McLean Foundation

McLean Smits Family Foundation

Nelson Arthur Hyland Foundation

Pottruff Family Foundation

Rotary Club of Toronto

St. George's Society of Toronto

Strategic Charitable Giving Foundation (Franklin Family)

TRUSTS

Employees and Pensioners Charity
Trust of the Ontario Power Generation

IN KIND GIFTS

Beach United Church Women

Fairlawn Avenue United Church Women

Needlework Guild, Toronto Branch

St. Jamestown Steak and Chops

OTHER FINANCIAL SUPPORT PROVIDED BY:

City of Toronto, Correctional Service 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, United Way of Toronto.



We 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 supporters who provide the resources to ensure we effectively carry out this important work in the community.

We also thank our General Members for their commitment to the work of 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.

If you're interested in becoming an Elizabeth Fry Toronto member, please contact us at fundraising@efrytoronto.org.

OUR BOARD, STAFF AND STUDENTS

Our 2014/2015 Board of Directors

President ►

Elisa McFarlane

Vice President ►

Rebecca Burrows

Treasurer ►

Marlene Vandenhoogen

Secretary ►

Alison Bellaire

Members ►

Randi Elkind, Lauren Ettin, Sabrina Feldman, Christine Hou, Ellen Passmore, Kathryn Wells, Sunny Wiles

Executive Director ►

Gemma Napoli

Staff ►

Wing-Szu Au, LaToya Beckford, Tammy Bird, Karen Brown, Deborah Callander, Prescovia Calpac, Victoria Chrysostomou, Gabriela Clarke, Leslie Draper-Santos, Iryna Dutko, Sarika Dua, Jerreldean Edwards, Monica Forrester, Christine Ganesh, Mary Gonzalez, Fanil Gandhi, Wanda Gorician, Connie Hansenberger, Anika Jarrett, Jacquie Jenkins, Lori Johnstone, Faiza Khan, Kim Kelly, Michele Landis, Julie Maskell, Svetlana Mardari, Ashley McLean, Farrah McInnis, Jo-Anne Miller, Anne Morais, Andrea Morales, Melissa Morson, Sharifa Nagil, Star Nahwegahbo, Jennifer Nephew, Gabrielle Pascoe, Gracie Post, Mary Preston, Cynthia Richards, Candice Robinson, Francine Sackaney, Elizabeth Savaria, Andrea Slack, Carol Summers, Chelsea Takalo, Rehana Tejpar, Iren Tajbakhsh, Sherrette Thomas, Francine Umuhoza, Nancy Webb, Kerry Anne Wint, Sophia Wong, Lydia Yang

Students ►

Gilberte Dauphin, Emma DeBono, Cody Palmer, Sharon Sajan, Natalia Simoes, Maria Shah, Lydia Yang

Elizabeth Fry Toronto would like to thank the tireless work of our members, volunteers, students, staff and Board of Directors. Without the dedicated commitment of many who contribute to our mission of improving the lives of women at-risk or in-conflict of the law, none of the many interventions and client success stories would be possible!

Vision Statement

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

Mission Statement

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

Values Statement

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
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