

2017 ANNUAL REPORT

Transitions



Elizabeth Fry Society
of Greater Vancouver

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OUR MISSION

The Elizabeth Fry Society of Greater Vancouver supports women, girls and children at risk, involved in or affected by the justice system. Our programs and services build skills, support community stability and help improve the lives of women and their families.

OUR VISION

To have stronger communities by ensuring women and children impacted by crime and its risk factors can access the supports necessary for building positive futures.

At EFry, change is part of everything we do. Our programs and services exist to help women and their families address the challenges that place them at risk of justice system involvement and help them move towards brighter futures.

This same commitment to positive transition is also at the core of how we operate as an organization, evolving existing programs to better support our clients or creating new ones where there are unmet needs. EFry embarked on some important new initiatives that we look forward to sharing with you in this annual report.

This past winter, the Lower Mainland experienced the longest period of extreme cold weather in decades. With demand for emergency shelter well exceeding availability, EFry expanded our services at New Westminster's Maida Duncan Drop-in Centre to provide homeless women with months of extreme weather shelter, in addition to regular programming.

With the growing fentanyl crisis and need for treatment beds, EFry opened three new programs for women. In partnership with two other community service organizations, we also launched a program in Abbotsford to help women leave prostitution.

Our programs and services evolve and expand thanks to input from many sources, clients being key among them. Last fall, our board of directors had the opportunity to visit a federal women's prison and connect directly with incarcerated women about the kinds of supports that would be most valuable in helping them while in prison and as they prepare for a successful transition back to community life. This visit was the catalyst for an exciting new wool-processing social enterprise, Wild n' Woolly, which we are preparing to launch in the coming year. EFry's largest new initiative is a multi-year project in Surrey: a centre for vulner-



Shawn Bayes, Executive Director




Robert MacDougall, Board Chair

able women and children that will bring together affordable housing, an emergency shelter, a permanent home for our JustKids centre and an innovative multi-disciplinary health care centre. This is a significant undertaking for EFry and we hope you will enjoy learning more about it in the centre of this report.

As always, we are grateful for the generous support of EFry's donors and volunteers, who make so much of our work possible.


Shawn Bayes
Executive Director


Robert MacDougall
Board Chair

EFry supported 11,467 clients during the year, of which 1,963 were children.

In partnership with three other community service organizations who operate shelters in Surrey, EFry served as the lead agency to house 120 chronically homeless people over the past two years. This important cross-collaboration is successfully reaching our most vulnerable homeless population. BC Housing data showed a 36% reduction in the number of people qualifying as chronically homeless by returning to shelters three or more times in a year.



We partnered with UBC's Collaborating Centre for Prison Health and Education (CCPHE) to develop a longitudinal research study on the effects of incarceration and homelessness on children.

Our social enterprise, Asphalt Gals Recycling Limited (AGRL), successfully completed its fifth year of employing criminalized women. AGRL contributed \$19,000 dollars to EFry during the program year.





EFry significantly enhanced its addictions services for women.

We opened 22 new treatment beds for addictions stabilization, or intensive treatment. Transitions to New Beginnings moved to a larger home to provide moms more child friendly space. Individual clinical counselling was added to support women maintaining an abstinence based lifestyle.

With the support of the United Way of the Lower Mainland, EFry undertook a

study to understand the impact of gender-based residential services for women. Clients shared with us how safe spaces and opportunities enabled them to leave old patterns, stand up to exploitation, and support their children in facing the challenges ahead.



As a presenter at the International Coalition for Children with Incarcerated Parents

Conference in New Zealand, EFry shared insights from our JustKids work and connected with experts from around the world.

Together with Abbotsford Community Services and SARA for Women,

EFry launched a multi-faceted program to help women in Abbotsford leave the survival sex trade.





EFry believes strongly in helping women prevent involvement with the justice system. We do this through programs and services designed to help address the factors that place women at risk: homelessness, addiction, mental health needs, trauma and social isolation.

DROP-IN CENTRES

EFry operates two drop-in centres, Maida Duncan in New Westminster and Cornerstone in Surrey. Both offer women and their children safe spaces for social interaction, support in accessing community and government services, as well as access to food, showers, laundry, computers, clothing and goods donations.

Lack of professional dental care can have serious health impacts, yet it's something EFry's clients cannot afford. We partnered with the University of British Columbia's School of Dentistry to offer free weekly dental clinics. Thirty-four women received dental care during the year.

During this winter's unexpectedly long stretch of freezing weather, EFry opened the Maida Duncan Drop-in Centre at night to provide emergency shelter for women. Nightly for three months up to five women slept on mats to remain safe in the extreme cold weather.

EFry's drop-in centres are made possible thanks to the 92 volunteers who

staffed it for 10 hours each day. During the year, 406 women and 61 children visited EFry's drop-in centres. Funding is provided through grants and donations.

SHELTERS FOR WOMEN AND CHILDREN

EFry operates three shelter homes: Sheena's Place and Elizabeth Gurney House for women and children, and Cynthia's Place for adult women only which provide 38 shelter beds. All three offer case management to support women in addressing their unique needs and finding safe, stable housing.

EFry's shelters supported 151 women and 68 children during the year, and were full year-round. Unfortunately, demand far outstrips capacity. We were unable to support more than 4,000 women and children this year calling for shelter. Funding is provided through BC Housing.

HOUSING FIRST

EFry's Housing First program finds permanent housing for women experiencing long term or chronic episodic homelessness. Having community support is important, so housing is sought in familiar areas, close to personal connections. Women are provided with a year of case management, with decreasing levels of support to enable them to rebuild attachments in the area where they live.

Housing was found for 147 women. Funding is provided through Metro Vancouver on behalf of the Government of Canada, Homeless Partnering Strategy.

DETOX AND ADDICTIONS TREATMENT

EFry operates three live-in addiction programs, which collectively offer 48 treatment beds for women in the Fraser Valley. The programs operate on a spectrum of detox, stabilization, structured support recovery for low to moderate substance misuse, and intensive treatment for severe addictions. Women are provided case management to address their unique needs and implement an abstinence-based life. During the year 291 women and 19 children were supported. Funding is provided through the Fraser Health Authority and Ministry of Social Development and Innovation.



Firth Residence

Located in Abbotsford, Firth Residence offers medically supervised detox services and stabilization for up to ten women, as well as structured relapse prevention. Firth can accommodate up to 23 clients at a time, with 21 of those beds funded through the Fraser Health Authority.

Ellendale

Located in Surrey, Ellendale provides up to 12 women at a time with intensive, residential detox and addictions treatment.



Ellendale Cradle

Offered on the same site as Ellendale, the Cradle provides moderate structure to support pregnant and parenting women who want to address their substance use and develop strong bonds with their babies. Pregnant women may self-refer. Women with newborns are referred by addictions counsellors. Up to eight women and four infants can be in residence at any one time.

Third-Party Administration

Our Third-Party Administration (TPA) program acts as a bridge between local BC social assistance offices and clients barred from direct site access. TPA makes it possible for people to receive their statutory and regulatory rights and demonstrate the capacity to be allowed direct access again. Individuals are denied direct access either because of their high service needs or the challenges their behaviours present. Covering the Lower Mainland, the program has five sites: two in Vancouver and one each in New Westminster, Maple Ridge and Surrey that in total served 1,432 clients. The program is funded by the Ministry of Social Development and Innovation.

Women Exiting Abuse, Violence & Exploitation (WEAVE)

EFry is the lead agency operating a multi-faceted program in Abbotsford designed to support women in successfully leaving the survival sex trade. Together with Abbotsford Community Services and SARA for Women, the five-year pilot program creates a personalized strategy for each woman. A service navigator links women

to existing resources that include a safe drop-in space, crisis housing, addictions treatment, employment training, as well as clinical and group counselling. Eighteen women were provided support. WEAVE is funded by the Public Safety Canada.

Community Inclusion

Young women with intellectual impairments, identified as at high risk of justice system involvement, are provided support and assistance to develop stronger and deeper community connections. Four women were provided support. The program is funded through Community Living BC.

Holiday program

EFry brings the holidays to more than 1,700 clients each year. Christmas dinners are held in each of our shelters, addiction programs, and the Maida Duncan Drop-in Centre. Celebrations are also held in the Lower Mainland's two women's prisons, the Burnaby Youth Custody Centre, and our Housing First programs.

Holiday celebrations are central for children. To help mothers living in poverty provide gifts for their children, at Christmas, EFry's Small Fry Boutique converts to a toy bank where local registered clients have the opportunity to select and wrap a new, age-appropriate gift for their



Community connections

Feeling welcome and supported are important for vulnerable women. Recognizing the value of social connections, EFry hosts celebratory activities to which all clients are invited.

EFry Week

The week before Mother's Day is officially recognized as EFry Week. Each of our shelters and addiction programs host open house BBQs. We offer tours of our program building in New Westminster, and host a community BBQ for clients and friends at Sapperton Park across the street from the main office.

child. JustKids children have lunch with Santa. The holiday program is made possible entirely thanks to donor support.





EFry sought client input on how we could best support their health and wellness. This is what they told us.

EFRY HAS EMBARKED ON OUR MOST EXCITING AND AMBITIOUS PROJECT YET: BUILDING A ONE-STOP SUPPORT CENTRE IN SURREY THAT BRINGS TOGETHER VITAL SERVICES WHICH PROMOTE THE PHYSICAL, MENTAL AND EMOTIONAL HEALTH AND WELLNESS OF MARGINALIZED WOMEN AND CHILDREN.

What we will offer

The 55,000 square foot building will provide:

Housing:

- 57 apartments for permanent housing. Of these, 28 will be for women with children. Of the 57 suites, 15 will be designated for Aboriginal women and children and will be operated by our community partner Fraser Region Aboriginal Friendship Centre.

Multi-disciplinary allied health clinic:

- Primary health care
- Dietician
- Dentistry
- Specialty care: Optometry, podiatry, physiotherapy etc.

- Mental health & substance misuse support
- Counselling

Emergency shelter:

- 20 beds for women only, and 20 for women and children

JustKids:

- A home for JustKids Saturday Club and offices

Office Space & Program Space:

- Office space for EFry
- Community program space will include a community kitchen, meeting rooms, free laundry and showers

Commercial space:

- Ground floor space to underwrite the costs related to the allied health clinic



Filling a crucial need

Marginalized women and children struggle to access the basic necessities of life. The majority of our clients live with some combination of extreme poverty, mental health challenges, chronic health conditions and substance use. Navigating our complex and siloed addictions and



health care system is overwhelming, and with shortages of medical professionals, it is difficult to find care for complex patients. Many important health services, such as dentistry, are out of reach due to cost. The result is women and their children go without care, which only serves to make their challenges more acute.

A campus of care model provides critically needed services in a single location. Located just blocks from the King George Skytrain station, the site is easily accessible by public transit. Surrey is home to many EFry programs for women and children. It has the second largest homeless population

in BC and the largest population of individuals with complex addictions and mental health needs in the province. Surrey also has BC's largest child Aboriginal population. Aboriginal women and children are a significant portion of those we serve.

After five years of client

"Because I didn't have any daycare lined up for my youngest (child) I still couldn't go back to school. So I've had to put it on hold." – Adele

consultations, the plan we developed engages community partners to improve the lives of Surrey's marginalized women and children. Free services like dental care are central to reducing diabetes and heart disease later in life. Addictions health care is critical to enabling women to move forward in abstinence-focused lives.

"I have a mental illness and I'm not really good in crowds. It's much better for my comfort level [having 1 to 1 support]." – Lisa

Our partners

To enable us to convert intention to reality, EFry is grateful for the support of organizations such as:

- BC Housing
- Fraser Region Aboriginal Friendship Centre Association
- University of British Columbia's Health Sciences
- Private donors.

Support the Rosewood: Your tax-deductible donation will help provide critical supports to vulnerable women and children. We are slated to break ground in 2018 and open its doors in 2019.



"Usually I don't ask for support, I'll just try to do it on my own. When it came down to it and I actually needed help, I was like, 'hey, I need support'. It made the struggle less stressful" – Jackie

VANCOUVER DOWNTOWN COMMUNITY COURT RUNNERS

The Downtown Community Court serves those charged in the Downtown Eastside. The court uses a problem solving approach to help individuals, the majority of whom have health and social problems, to address the underlying causes of their criminalized behaviours.

EFry volunteers assist clients in navigating the court and accessing needed services. The Downtown Community Court reports that without EFry volunteers, they would lose 50 per cent of their clients, who are not able to find their way through the system without support. In 2017, 56 volunteers gave 2,827 hours of their time and supported 4,196 clients. The program was funded through a grant through the Ministry of Community, Sport and Cultural Development.

INSTITUTIONAL RECREATION & WELLNESS PROGRAMMING

Alouette Correctional Centre for Women

EFry's recreational worker at Alouette Correctional Centre for Women supports incarcerated women's health by providing 33 hours of recreation and wellness programming weekly. Over the year, 831 women participated. Funded by the Ministry of Public Safety and Solicitor General.



Burnaby Youth Custody Centre

EFry's staff volunteer coordinator oversees the recruitment, screening and placement of volunteers to ameliorate the conditions of confinement for youth in prison. Volunteers run the facility's recreation program, which includes sports, arts, skills development and seasonal celebrations. During the program year, 193 volunteers spent 3,863 hours supporting youth. Funded by the Ministry of Child and Family Development.

Girls advocacy

EFry works with and on behalf of girls 13-18 years old incarcerated in the Burnaby Youth Custody Centre. Girls are provided support and education to speak

to their needs and ensure their rights are understood and protected. As needed, the advocate supports girls incarcerated and brings forward matters on their behalf. During the program year, the advocate supported 29 girls.

Am'ut

Am'ut provides an alternative to incarceration for Aboriginal girls 13-18, who are in conflict with the law. This culturally sensitive 20 week live-in program focuses on gender-responsive, trauma-informed care that provides addiction and education supports to girls restoring balance in their lives. Seven girls participated in the program. Funded by the Ministry of Child and Family Development.

TRANSITIONS TO COMMUNITY LIFE

COMMUNITY INTEGRATION

EFry's community integration worker helps women in the Alouette Correctional Centre for Women prepare for a successful transition back to community life. This year, 1,261 women were helped to connect with community resources including 287 for income assistance upon release, 271 with housing, and 188 to receive needed identification. Funded by the Ministry of Public Safety and Solicitor General.

TRANSITIONAL HOUSING

Columbia Place

Columbia Place provides Parole Board of Canada-supervised women exiting prison

with monitored, community transition support. Through a case management approach, EFry helps women develop a plan for their employment, housing, and family and community reconnection to help them return to community life in a planned stable fashion. During the program year, 38 women were supported at Columbia Place, with 83% of them becoming consistently employed. Columbia Place is funded by Corrections Services Canada.

Pathways

Pathways provides temporary bridge housing to women leaving prison, addictions treatment or a shelter. Nine bachelor apartments provide women with up to 18

months of transitional support as they develop and implement long term community plans for stability. Ten women were assisted over the course of the year. Through a community development model, each woman pays rent of \$400 a month to cover the program's operating costs and fund a part-time worker to assist with case planning.

Employment

EFry's social enterprise, Asphalt Gals, provides site clean-up services for roofing companies. Women with a criminal record have the opportunity to establish an employment history, while earning a wage of \$13.00 per hour. During the year, eight staff worked for the company.

EFry provides a broad spectrum of programs and services aimed at helping at-risk children grow into healthy adults who live positive lives in our communities. Our supports begin with expectant mothers and span every developmental stage to adulthood.

HEALTHY PARENT-CHILD RELATIONSHIPS & CHILD DEVELOPMENT

Growing Great Kids & Families

EFry invested in training seven staff as facilitators for Growing Great Kids, a strong start attachment-based parenting program to help mothers form relation-

ships with and promote healthy child development from birth through age three. Based on its success, the program expanded to Growing Great Families, which helps foster strong families with children of every age. All mothers and children in EFry programs are welcome. Thirty-three children participated. Funded by the Children's Aid Foundation.

Family counselling

EFry has three counsellors helping families in Burnaby and New Westminster to retain custody of their children and address situations where there has been domestic violence or high conflict. Families are referred by the funder, the Ministry of Child and Family Development.



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Transitions to New Beginnings

This Burnaby-based residential program provides low to moderate structure for pregnant women or women with children up to age three. Mothers struggling with substance misuse focus on best outcomes for their child and themselves, while developing their long term abstinence and stable housing plans. Women

Storybook program

Incarcerated parents are recorded reading age-appropriate new books to their children. These recordings are then sent to their children along with the book, so children can read along to their parents' voice. 588 children received over 1,100 books read to them by parents in five prisons. The Storybook Program was funded through a grant from the Ministry of Community, Sport and Cultural Development.

JUSTKIDS

EFry's JustKids programs are designed to meet the unique support needs of children who experience parental incarceration. Delivered by trauma-informed counsellors, a key focus of the programs are

to give children of every age a chance to feel normal and experience fun activities they might not otherwise enjoy. This year, over 421 children participated in JustKids summer and spring break camps and Saturday Clubs. JustKids is funded through grants and donations. Grants were received from the Ministry of Community, Sport and Cultural Development, the United Way of the Lower Mainland, and private donors.

Spring break cooking camp

Fifty-four school-aged children enjoyed a week-long camp aimed at teaching them how to eat healthy food while on a tight budget. In addition to nutrition, children learned to plan meals, shop and prepare healthy food.

Summer camp

EFry hosted three week-long sleep-away camps for children ages six to 12 and 13 to 17. A total of 190 children enjoyed typical camp activities such as canoeing, archery, campfires and sing-a-longs.

Camp counsellor training program

To enable our young clients to access supportive programming longer, EFry invited children aging out of camp to train as counsellors for future camps. In addition to providing paid employment, these counsellors serve as role models for the younger campers, many of whom aspire to become counsellors themselves. To prepare for their roles as camp counsellors, 11 youth took part in a five-day employment training program which included leadership skills and a briefing on worker rights and how to learn of worker rights and obligations to employers.

Saturday Club

During the weeks camps were not offered, the Saturday Club offers children five to 17 with an opportunity to enjoy friends, activities, and meals. Like a day camp, Saturday Club activities included educational activities, crafts, playtime and outings to places like the Vancouver Aquarium and Science World. During the program year, 231 children attended Saturday Club.



446 Volunteers

19,453
volunteer
hours

In addition 9 board members volunteered
554 hours of service to support EFry.

Board of Directors

Amanda Butler, Anandita Ghosh, Andrea Glen
Beverly Brown, Christine Paramonczyk
Katherine Bruce, Miriam Webber, Nic Miller
Robert MacDougall, chair

1,100

Storybooks read

2,579

Trips to prison

6,435

Gifts wrapped
for prison

4,557

Meals served

\$482,030

of goods
received from
Bed Bath & Beyond
and Williams Sonoma
and distributed
by volunteers
to clients



Client Voices: Storybook Program

My name is Cindy. My son, Christian, has been in Surrey Pretrial Services Centre since his daughter, Autumn, was one year old. She is now three-and-a-half. I take her to see her father every week, as her parents are split up. She finds it challenging at Surrey Pretrial as she sees her dad on the screen (we call it the computer) and talks to him on the phone during her visit.

He participated in the Storybook Program. We were so excited waiting for the books. When I played the dancing giraffe book to Autumn, she was a little quiet. At about the third word she recognized or registered that daddy was not on the phone, that he was reading to her and she popped right up from laying down and absolutely beamed and said 'that's my daddy.' She listened intently while we turned the pages. He stumbled on a word and laughed. It was so nice when she smiled. At the end, he said, "I love you, Autumn." Then she said, "I love you too, Daddy."

The day after the book arrived was our visit. My son asked her if she liked it. She said yes and they talked about Gerald the giraffe briefly. It means so much for her to know that her dad is reading her a story, even though he lives in a "building" and does not come to grandma's house on the weekends. Although she does not get to be hugged by her dad, she gets to experience a bed time story with him.

My son is so proud to be able to give her that memory and this special time with him. I just can't say enough of what the stories have done for both of them.

I am so thankful you have this program and that your volunteer would actually go to the prison and do this for my son and granddaughter. I'm crying so much just writing this. I cannot even communicate and express the impact and how wonderful this is.

Thank you so much,
Cindy

Much of EFry's work received no public funding and is only possible thanks to the generosity of our donors.

Circle of Joy - (\$50,000.00 +)

Bed Bath & Beyond - Store
#2019 North Vancouver
Bed Bath & Beyond - Store
#2018 Coquitlam
Bed Bath & Beyond - Store
#2044 Burnaby
Children's Aid Foundation
J.W. McConnell Foundation
Jerry Luking
Ministry of Community, Sport
and Cultural Development
United Way of Lower Mainland

Circle of Integrity - (\$10,000.00 +)

Annick Press
First West Foundation
Maris Consulting
Telus Community Affairs
Tides Canada Foundation -
Anonymous Donor

Circle of Empowerment - (\$5,000.00 +)

Cobs Bread
City of New Westminster
First Book Marketplace
Granville Island Kids Market
Lilli M. Luking
Surrey Homelessness & Housing Society
Save-On-Foods

Circle of Love - (\$2,500.00 +)

Shawn Bayes
Stantec Consulting Ltd.
Williams-Sonoma Store #955
Vancouver

Circle of Well-Being - (\$1,000.00 +)

Karen Alvarez
Marilyn Bayes
James Beaudreau
Elizabeth Burrell
Neil Davie
Howard Eaton
Andrea Glen
Hsu Hsieh Foundation
Paula M. Knight
Lord Kitchener Elementary School
Robert MacDougall

Gordon Mackenzie
Beverly McLean
McLean Family Foundation
Sandra Micheals
National Council of Jewish
Women of Canada Vancouver
Section
R. Howard Webster Foundation
/ Fondation R. Howard Webster
RDH Building Engineering Ltd.
Sorooptimist International of
White Rock
St. Mary's Anglican Church
Kerrisdale
TD Bank Group
UBC Law Women's Caucus
United Way Central & Northern
Vancouver Island

Circle of Healing - (\$500.00 +)

Bollman Roofing & Sheet Metal Ltd.
CUPE Local 402
Maida T. Duncan
Suzanne Everett
Carol J. Gibson
Robert Hargreaves
Mary L. MacDonald
Christine Paramonczyk
Summit Gradall Service Ltd.
Denise Taylor Ellis
Judy & Michael Villeneuve
Miriam Webber
Susan Witter

Circle of Caring - (\$100.00 +)

Nancy Adams
Anonymous
Associated Engineering B.C.
Ltd.
Mairy Beam
Barbara Bowes
Katherine Bruce
Charles and Lucile Flavelle
Family Fund
Judith Coffin
Barbara Cohen
Crescent United Church & Phil-
anthropic Education Order
Allan Deans
Christina DeMarco
Barbara Di Giovanni
Alix Drabek
Susanna Egan
Reena Faris

Kevin Farris
Hannah Fournier
Fraser Presbyterian United
Church Women
Roger Goble
GWIL Industries
Nicola Hands
Lauren Kaljur
Kathleen Keating
Susan Keeping
Annat Kennet
Khalsa Secondary
School
Alexandra L. King
Randle D. Knill
Sally Lambert
Cheryl Lee
Fiona Lewis
Simone Mackenzie
Katie Mah
Colin Mallet
Kirsty Maxwell
Pamela McClelland
Bonnie Moriarty
David Hall
Pamela Ottridge
Kam Parmar
Linda Pavan
Anneliese Probert
Provincial Employees Commu-
nity Services Fund
RCMP NPU
Royal City Cheer and Tumbling
Marcus Rediker
Kim Richards
Sally Rochelle
Tracey Rossignol
Irene Sam
Harjit Sandhu
Rhiannon Satherley
Catherine A. Scott
Upasna Sharma
Marc O. Shokeir
Nathalie Soon
St. Mary The Virgin Sapperton
Fiona Steele
Angela Steininger
Janet Stewart
Sunstar Americas Inc.
Odessa Tapia
Pardeep Thandi
United Way of Greater Toronto
Wednesday Morning Discussion
Group

Westminster Savings Credit Union
Doris Willis
Tamilia Willis

Circle of Support - (< \$99.00)

Dianne Archer
Donalda J. Brown
Angela Campbell
Alexandra Dandurand



Judith F. Davis
Catherine Doll
Harpreet Dosanjh
Erin Fuller
Kristine Gilmore
Cynthia Hoy
Carla Hudson
Denise Joe
Jamee Justason
Marie Kadatz
Mary Kendall
Willeen Keough
Maryam Khalilsarbaz
Jujhar S. KhunKhun
Gladys Roeder
Kamal Singh
Cathy Snyder
Edith Szigeti
Erin Tordoff
United Way of Greater Victoria
Vancity Community Foundation
Marianne Vidler
Jennifer Wade
Natasha Williams
Therese Wright
Xi Beta Alpha



Client Voices: Patricia

Patricia's been an EFry client for six years. After growing up in foster care, at 18 she ran away from the home she had lived in since she was 10 because she wasn't getting along with her foster mother. With no support or a plan about what to do with her life, she fell into substance use. In her own words, Patricia tells about her experience with EFry:

"I was homeless on and off for the last ten years. I used to come into the drop-in to use services like laundry and the computers. The drop-in also offers a lot of support.

About three years ago, I started working with Michelle and she helped me move into a shelter for three months. Then, she got me into a recovery program at Ellendale for three months. I went to Pathways after that and I've been there for a year-and-a-half. This last year Michelle helped me get on to disability payments and get my ID. I haven't had my ID for years. She helped me with my taxes because I had never done that before. Now she's helping me find [long-term] housing.

I like all the staff here. I feel closest to Michelle because I've known her the longest and I can go to her if I screw up. Getting to know one worker makes me feel more comfortable than talking to someone who I don't know that well.

I have been going through a lot of problems with addiction. Without EFry, I wouldn't have any support because I don't have any family. EFry has helped me start a life that I wouldn't have if they hadn't been there."



Coming Soon: Wild N' Woolly

Earlier this year Diana Twiss received a phone call she had been waiting for for the past 10 years. It was from EFry asking if she wanted to participate in the development of a new social venture that would help build skills for and give job opportunities to women involved in the justice system by processing wool and making yarn.

Having spent the past 21 years teaching literacy skills to marginalized adults and the past 17 years learning about the art of making and working with fiber (yarn in this case) she had long been looking for a way to further merge her two passions.

The program has linked up with the

Lower Mainland Sheep Producers Association (LMSPA) and is currently using donated fleeces (the sheep's woollen coat). There has been a lot of support from the community.

Diana is helping to develop a core team of champions. She's providing training and building their confidence in working with the tools and the wool. She predicts the program could employ upwards of 20 people eventually. With so many steps involved in the process with varying skills required, there is room for everybody.

She hopes to create a positive work space where participants have input that is valued, and they take ownership.

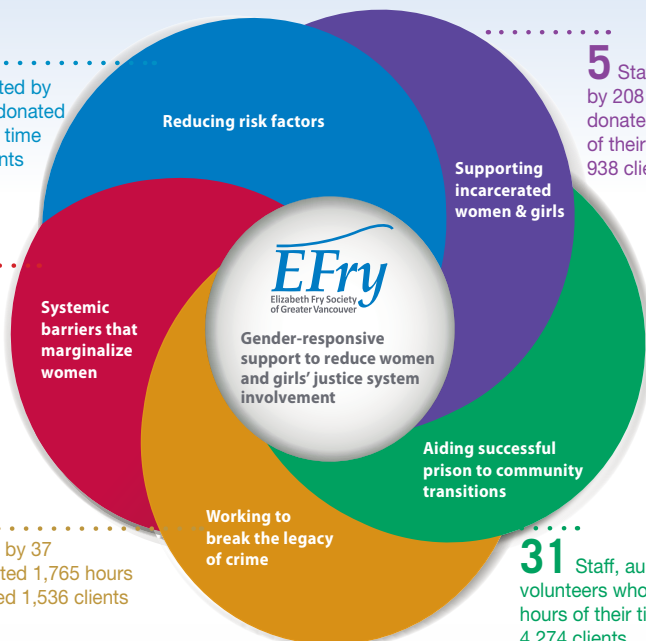


The Year At A Glance

94 Staff, augmented by 125 volunteers who donated 10,365 hours of their time supported 2,653 clients

2 Staff member, supported by the board participated in 3 special initiatives to directly impact systemic barriers affecting marginalized women

6 Staff, augmented by 37 volunteers who donated 1,765 hours of their time supported 1,536 clients



5 Staff, augmented by 208 volunteers who donated 4,373 hours of their time supported 938 clients

31 Staff, augmented by 57 volunteers who donated 2,881 hours of their time supported 4,274 clients

COLLECTIVE IMPACT

Clients received personalized support from 138 employees and 446 volunteers who donated 19,453 hours of their time. Of the 11,647 clients we saw this year, 2,532 registered to work closely and be case managed. We sampled the quality of this work by reviewing 790 (31%) of their files.

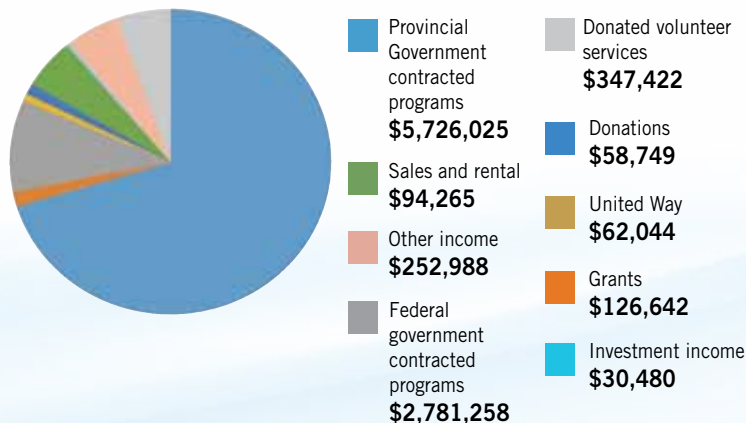
SERVICE QUALITY

Timeliness is important in helping clients move forward. Over 95% of assessments for clients are completed on time. Over 92% of our reviewed case plans have clear goals and steps for clients to achieve them.

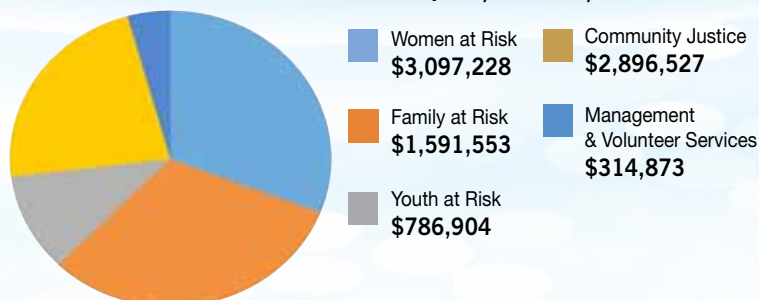
CLIENT OUTCOMES AND PROGRAM RESULTS

Of those individuals who entered our programs, 68% made a commitment to engage in case management and all components of the program; 93% of those clients then went on to successfully achieve goals they made for themselves such as stable housing, abstinence, or completion of parole.

REVENUE | \$9,479,873



EXPENDITURES | \$8,687,085



ASSETS | \$8,990,244

Current assets	\$1,510,319
Restricted cash	\$30,865
Investments	\$159,079
Other assets	\$226,752
Prepaid rent	\$361,488
Capital assets	\$6,701,741

LIABILITIES & NET ASSETS | \$8,990,244

Current liabilities	\$1,424,566
Replacement reserve	\$30,865
Deferred contributions	\$363,541
Deferred capital contributions	\$1,311,723
Long-term debt	\$3,711,175
Deficiency in Equity- Acct. Org.	\$15,158
Net assets	\$2,133,216

Give

Dignity, Equality & Opportunity.
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Elizabeth Fry Society
of Greater Vancouver

402 E. Columbia Street
New Westminster, BC
V3L 3X1 Canada

PHONE 604-520-1166
FAX 604-520-1169
TOLL-FREE 1-888-879-9593
EMAIL info@elizabethfry.com
TWITTER @EFryVancouver
FACEBOOK @EFryVancouver

elizabethfry.com