The Elizabeth Fry Society of Greater Vancouver

The Elizabeth Fry Society of Greater Vancouver is a non-profit organization that provides support services to some of society’s most vulnerable populations – women, girls and children at risk of involvement, involved in or affected by the justice system. Through the dedicated efforts and support of our staff volunteers and donors, EFry’s more than two dozen programs work to break the cycle of poverty, addiction, mental illness, homelessness and crime.

At EFry, we believe that every life has value. All people are entitled to dignity and respect. And everyone has a right to belong. For over 70 years, that has been our legacy. And our promise.
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Message from the Executive Director and Chair

Building Bright Futures

Hope. Regardless of personal circumstances, we all hope for a bright tomorrow. Unfortunately, for many touched by the justice system or the factors that can lead there, hope can feel like a luxury. When Elizabeth Fry vowed to change the appalling conditions for female inmates at England’s Newgate Prison, she brought the light of hope back into the hearts and minds of those whom society wanted to forget and she changed the justice system in the process. Today at EFry we follow her example to bring our clients hope and help them realize it.

We do this by delivering programs that support women, children and families across the continuum of justice system involvement, from those at risk to those reintegrating with their communities after prison. We do it by stepping into the void when we see a need, such as lowering the likelihood of children of prisoners coming into conflict with the criminal justice system. We do it by creating opportunities for marginalized women to learn job skills and effectively support themselves and their children. We do it by working with governments to influence public policies that foster fairness in the justice and social systems. But we don’t do it alone.

The generosity of private sector donors helps us create innovative solutions, like EFry’s new summer camps for children of prisoners to give children living with the stigma of their parents’ crime an opportunity to just be kids, while at the same time learning valuable skills for brighter tomorrows.

Our 120 employees were supported this year by more than 300 volunteers who gave over 20,000 hours of their time to support EFry’s programs and the 9,000 clients we serve annually.

This year, we also purchased the Rio Motel in Abbotsford to convert it into safe, supported housing for marginalized women, alone or with children. It is a huge investment for us, and one which will be a key focus for the coming year. It is a resource that is sorely needed and one that will help residents stabilize their lives and reach their goals for a better future.

None of this would be possible without the generosity of our funders and supporters. Together, we are helping to build bright futures for some of society’s most vulnerable citizens.

Shawn Bayes, Executive Director

Susan Witter, Chair, Board of Directors
2010 Highlights

A Catalyst for Change

EFry negotiated with BC Housing to start a working task force to develop emergency shelter standards for the safety of women in co-ed shelters and to require new co-ed emergency shelter tenders to include plans for women’s safety.

EFry’s recommendations regarding the community integration of federally sentenced women were substantively accepted by the Women Offenders Unit and put forward as national policy.

EFry began providing addictions and community outreach services in the Alouette Correctional Centre for Women.

EFry was awarded the Vancouver Third Party Administration (TPA) contract. We now provide the TPA program across the Metro Vancouver District, enabling nearly 1,000 people to receive statutory and regulatory rights.

EFry provided over 20,000 hours service from the efforts of over 300 volunteers. Our drop-in centres in New Westminster and Abbotsford had almost 10,000 contacts with women in fiscal 2010. As well, volunteer services served over 9,000 meals to people outside our residential programs.

Always Growing

EFry opened two new offices in Vancouver and moved our mobile office to Maple Ridge.

EFry purchased the Rio Motel in Abbotsford, which we are converting Firth Residence to provide safe, stable bridge housing and support to up to 30 women and children.

EFry’s children of prisoners initiatives continue to expand with the Storybook Program, training seminars for professionals and summer camps for children. These initiatives now work with the children of both women and men.

Moving Forward

EFry now offers the municipal pension plan to all eligible employees.

EFry’s Board updated our mission statement and approved the 2010–2015 Strategic Plan.

EFry’s Board ratified the Ethical Fundraising and Financial Accountability Code that lays out standards for charitable organizations to manage and report their financial affairs responsibly.

EFry developed a print and social media communications strategy. We launched a new website and numerous stories about EFry initiatives and perspectives have appeared in print, radio and TV news.
Supporting success

At EFry, we believe that to truly make a difference, we must be vigilant in identifying the areas where marginalized women, youth and children need support. More than that, we must be willing to step into the void and speak out on their behalf. We must be willing to proactively pursue policy changes that deliver equality and justice. And we must be willing to create the programs and services they need to address their issues and build brighter futures.

In this spirit, EFry has developed and currently operates numerous programs that serve clients at every stage of justice system involvement. Funded entirely by EFry, gifts of time and private sector financial donations are vital in enabling us to continue to create innovative programs such as these:
New Westminster drop-in centre for women

Crime and Consequences seminars

Small Frys Boutique

EFry summer camps for children with a parent in prison

Shoplifting seminars
One of EFry’s key mandates is to give a voice to the voiceless. We speak out on behalf of those society would rather not see – prisoners, the homeless, those battling addiction and mental illness. We believe that turning a blind eye weakens the fabric of society. We also believe punishing people in difficult circumstances serves only to perpetuate the problem.

Through our experience in working with marginalized populations, EFry pursues solutions that address not only the symptoms of these problems, but their cause. EFry has a successful track record in advocating for public policy changes that treat women and youth fairly. Currently, we are actively pursuing changes in two areas.

Sobering Centres, Not Jails
Women battling intoxication continue to die in police custody in BC and across the country. Arrested for disorderly conduct, many of these women suffer head trauma and die of brain injury while in jail. As the symptoms are similar to those of intoxication, police officers do not recognize the women is in distress until it’s too late. In fairness, police officers are not trained to support people in detox and are watching people on a TV screen.

Intoxication is not a crime. To prevent people dying in custody, EFry is advocating the establishment of community sobering centres where drunk or high women and men could detox in a safe environment, monitored by a trained medical professional. The Association of BC First Nation Treatment Programs has joined us in calling for the establishment of sobering centres.

Women-only Shelters
EFry Vancouver is nationally recognized for our gender expertise and residential work with high risk women with complex needs. We know from our clients and from our work developing the shelter case management tool for BC Housing, Bridging the Gap, that women do not feel safe in co-ed shelters.

In addition to highlighting the need for women-only shelters, we have been pursuing the establishment of clear, binding regulations for practices to protect women’s safety in both overnight shelters and longer-term emergency shelters. Most do not separate men’s and women’s areas and often in those that do, women must travel through men’s areas to access bathrooms. Fearing for their safety, many women opt to remain on the street.

This year, BC Housing accepted our recommendation to require all new tendered co-ed emergency shelters to have the proponents submit a plan that provides for the safety of women in the shelters. As well, we have initiated a working group with them to look at the need for standards for the safety of women in overnight co-ed shelters.
Creating a new legacy – recognizing children of prisoners

In 2001, EFry’s executive director identified a pattern of poor life outcomes for children with a parent who had been in prison. The statistics were shocking – it is predicted more than one in three of children who have a parent in prison will become an inmate themselves. Other countries around the world have also recognized this pattern and are taking steps to break the cycle. As yet, Canada does not recognize the children of prisoners as a distinct subgroup or provide resources to help keep them from following in their parents’ footsteps.

The reasons for the legacy of incarceration begin with children’s feelings of shame, isolation and insecurity at losing their parent. When that parent is the mother, as they are often sole caregivers, it means the child not only loses their core family, they are forced to change homes, schools and leave their friends behind. EFry is committed to helping these children create a new legacy – one of hope and promise.

The Storybook Program, which connects inmates and their children through the power of reading, has grown exponentially this year. Parents are recorded reading new books supplied by EFry and the books, a CD player and a CD of the parent reading them are sent to the child. The program became so popular in Maple Ridge’s Alouette Correctional Centre for Women, the Fraser Valley Institution and at the Surrey Pretrial Centre, we expanded it into the male-only Ferndale Institution in Mission, B.C. Children and parents alike are enthusiastically embracing this opportunity to stay connected.

EFry also introduced Canada’s first summer day camps for children with a parent in the justice system this year. This innovative program was a big hit with the kids and their guardians. Children visited many Lower Mainland attractions they might otherwise miss – sports games, the Aquarium, Science World, Maplewood Farm and the Fairmont Hotel Vancouver for high tea. The summer camps garnered significant media attention, highlighting the need to support these children with a broader audience.
To help our clients prepare for brighter futures, EFry has developed a number of skills training and support programs with literacy promotion at their core. As vital as the ability to read and write is to almost any job, it is also important in a person’s ability to function well in society and to effective parenting. Low literacy levels are linked to low employment levels and high crime rates. Helping others to improve their reading skills is an investment in our community and our future.

Literacy is a key element of our Maida Duncan Drop-In Centre in New Westminster, where women can earn their Grade 12 Dogwood Certificate or Graduate Degree Equivalent (GED). It was also an important component of the Women Working Wonders Program and is central to the Small Frys Boutique retail job skills training program. The Boutique enables mothers below the poverty line to shop for their children and homes using a point system in a store staffed by women learning the employment and literacy skills necessary to obtain and retain service industry jobs.

The Storybook Program is another initiative with a dual objective. First, it connects inmate parents and children through stories. It promotes both children reading and parental literacy. EFry offers reading support to any program participant that needs it. Fueled by the desire to connect to their children, many inmates have been practicing their reading skills with us. Schooling is also a component of the ‘Am’ut program. Youth attend school at our in-house classroom with a teacher each day. In other resident programs, women are assisted in accessing upgrading and basic literacy training.

The inability to read and write is more than embarrassing for adults. It strips their ability to participate in community life. We seek to help all our clients master this critical skill that can open so many doors.

At ‘Am’ut, literacy is based on a holistic world view embodied in the Medicine Wheel. There are many levels of understandings found within each quadrant of the Medicine Wheel. We look at each quadrant (spiritual, emotional, physical, and intellectual) to understand the link between health, safety, literacy and learning.
EFry has a strong history of reaching out to our communities, giving a voice to the voiceless and inviting others to work with us to create positive change. To expand the circle of supporters and clients with whom we communicate, this year EFry has embraced social media and enhanced our online presence, while at the same time offering a print newsletter for those that prefer a more traditional communications approach. Social media is an ever-evolving, popular way to reach new audiences with news about EFry. Through Twitter, we can reach people instantly and they can respond to us just as quickly. As well, key pieces of news may be recomunicated by others, expanding our message even further. If you are on Twitter, follow us @EFryVancouver and encourage others to do so.

EFry also recently relaunched our website at www.elizabethfry.com. The new site is dynamic and robust, offering information about our organization, our programs, client resources, volunteer and job opportunities and the latest news about our activities.

Since launching last year, our quarterly EFry Connections newsletter is proving to be an effective way to stay connected with donors, volunteers and members. With the subscription list growing with every new edition, EFry Connections keeps subscribers updated with our work and events as well as acknowledging the people and programs that make EFry a success. For those that prefer an electronic version, the newsletter is now available on the website as a PDF file.
Caring in our communities

Community Barbeques
EFry continues to bring seasonal celebrations to our clients in the Lower Mainland. Over 40 volunteers and staff came together for two community barbeques during May – in New Westminster’s Sapperton Park and Vancouver’s Crab Park in the Downtown Eastside. These events are favourites for everyone at EFry. For our clients, they offer a free tasty lunch and an opportunity to be part of a positive community experience. For EFry, they provide an opportunity to connect with our clients in a fun, relaxed atmosphere.

World Café
Each fall, EFry hosts the World Café, where clients join us to share a meal and their insights into our programs. It’s a tremendous opportunity to learn what we’re doing right and where our help is needed. Over 75 clients joined us for our most recent World Café. The key issues raised included lack of safety for women in co-ed shelters; the need for more women-only housing for those whose crimes or behaviours make them ineligible or unacceptable for housing in the private market or with BC Housing, and the need for targeted employment training for women with addiction and mental health issues. To address these, we brought forward the matter of women’s safety in co-ed shelters with BC Housing and other service providers, we continue to advocate for the housing needs of women with complex histories and to pursue EFry, providing more women-only housing. We developed Small Frys Boutique to meet not only the needs of children and families but to provide women with significant employment challenges an opportunity to develop job skills and an employment history.

Christmas Program
EFry brings the holidays to over 4,000 people through our prison and community programs. Our annual Christmas dinner for families below the poverty line continues to be popular. In 2009, EFry gave over 800 holiday gifts to women, youth and children. We also delivered more than 1,200 food hampers to individuals and families in need.
Leadership:
Committed to building brighter futures

SHAWN BAYES
Executive Director

For over 30 years, Shawn Bayes has been deeply committed to speaking out on behalf of the voiceless and facilitating change. In 2009, her work was honoured with the 2009 YWCA Women of Distinction Award in the non-profit and public service category.

As EFry’s executive director, Shawn has played a key role in successfully advocating for changes to public policies affecting the treatment of women and girls involved with the justice system and the care provided homeless women. Under her leadership several key EFry programs have become best practice standard setters including Columbia Place for the care of women with complex needs and reintegration challenges from prison, EFry women’s shelters for the case management of homeless women, and the Third Party Administration program for the provision of case management for people refused service in government welfare offices.

Shawn identified the children of prisoners as a distinct and unsupported subgroup in Canada. Rectifying this situation has become a key focus for EFry. The launch of EFry’s summer day camps and the Storybook Program are part of these groundbreaking efforts.

BONNIE MORIARTY
Director of Homelessness Initiatives

Bonnie Moriarty has been part of the EFry team for over 20 years. As director of homelessness initiatives, Bonnie oversees the New Westminster and Abbotsford drop-in centers, our Sheena’s Place, Cynthia’s Place and Elizabeth Gurney House shelters and the Ellendale and Transition to New Beginnings programs as well as Firth Residence.

Bonnie led the development of EFry’s shelter case management tool and has been a strong spokesperson for safe housing for women and children.

MARNI ZIEGLER
Director Community Initiatives

As Director of Community Initiatives for EFry, Marni Ziegler leads EFry’s volunteer relations and oversees key service programs including Columbia Place, the Shoplifters’ Counselling Program, the drug and alcohol and community reintegration support at Alouette Correctional Center for Women and the Storybook Program.

Marni was instrumental in developing EFry’s volunteer court work program at the Downtown Community Court and the Advisory Committee for the Women Working Wonders Program. She also launched EFry’s Third Party Administration program in Vancouver.

JOAN WINCHELL
Director of Advocacy and Professional Services

An ardent fighter against injustices towards women and children, Director of Justice and Development Joan Winchell has done much during her time at EFry.

For more than 23 years, Joan has dedicated her energy to Elizabeth Fry Societies across the country. Formerly executive director of EFry Peel Halton, Joan joined EFry Vancouver in 2007, reinforcing EFry’s presence as a major watchdog of human rights. Joan addresses complaints from women in custody and is a key proponent of our call for sobering centres instead of jail cells for intoxicated women.

EFry Board of Directors 2009–2010

Susan Witter
Chair
Debra Carpentier
Vice Chair
Ann Johannes
Treasurer
Marguerite Parker
Secretary
Suzanne Bolton
Sarah Burgess
Camille Cook
Jill Gabriel
Kim Maust
Kirsty Maxwell
Riana Paine
Lois Salmond
Generosity of our supporters – volunteers

Volunteers are the lifeblood of EFry. Ever since EFry was founded by a group of volunteers over 70 years ago, the generous gift of our supporters time has made it possible to deliver many of our programs that would not otherwise exist. Our prison programs, Downtown Community Court support, drop-in centres, and community advocacy and support are almost entirely driven by the dedication of people who want to help us make a positive difference.

2010:
300+ volunteers
20,000 hours of service
9,000 clients helped
## Generosity of our supporters – donors

| CIRCLE OF JOY $50,000 PLUS | CIRCLE OF EMPOWERMENT $5,000 – $9,999 | CIRCLE OF HEALING $500 – $999 | CIRCLE OF SUPPORT
| --- | --- | --- | ---
| CIRCLE OF RENEWAL $25,000 – $49,999 | CIRCLE OF CARE $100 – $499 | CIRCLE OF INTEGRITY $10,000 – $24,999 | CIRCLE OF LOYALTY $2,500 – $4,999
| Anonymous AG Hair Cosmetics The Leon and Thea Koerner Foundation The Mr. and Mrs. P.A. Woodward Foundation Richards Foods Drs Gwyneth and Trevor Sandy The VanCity Community Foundation | Anonymous AG Hair Cosmetics The Leon and Thea Koerner Foundation The Mr. and Mrs. P.A. Woodward Foundation Richards Foods Drs Gwyneth and Trevor Sandy The VanCity Community Foundation | Al Roadberg Foundation Bastion Development Corporation Shawn Bayes Maida Duncan E-Care Contact Centers Ltd. Friends in Memory of Sharon Waddell The Hamber Foundation London Drugs Foundation Lori Lothian and Thomas Bradley Shane Thornton OTL Inc. Vancouver Arbutus Rotary Club VRE Northrak Ltd. | Anonymous AG Hair Cosmetics The Leon and Thea Koerner Foundation The Mr. and Mrs. P.A. Woodward Foundation Richards Foods Drs Gwyneth and Trevor Sandy The VanCity Community Foundation |
## Programs

### At Risk Programs

#### WOMEN

**Cynthia’s Place**  
Cynthia’s Place is a residential facility for homeless single women. Funded by the Ministry for Housing and Social Development.

**Maida Duncan Women’s Drop-in Centre**  
This drop-in centre offers showers, laundry, hot lunches, clothing and household items, along with social activities and educational upgrading for marginalized women. Funded by BC Gaming; and Human Resources and Skills Development Canada.

**Abbotsford Women’s Drop-in Centre**  
A safe haven for homeless women or those in the sex trade, the centre provides hot lunches, donated clothing and small household items. Funded by EFry.

**Pathways**  
Pathways provides semi-independent, small apartments for women who are without resources or are in transition to independent living. Funded by EFry and rent payments.

**Firth Residence**  
The Abbotsford Firth Residence provides transitional housing and support services for women who are single or have children. Funded by the Ministry for Housing and Social Development.

#### CHILDREN AND THEIR FAMILIES

**Sheena’s Place & Elizabeth Gurney House**  
Sheena’s Place and Elizabeth Gurney House are shelter homes for women, including those with young children, who are homeless or without resources. They provide daily necessities, crisis intervention and addictions support. Funded by BC Housing.

**North Shore Family Preservation Program & Burnaby Integrated Family Program (BIF)**  
These programs deliver counselling, intensive family preservation and reunification services to families. Services include in-home or group therapy, parent education and training, and therapeutic visitation. Funded by the Ministry for Children and Family Development.

**‘Am’ut Aboriginal Full Time Attendance Program**  
This is a program that helps aboriginal youth change direction in their lives by learning to make healthy choices and develop new skills. Visiting elders share knowledge and provide information about aboriginal teachings. Funded by the Ministry for Children and Family Development.

**OURS (Opportunity, Understanding, Respect, Success)**  
OURS conducts research, educational initiatives and programming to help foster awareness about children of prisoners and provide assistance in addressing the trauma and shame of parental incarceration. Funded by the BC Gaming, and the United Way of the Lower Mainland.

**EFry Summer Day Camps**  
During July and August, EFry offers six free week-long summer day camps for children ages six to nine who have a parent in the justice system. Four instructors lead 16 children in fun and typical camp experience as well as teach them coping, leadership and teambuilding and conflict management skills. Funded by EFry.

**Small Frys Boutique**  
Multiple-barri red women operate a children’s toy and clothing boutique. Through valuable work experience, they learn business and essential skills. Families below the poverty line receive points that they use to shop for family needs. Funded by EFry.
Justice System Programs

WOMEN

Volunteer Visiting
At the Surrey Pre-Trial Services Centre, Fraser Valley Institution (FVI) and Alouette Correctional Centre for Women (ACCW), volunteers provide information on community resources, friendship and company to women. Funded by EFry.

ACCW Services
Addictions counselors provide women counseling one-on-one and in groups. An outreach counselor assists women to prepare for release and complete social assistance requirements. Funded by BC Corrections.

Community In-Reach
At the ACCW, FVI and Surrey Pre-Trial, this program assists women leaving prison to plan for their release and find housing. Funded by Human Resources and Skills Development Canada.

Downtown Community Court
Volunteers assist clients to understand the community court process. They accompany clients, attend services and court personnel within the complex, and transfer documents. Funded by EFry.

CHILDREN AND THEIR FAMILIES

Mom & Me
At the ACCW and Surrey Pre-Trial Centre, this program provides support and programming activities that help women keep in touch with their families. Funded by BC Gaming and EFry.

Girls’ Prison Advocacy
EFry advocates on behalf of girls in custody at the Burnaby Youth Custody Centre, ensuring they understand their rights and teaching them self-advocacy skills. Funded by Ministry for Children and Family Development.

Burnaby Youth Custody Centre Services
Volunteers provide youth in custody with recreation and educational opportunities as well as one-on-one visitation. Funded by Ministry for Children and Family Development.

Storybook Program
Imprisoned parents read to their children. EFry supplies new, age-appropriate books, records parents reading them, and mails the book and recording to the child to hear the recording later. It is available at Alouette Correctional Centre for Women, Fraser Valley Institution, Ferndale and Surrey Pretrial Centre. Funded by EFry.

Recovery and Transition to Independent Living Programs

WOMEN

Crime and Consequences
This crime-prevention seminar provides information about the criminal justice system to those charged with a criminal offence, their families and the public. Funded by EFry.

Shoplifters’ Counselling
This counselling initiative provides support, and relapse-prevention skills for those who want to develop coping mechanisms to stop shoplifting. The groups often serve as an effective component of court-ordered alternative measures and court-authorized diversion. Funded by EFry.

Ellendale
Ellendale is a residential program that provides structured relapse-prevention support for opiate-using women struggling with addiction. Fraser Health Region & Ministry for Housing and Social Development.

Columbia Place
Columbia Place provides women in transition from prison with housing, counselling and goal planning to prepare them to successfully re-enter their communities and move to independent living. Funded by Corrections Services Canada.

Third Party Administration (TPA)
The TPA administers funds to clients, helping them receive statutory entitlements and address their individual circumstances. Clients have been banned from receiving services from government offices due to their behaviour or their need for higher levels of support. Funded by the Ministry for Housing and Social Development.

Women Working Wonders
This program helps hard-to-employ and criminalized women acquire the essential skills and training required for long-term employment. Funded by the Ministry of Essential Skills and Literacy Canada.

CHILDREN AND THEIR FAMILIES

Transition to New Beginnings
New Beginnings provides transitional bridge housing for women who are pregnant or with a young infant and who are awaiting access to safe, affordable housing when coming from addictions counselling/treatment. Funded by the Ministry for Housing and Social Development.
Financial overview for the year 2009–2010

ASSETS: $4,980,219

LIABILITIES, DEFERRED CONTRIBUTIONS AND NET ASSETS: $4,980,219

REVENUE: $6,703,417

EXPENSES: $6,641,953

Note 1: Donated program related services are recognized as revenue at the fair market value of volunteer services provided during the year.

Extracted from the audited financial statements of the Elizabeth Fry Society for the year ended March 31, 2010, reported on by KPMG LLP Chartered Accountants. Deficiency of revenue over expenses for the year was $68,480. The complete audited financial statements are available on request at EFry’s office.
Making a difference

The lives of those we serve are supported through the investments made by our funders, donors, volunteers and staff. It is important for each to know that they are part of making a difference. The table below sets out the volume of the work we do and some of the outcome measures we track for clients at discharge.

<table>
<thead>
<tr>
<th>Program</th>
<th>Volume of work</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td>THIRD PARTY ADMINISTRATION</td>
<td>1370 WOMEN AND MEN</td>
<td>9% of clients were able to return to government service. 68% of clients were able to move to less frequent administration and thus greater self control of their own monies.</td>
</tr>
<tr>
<td>Fraser Region</td>
<td>603 women and men</td>
<td></td>
</tr>
<tr>
<td>Vancouver Regions</td>
<td>767 women and men</td>
<td></td>
</tr>
<tr>
<td>DROP-IN CENTRES</td>
<td>10,254 CONTACTS</td>
<td>Women attended 600 hours of educational upgrading. Over 9000 meals were served.</td>
</tr>
<tr>
<td>Maida Duncan</td>
<td>8224 visits with women &amp; women</td>
<td></td>
</tr>
<tr>
<td>Abbotsford Drop-In Centre</td>
<td>812 with children</td>
<td></td>
</tr>
<tr>
<td>PRISON SERVICES</td>
<td>1135 women</td>
<td>82% referred to treatment/recovery or other housing or other community aftercare and assisted to file for social assistance.</td>
</tr>
<tr>
<td>Alcohol and Drug Services</td>
<td>1391 women</td>
<td></td>
</tr>
<tr>
<td>Community Outreach Services</td>
<td>253 women</td>
<td></td>
</tr>
<tr>
<td>Mom N’Me</td>
<td>1402 women</td>
<td></td>
</tr>
<tr>
<td>Housing Referral Initiative – 2 provincial</td>
<td>1148 women</td>
<td></td>
</tr>
<tr>
<td>Lower Mainland women’s prisons</td>
<td>1370 women</td>
<td></td>
</tr>
<tr>
<td>SHELVERS</td>
<td>285 women</td>
<td>Clients are staying longer and taking more time to find housing; 75% achieved housing.</td>
</tr>
<tr>
<td>Cynthia’s Place</td>
<td>152 women and children</td>
<td></td>
</tr>
<tr>
<td>Elizabeth Gurney House</td>
<td>131 women and children</td>
<td></td>
</tr>
<tr>
<td>Sheena’s Place</td>
<td>131 women and children</td>
<td></td>
</tr>
<tr>
<td>ADDICTION TREATMENT &amp; SUPPORT</td>
<td>10 youth</td>
<td>Over 70% of individuals completed their addiction/supportive recovery program.</td>
</tr>
<tr>
<td>’Am’ut Youth Full Time Attendance Program</td>
<td>54 women</td>
<td></td>
</tr>
<tr>
<td>Ellendale Program</td>
<td>15 women and children</td>
<td></td>
</tr>
<tr>
<td>Transitions to New Beginnings</td>
<td>302 women</td>
<td></td>
</tr>
<tr>
<td>Shoplifter’s Counselling Programs</td>
<td>177 women and youth</td>
<td>90% of women successfully completed parole or case plan requirements.</td>
</tr>
<tr>
<td>ESSENTIAL SKILLS AND EMPLOYMENT</td>
<td>1558 visits</td>
<td></td>
</tr>
<tr>
<td>Women Working Wonders</td>
<td>Over 1500 individuals</td>
<td></td>
</tr>
<tr>
<td></td>
<td>49 women</td>
<td></td>
</tr>
<tr>
<td></td>
<td>49 girls</td>
<td></td>
</tr>
<tr>
<td>CRIMINAL JUSTICE INTERVENTION</td>
<td>177 women and youth</td>
<td></td>
</tr>
<tr>
<td>Crime &amp; Consequence Diversion Seminars</td>
<td>1558 visits</td>
<td></td>
</tr>
<tr>
<td>Burnaby Youth Custody Volunteer Services</td>
<td>Over 1500 individuals</td>
<td></td>
</tr>
<tr>
<td>Vancouver Community Court</td>
<td>49 girls</td>
<td></td>
</tr>
<tr>
<td>Girls’ Advocacy &amp; Imprisonment Support</td>
<td>49 women</td>
<td></td>
</tr>
<tr>
<td>Columbia Place &amp; Pathways</td>
<td>84 parents read books</td>
<td>80% are employed, 11 in roofing and 9 in other trades.</td>
</tr>
<tr>
<td>CHILDREN OF PRISONERS</td>
<td>64 children went to camp</td>
<td></td>
</tr>
<tr>
<td>Storybook Program</td>
<td>84 parents read books</td>
<td></td>
</tr>
<tr>
<td>Summer Camp</td>
<td>64 children went to camp</td>
<td></td>
</tr>
<tr>
<td>INTENSIVE FAMILY PRESERVATION PROGRAM</td>
<td>165 FAMILIES</td>
<td>83% of families successfully achieved their counseling goals.</td>
</tr>
<tr>
<td>Burnaby</td>
<td>62 families</td>
<td></td>
</tr>
<tr>
<td>North Vancouver</td>
<td>103 families</td>
<td></td>
</tr>
</tbody>
</table>

Service Quality
Programs monitor that client assessments are done on time and that client case plans contain clear goals and how to achieve them. Of the 851 clients tracked in 2009–2010, 99% had assessments completed on time and case plans that contained clear goals and steps to achieve them. This is 24% above target.

Client Outcomes
Programs measure client/family outcomes — improvement in the skills and functioning they entered the program to improve. Of the 851 clients tracked in 2009–2010, 82% achieved their expected level of success by accomplishing the goals they set. This is 7% above target.

Program results
Programs monitor the number of clients who complete the program or who successfully complete conditions of parole. Of 851 clients tracked in 2009–2010, 75% achieved their expected level of success by accomplishing the goals they set. This is the target.