Building roads to the future
About EFry

The Elizabeth Fry Society of Greater Vancouver (EFry) is a charitable 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 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.
Building roads to the future

Most EFry clients find their way to us because of their pasts. Poverty, incarceration, addiction, mental health issues or some combination of these can lead women down dark paths they do not want to be on. At EFry, we believe a person’s future is much more important than their past. As much as it is important to acknowledge and address challenges, it is even more crucial to create supports and opportunities for women and their families to succeed.

It all begins with having a safe place to stay. Increasing numbers of women and children struggle with homelessness in our communities. Emergency and heat shelters are desperately needed services, yet few women-only or women-and-children facilities exist and personal safety concerns prevent many women from seeking help in co-ed shelters. In November, EFry hosted a symposium that brought together representatives from every aspect of shelter design and operation to collaborate on actionable solutions to protect women’s safety in co-ed environments. We released the resulting report in March and are pleased that nearly all our recommendations were adopted by BC Housing as requirements for any new shelters and all our recommendations around staff training were accepted for all co-ed shelters.

Shelters act as a gateway for homeless women and their children to access safe, permanent housing. With rental costs making such accommodation out of reach for many, it was important to us to include a provision for 10 affordable housing units in the plan for our proposed new building, which we hope to build next to EFry’s headquarters in New Westminster.

We also know that employment paying above the low income cut-off is a key factor in women’s successful reintegration into society after incarceration. EFry launched Asphalt Gals, a social enterprise, to provide jobs and potentially create an income stream to support other programs. As Asphalt Gals recycles old shingles which are then often turned into blacktop, this initiative quite literally builds new roads.

EFry has also focused on the future this year through our work to help marginalized children with the launch of our national JustKids movement to support children with a parent involved in the justice system.

We believe helping those in need makes our entire community stronger. Much of what we do is made possible by generous support of our donors and volunteers. Thanks to them, the future for thousands of women and children is brighter.
2012 Highlights

In addition to our funded programs, EFry achieved the following this year:

Support from our community

- The number of volunteers grew by 28%, to 433 from 337 last year. Thanks to our volunteers, EFry is able to provide 16 per cent more service hours to EFry clients.

- Our donors’ continued generosity enabled us to support our clients in many ways such as hiring an outreach worker to assist women in accessing safe, stable housing; buying Christmas presents for over 500 children; sending children with a parent in prison to camp and providing three educational bursaries (including living expenses) for women.

- Thanks to the donation of nearly $500,000 in new goods from Bed, Bath & Beyond, Pottery Barn, Guess and Williams-Sonoma, EFry opened Small Frys Boutique which trains women coming from prison in retail skills and provides women without resources a place to shop for their families. Almost 570 children received items from Small Frys this year.

Influencing shelter safety

- We held Canada’s first Symposium on Effective Shelter Design to Promote the Safety of Women and Families. Participants from every aspect of shelter design collaborated in this one-day forum aimed at developing solutions to women’s safety risks in co-ed shelters. The Symposium was co-sponsored by Vancity and BC Housing.

- EFry developed and shared two best practices self-audit tools for organizations serving women, one for shelters and another for halfway houses.

- BC Housing supported improvements to women’s safety in co-ed shelters by adopting virtually all the recommendations in EFry’s report Bridging the Divide: Building Safe Shelters for Women and Families in B.C. into its Emergency Shelter Program Framework.

Affordable housing

- Clients at this year’s World Café explored the issue of social exclusion. Lack of affordable housing was identified as a serious challenge and has become a key priority for EFry.

- New Westminster city council approved the first step in the process towards EFry’s application to develop 10 affordable housing units, a daycare, meeting and office space.

Creating employment

- EFry organized a symposium co-funded with Corrections Canada on how to start a social enterprise. Seventeen women serving non-profits, by invitation only, met in Montreal for two days of training. Out of the event came 14 viable business plans and 9 submissions to the Federal Government for start-up funding.

- EFry formed its first social enterprise. Asphalt Gals Recycling Limited hires women with criminal records and works for roofing companies to collect old asphalt shingles and sends them to be recycled.

Helping women and families

- We launched JustKids, a national movement aimed at raising awareness and support for children with a parent involved in the justice system.

- Over 10,000 pounds of food was donated by Thrifty Foods and Artisan Breads to enable us to provide clients access to groceries.
Safe shelters

The number of homeless women is on the rise, even as male homeless numbers decline. While the percentage of women varies by community, from 26 per cent in Vancouver to 42 per cent in Abbotsford, the one constant is that more women than ever before are finding themselves part of the homeless population. It should be noted those are only the women found in shelters or on the street on count day. The many ‘hidden homeless’ who move between temporary private accommodations are not included. Demand for social assistance has increased dramatically in recent years, while the amount of affordable housing available has gone down. This combination drives many women and their children into homelessness.

In 2011, we served over 10,000 clients across the spectrum of our programs. In 2012, it was 9,300. At first blush, this may indicate that our services are in less demand but the opposite is true. With fewer permanent housing options available, clients are staying at EFry facilities longer because they have nowhere to go. Our shelters operate at 100 per cent capacity. Unfortunately, we are not able to help all those who seek our housing support and this is a reality that exists across the sector.

Symposium on Effective Shelter Design to Promote the Safety of Women and Families

EFry is a strong proponent of women-only shelters. However, while female homelessness is growing, men still make up the majority of the homeless population and funding is most often given to male or co-ed shelters. Prior to the symposium no sector-wide safety standards were in place, therefore women often avoided these shelters due to fears over personal security. The death of Dawn Bergman, a former EFry client who died on the streets after refusing to go into a co-ed shelter, led us to host Canada’s first-ever Symposium on Effective Shelter Design to Promote the Safety of Women and Families in November 2011. Representatives from every aspect of shelter design and operation participated in this collaborative forum aimed at developing cost-efficient, effective solutions to the safety risks faced by women in co-ed shelters. The event was co-sponsored by Vancity and BC Housing.

EFry recommendations influence policy change

In March, EFry released a report stemming from the Symposium that set out recommendations for governments, operators and architects on how to support women’s safety by standardizing shelter design, operational policies and procedures, and staff training. Our report Bridging the Divide: Building Safe Shelters for Women and Families in BC was shared with BC Housing prior to its public release and we were very pleased to see their immediate response by incorporating virtually all our recommendations into the requirements for any new co-ed shelter Requests for Proposal.
Stable Housing

Homeless Families
When people hear the word ‘homeless,’ very few think of young families. Yet 45 per cent of the clients in our Sheena’s Place and Elizabeth Gurney House shelters are children. This year, we housed 203 women and 88 children between the two. Not only are we seeing more children, families are also staying with EFry longer because of the lack of affordable housing mentioned earlier.

In Abbotsford, B.C.’s fourth largest city, there isn’t a full-service emergency shelter for women, let alone one for families. EFry has repeatedly found ourselves sheltering homeless mothers and children at Firth Residence, our Abbotsford drug recovery program, because they have nowhere else to go. This is done entirely at our cost, because these families do not qualify for the program and we are therefore unable to access government funding to house them. Social supports for adults and children are provided by different ministries, and inter-ministerial barriers make it extremely difficult for homeless families to get the help they need. We are actively working to foster the creation of pathways which would enable effective support for homeless families, because unfortunately these families do exist and their numbers are growing.

Affordable Housing
EFry’s operations have grown to the point our main office can no longer effectively accommodate us. In June, New Westminster city council approved an amendment to its official city plan allowing for the potential rezoning of a lot next to our parking area to enable the construction of a new EFry building. It would host our administrative offices, a public daycare, multipurpose space and 10 units of affordable housing for women and families. Our rezoning application is scheduled to go before council this fall.

A place to call home
After discovering the trailer they’d spent their savings on was infested with mould, Ruthann and her two sons found themselves with no home and no resources. Eventually, they came to Sheena’s Place. “We would have been on the street if EFry didn’t help,” says Ruthann. “Still, it was hard for the children to be in a shelter. We were secretive about it. I didn’t want the other kids at school to know because they wouldn’t understand.”

After an extended period at Sheena’s and six months on BC Housing’s waitlist, Ruthann and her boys were able to access permanent affordable housing. “It’s wonderful to finally have a home again,” says Ruthann. “Although we still struggle; sometimes we use the food bank. But it’s a huge step for us and now I have a job.”

To demonstrate her belief in the power of education to her sons, Ruthann took a course in security and is working as a security officer, in addition to taking a course in traffic control. Her youngest son, now 13, already has his first job — a paper route.
Sustainability

In the face of shrinking government services to those in need, and increasing demand to support individuals not otherwise assisted, EFry needs to help itself and its clients towards self-sustainability. To do that EFry is placing increased emphasis on developing new ways to fund its activities and help clients.

Real estate holdings and commercial ventures
Where possible, EFry invests in real estate rather than simply renting space to undertake its work. EFry owns and leases commercial space to others through office space in two communities, and even a restaurant. The Firth Residence is partially supported through the proceeds of leasing a separate building on the site to the River’s Restaurant. Mixing social enterprise to underwrite client service locations makes business sense in that it enables us to focus on care for others, not care for buildings.

Asphalt Gals Recycling Limited (AGRL)
EFry is the sole shareholder of a limited company. Asphalt Gals allows roofing companies to increase their financial competitiveness and profit. Roofers stay on the roof and complete their jobs faster. Asphalt Gals collect the torn-off shingles that the roofers throw on the ground and put them into bins for recycling. They clean the work site. Women earn wages; roofers complete their jobs twice as fast and move onto new jobs; and roofing companies have an answer to the critical shortage of trained roofers and need to work efficiently when it’s not raining. Asphalt Gals is making a difference not only in the lives of women, but also in our environment.

In the last six months, the women of Asphalt Gals have picked up the equivalent in shingles of what it would take to cover both Canada Place and the Pan Pacific Hotel — and they have saved polluting asphalt shingles from being discarded into a landfill, where the heavy oil contained in them would leach into the ground.

One roof is roughly equivalent to two-and-a-half barrels of oil. Women are making a difference for themselves and their environment.

An Asphalt Gal in her own words
Carrie has three children and three grandchildren. Ten years ago, the father of her youngest child, then one, was in a paralyzing motorcycle accident. While he was hospitalized in an eight-week coma, his family changed the locks on their home and froze their bank accounts.

“I lost everything at once,” Carrie remembers. “It led me down the dark path of addiction and I ended up in prison.”

Shortly before her release, an EFry volunteer asked if she might be interested in working for Asphalt Gals.

“I was so excited. Having finances and shelter are huge for women leaving prison so there’s no return to old habits.”

Carrie’s excellent work on the job resulted in her promotion to crew boss.

“I love the feeling of a job well done. It’s been really inspirational to know they think I’m worth it.”

Carrie now lives with her son and is working on a documentary about how to support women coming out of prison so they can rebuild their lives.
Bright futures

There is perhaps no population in greater need of support than marginalized children. There are two groups of children that are invisible: those with incarcerated parents, and homeless children. EFry is actively working to shine a light on their existence, their needs, and the opportunities that exist to change so many lives for the better.

JustKids

Since identifying Canadian children with a parent in prison as a distinct unsupported subgroup in 2002, EFry worked to raise awareness of their unique challenges. We know from other jurisdictions that with the right help, their life outcomes can be just like any other child. Unfortunately, in Canada these children are not officially recognized. As a result, they do not have access to the needed supports, without which more than 60 per cent will one day find themselves behind bars. On any given day, more than 2,150 children in the Lower Mainland and 45,000 across Canada have a parent in prison. Over the course of a year, 250,000 Canadian kids fall into this category. Alone, EFry cannot hope to help them all. Which is why we created JustKids.

In May, EFry launched JustKids, a national movement aimed at supporting children with a parent involved in the justice system. Existing EFry initiatives such as our summer day camps, Saturday Club and the Storybook Program now fall under this umbrella. But JustKids strives to do more than offer a handful of programs. It seeks to influence systemic change and encourage other social service organizations, governments and professional associations to join with us in providing a broad spectrum of programs and tools to help impacted children from coast to coast. While still new, we are already seeing interest from leading child welfare organizations. JustKids will be a key focus for us in the coming year.

“The fit in somewhere. It gave him the confidence to try new things. He’d have a fun day playing with kids on the same wavelength. There was just no stigma.”

Debi, guardian of EFry summer camp participant

The Storybook Program

EFry’s most popular in-prison initiative, the Storybook Program, connects incarcerated parents and their children through the power of stories. Parents are recorded reading new, age-appropriate books to their children which are then delivered to the children along with the recordings. Launched at a single institution in 2009, it is now offered at:

- Allouette Correctional Institution for Women
- Ferndale Institution
- Fraser Valley Institution
- Surrey Pre-Trial Centre

In 2011, 135 parents read 542 books to 235 children.

As part of JustKids, EFry trained representatives from the John Howard Society of North Island how to operate the Storybook Program in their area.
Client success

When we meet our clients, they have not had easy lives. Yet despite the darkness they have endured, we are inspired by the countless success, large and small, they go on to achieve. Here are just a few.

EFry works with each client to help them identify the changes they want in their lives and the road to get there. That’s called case management. The changes that occur in individuals’ lives are important. The programming behind the changes is equally important. Programs need to consistently enable each individual to benefit from the service. That’s program effectiveness.

Identifying how to measure that programs are consistently achieving results with clients is critical. To look at the changes being achieved over time is also important.

The Third Party Program (TPA) works with the most people consistently over time in EFry. Clients are referred because they are unable to access social assistance through government offices. Clients generally have difficulty living on their social assistance, and managing their emotional regulation. EFry tracks the frequency of monies administered to clients in order to help evaluate the program’s effectiveness. As people receive their monies with decreasing frequency, the amount of money per payout increases. This means people have greater discretion in how they spend the money, but also an increased chance of making decisions that lead to urgent financial crises. As clients demonstrate increased ability to manage their monies and receive payouts less frequently, they are considered for return to regular ministry service. Each year EFry has returned more than 10 per cent of the caseload to regular government service.

A look at the client caseload in the EFry Third Party Program year over year shows consistent improvement in the outcomes for clients and ongoing improvement for clients.

**Ann**

“I first came to EFry when my family and I were going through addiction,” Ann recalls. “We were living in house that was flooding all the time and had a landlord who never fixed anything.”

Ann and her youngest daughter, now 19, came to Sheena’s Place. “They put a roof over our head, gave us food and a place to belong. Everyone helped out with cooking and chores, so it was up to all of us to create a warm environment.”

After going back to the leaky accommodations for awhile, Ann and her daughter came back to EFry seeking help to conquer addiction.

“EFry supported me in finding a place to get treatment. When that eight-month program was over, they helped me find a place to live.”

Now clean for the better part of a year, Ann is living independently. Her daughter, also clean, recently had a baby and is part of EFry’s Transitions to New Beginnings program.
Tammy

Tammy was a young child when her parents separated. With her mother deep in alcohol addiction, she went to live with her father. He abused her and introduced her to crack cocaine.

“I was 13 and quickly became a full-fledged addict,” Tammy says. “Then my dad sold me to a major drug dealer in exchange for a drug debt.” For 10 years, the dealer abused and tortured her. She still bears the scars from the chemical burns he inflicted.

Despite her own dire circumstances, Tammy found the strength to fight against her father and the dealer’s plans to sell the son she had at 16 and instead found the child a safe home with relatives. Seeing no way out for herself, Tammy attempted suicide multiple times. Then her father and the dealer died and Tammy got a new lease on life. She pursued addiction recovery. She also had another child and was determined to turn her life around for him.

“I was not going to let anything stop me from making a better life for me and my son,” she says. “At EFry, I’d never felt so safe and protected. The staff has been my strength when I felt broken and my voice when I was not being heard. They gave me the tools and support so that I was able to love myself.”

Today, Tammy is a full-time single mom studying to become a community support worker. She volunteers at both EFry and her church.

“EFry gives me opportunities to make a difference in other people’s lives by passing on my message of survival, strength and hope,” says Tammy. “I love my life today.”
Connecting with our communities

EFry is a strong believer in the power of community. Each year, we seek out opportunities to reach out to the communities we serve and connect with our clients as we celebrate some of the year’s milestones together.

**EFry Week Community BBQs**
National EFry Week takes place during the first week in May. Here in the Lower Mainland, we celebrate with a series of BBQs in New Westminster, Vancouver’s Downtown Eastside and Surrey. In 2012, we served nearly 1,500 people a total of 3,750 hamburgers and hot dogs, 2,500 bags of chips, 2,500 cookies, and 2,000 drinks (500 donated by Thrifty Foods Sapperton).

**Sapperton Day**
Once again, EFry was a proud sponsor of New Westminster’s Sapperton Day family street party. Children visiting EFry’s party decorated 200 cardboard houses (which they then filled with candy), coloured 300 pictures and took home 350 balloons.

**Holiday dinner**
EFry’s annual holiday meal provided 400 mothers and children with a turkey dinner with all the trimmings. Thrifty Foods Sapperton donated 150 lbs of turkey (roughly half). In the true spirit of the season, a Twitter thank you prompted local restaurant, The Ranch BBQ, to offer to cook it for us, which they did.

**Christmas Bureau**
In all, EFry helps bring Christmas to 4,000 people through the holiday dinner, in-prison celebrations, food hampers and children’s toys. It is one of the most intensive times of year for us, as need is always felt more acutely during the holidays.
2013 Priorities

Looking ahead, EFry will continue to support women, youth and families at every step in the spectrum of justice system involvement. We will also continue to pursue key priorities including:

**Homeless families**
EFry plans to support this growing group by helping overcome inter-ministerial barriers to supporting homeless families. We will seek to raise awareness of the reality that homeless children exist in the Lower Mainland and that they can be unable to benefit from government housing support unless their homeless parents are willing to relinquish custody until they find a permanent home. Research shows homeless children are at great risk for poor school performance, addiction and crime. We believe the answer lies in supporting homeless families to stay together and get back on their feet rather than tearing them apart to access housing through foster care. To that end, we are creating a position in our shelters specifically to provide support for homeless children.

**JustKids**
EFry plans to build on the launch of this year’s movement to raise awareness and support for children with a parent in the justice system. In addition to supporting other organizations in offering initiatives like the Storybook Program in their area, EFry will train our staff in the Child Development Institute’s SNAP (Stop Now and Plan) program which helps at-risk children with behaviour management. EFry plans to share these skills with incarcerated women to help them develop positive parenting skills.

**New EFry building**
We will continue to work towards receiving all required approvals to construct a new EFry building at 273/275 Sherbrooke Street in New Westminster. The site is next door to our program building on what is now EFry’s parking lot and a home that served the community as a drug recovery facility for 30 years. We hope to build a 19,000 square foot building that would house our administration offices, a public daycare, a multi-purpose room, underground parking and 10 units of affordable housing for women and families.
Volunteers

Volunteers have always been the lifeblood of EFry. Simply put, we could not do all we do or help all the people we help without their generous donation of time. In 2012, our volunteers increased EFry’s capacity for support by 16 per cent over what we would have been able to offer through staff efforts alone.

We are deeply grateful to our volunteers, whose ranks swelled from 337 last year to 433 in 2012 — a 28 per cent increase. Such growth in a single year is unprecedented. To everyone who has given their time to EFry this year, we thank you.

Volunteers making a difference
The Maida Duncan Drop-in Centre is the only drop-in for women outside Vancouver’s Downtown Eastside. Staffed solely by EFry volunteers, it was open 2,912 hours last year. The Maida Duncan Drop-in provided over:

- 600 hours of life-skills, grade 12 or GED courses;
- 2,000 loads of laundry;
- 800 hot showers and clean clothes for women, and
- 3,882 meals.

433 volunteers
25,590 hours of service to EFry programs
Total value of donated program services: $456,019
7,903 clients helped
754 hours of governance and non-program donated services (due to the difficulty of determining the fair value of these services, no amounts have been recorded)

2011–2012 Board
EFry would like to thank our board of directors, whose guidance and expertise is provided on a volunteer basis.

Debra Carpentier – Chair
Suzanne Bolton – Vice Chair
Ann Johannes – Vice Chair
Riana Paine – Treasurer
Marguerite Parker – Secretary

Sarah Burgess
Gloria Chamberlain
Kelly Connell
Michelle Davies
Jill Gabriel

Kirsty Maxwell
Sandra Micheals
Anne Pearson
Miriam Webber
Donors

EFry would like to thank the following donors for their generous support in 2011–2012. Gifts recognized here were received between April 1, 2011 to July 31, 2012.

Circle of Joy $50,000 plus
Bed, Bath and Beyond
Suzanne Bolton and Jefferson Mooney
Katherine Heller
Pottery Barn

Circle of Renewal $25,000 plus
Thrifty Foods

Circle of Integrity $10,000 plus
AmerisourceBergen Canada
BC Housing
Seventh Generation
United Way of Fraser Valley
Vancity Community Foundation

Circle of Empowerment $5,000–$9,999
City of New Westminster
GUESS
Kenneth T. Mitchell
Ploutos Enterprises Ltd.
Marjorie Anne Sauder
Sysco Vancouver
Little Treasures ‘on the go’

Circle of Well-Being $1,000–$2,499
Elizabeth Burrell
Beacon Unitarian Church
Maida T. Duncan
Edelman
Foothills Lions Club - Gaming
Edward Gaber
Carol J. Gibson
Kids Up Front Foundation
Paula M. Knight
Gordon Mackenzie
RBC Foundation
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Shopper’s Drug Mart
Soroptimist International of White Rock
St. Mary’s Anglican Church
Kerrisdale
Summit Gradall Service Ltd.
Williams-Sonoma

Circle of Healing $500–$999
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Bollman Roofing & Sheet Metal Ltd.
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The Canadian Bar Association, British Columbia Branch
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Marla Chandler-Soanes
Christina Duke
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The Ranch BBQ
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Phil and Miriam Webber
Susan Witter

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Anonymous Donation (2)
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Dina Amouzgar
Marilyn Bayes
Debra Carpenter
Bumble Bee Pre-School
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Burnaby Apostolic Christian Church
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Barb Horte
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Circle of Support
Anonymous Donation (1)
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Odessa Tapia
Denise Taylor Ellis
Guillaume Vadeboncoeur
Margaret Walline
Elizabeth Weese
Westport Power Inc
Doris Willis
Joan Winchell
Marni Ziegler

THANK YOU
**At Risk Programs**

**Women**

**Cynthia’s Place**
Cynthia’s Place is a shelter home for homeless single women in Surrey. Funded by BC Housing.

**Firth Residence**
Firth Residence provides women, and those with children, who are leaving a history of addiction with safe, supportive housing. Funded by the Ministry of Social Development.

**Maida Duncan Women’s Drop-in Centre**
New West drop-in centre offers showers, laundry, hot lunches, clothing and household items, along with social activities and educational upgrading for marginalized women. Funded by charitable donations. Service Canada contributes towards a portion of the coordinator of volunteers’ salary.

**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.

**Children and Their Families**

**‘Am’ut Aboriginal Youth 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 of Children and Family Development.

**Christmas Bureau**
EFry brings the holidays to nearly 4,000 people each year through our Christmas dinner with Santa, family food hampers, in prison celebrations and adopt-a-family program. Funded in part by charitable donations.

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

**North Shore Family Preservation Program & Burnaby Integrated Family Program**
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 of Children and Family Development.

**Justice System Programs**

**Women**

**Community In-Reach**
At ACCW and Surrey Pre-Trial, women leaving prison are assisted in planning for their release and finding housing. Funded by BC Corrections.

**Downtown Community Court**
Volunteers assist clients of the community court to understand the court process. They accompany clients to services within the court complex, transfer documentation and interact with crown counsel, defense counsel, judges and others in the court process. Funded by charitable donations.

**Volunteer Inreach**
At the Surrey Pre-Trial Services Centre, Fraser Valley Institution (FVI) and Alouette Correctional Centre for Women (ACCW), volunteers provide support, social opportunities and referrals to community resources. Funded by charitable donations.

**Children and Their Families**

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

**Girls’ Prison Advocacy**
Girls in custody at the Burnaby Youth Custody Centre are supported by an Advocate, ensuring they understand their rights and teaching them self-advocacy skills. Funded by the Ministry of Children and Family Development.

**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 EFry.
Living Programs

Women

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.

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

Ellendale
Ellendale provides a live-in program that provides structured relapse-prevention support for opiate-using women struggling with addiction. Funded by Fraser Health Region & Ministry of Social Development.

Community Re-Integration
Women in the provincial prison are assisted to apply for housing, identification, and social assistance prior to release. Funded by BC Corrections. EFry and a male serving community partner help men and women serving short sentences in Metro Vancouver develop housing plans for their release and provide transitional support.

Prison Homeless Prevention Project (PHP)
The PHP two-year pilot program identifies women with complex needs at risk of homelessness and recidivism. Women leaving prison are assisted to develop Housing Plans, find housing, and then given ongoing follow-up community support and assistance to avoid eviction and risk behaviours. Funded by BC Housing.

Shoplifters’ Support Group
Counselling provides support, and relapse-prevention skills for those who want to develop coping mechanisms to stop shoplifting. Groups can qualify as prison diversion programs. Funded by EFry.

Third Party Administration (TPA)
EFry helps both female and male clients access the government financial support to which they are entitled but unable to access through government offices, due to concerns related to their behaviour or need for high levels of support and case management. Funded by the Ministry of Social Development.

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 Fraser Health Region and the Ministry of Social Development.

Initiatives

JustKids
JustKids 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 in part by the United Way of the Lower Mainland and charitable donations and the United Way of the Lower Mainland. Summer Camps — During July and August, EFry offers six free week-long summer day camps for children ages six to nine with a parent in the justice system. The camps offer children fun experiences as well as teach them coping, leadership and teambuilding and conflict management skills. Funded by charitable donations and the United Way of the Lower Mainland. EFry’s Storybook program — brings parents and children together through the power of reading. EFry supplies new, age-appropriate books and records inmate parents reading them aloud, allowing the children to hear the recording later. Funded by EFry and charitable donations.

GreatWorks

Last fall, EFry launched GREATworks (Gender Responsive Employment Action Teams) to create opportunities for women to earn income and master employable skills. Small Fries Boutique enables women on Work Release to learn shipping/receiving, point of sale software and inventory control. Asphalt Gals Recycling enables women to earn a wage to raise them above the Stats Canada Low Income Threshold.
Financial overview for the year 2011 – 2012

Assets: $6,888,130

- Current assets
- Restricted cash
- Long-term investments
- Other assets
- Prepaid rent
- Capital assets

Liabilities, Deferred Contributions and Net Assets: $6,888,130

- Current liabilities
- Replacement reserve
- Deferred contribution
- Deferred capital contributions
- Long-term debt
- Deficiency in equity-accounted organization
- Unrestricted net assets
- Net assets invested in capital assets
- Internally restricted net assets

Revenue: $7,135,252

- Provincial government contracted programs and grants
- Federal government contracted programs
- United Way
- Donations and membership fees
- Sales, investment and rental income
- Bequests
- Grants and other income
- Donated volunteer services (note 1)

Expenses: $6,888,177

- Women at risk programs
- Families at risk programs
- Youth at risk programs
- Community justice programs
- Management and policy

Note 1: Donated program related services are recognized as revenue at the fair market value of volunteer services provided during the year. The complete audited financial statements are available on request at the Society’s office.
**R o a d s we’ve built**

*EFry tackles imprisonment, addiction, homelessness, literacy, life-skills, and poverty reduction through the efforts of 433 volunteers, 78 full-time and 40 auxiliary employees who together provide 175,000 hours of service to support change in 9,300 people’s lives.*

**Where clients work with us**

![Pie chart showing the distribution of clients across different areas: Residences 7%, Prisons 33%, Offices 36%, Community 60%, Service Sites 24%]

<table>
<thead>
<tr>
<th>Program</th>
<th>Number of Clients 2011–12</th>
<th>Outcomes</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>COMMUNITY PROGRAMS</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Crime &amp; Consequence Diversion Seminars</td>
<td>2,170</td>
<td>Over 99% of clients were assisted to access services.</td>
</tr>
<tr>
<td>Downtown Community Court</td>
<td></td>
<td></td>
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<tr>
<td>Shoplifter’s Counselling Programs</td>
<td></td>
<td></td>
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<tr>
<td>Third Party Administration Programs</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Burnaby and North Shore</td>
<td>81 families</td>
<td>Over 85% of these families were able to effectively change their behaviours and improve parenting.</td>
</tr>
<tr>
<td>Family Preservation Programs</td>
<td>389 children</td>
<td></td>
</tr>
<tr>
<td>JustKids</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>SERVICE SITES</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Christmas Bureau</td>
<td>Over 2,200</td>
<td>Over 1100 hours of life-skills and educational training were offered. Women and families registered for, and receive, over a half million dollars in brand new household goods and clothing. Ten thousand pounds of fresh and packaged food was distributed. Free laundry, hot showers, or meals were provided 5882 times.</td>
</tr>
<tr>
<td>Maida Duncan Drop-In</td>
<td></td>
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<tr>
<td>Small Fries Boutique</td>
<td></td>
<td></td>
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<tr>
<td><strong>RESIDENTIAL — SHELTERS</strong></td>
<td>458 women and children</td>
<td>Over 71% of these clients found long term housing.</td>
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<tr>
<td>Cynthia’s Place</td>
<td></td>
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<tr>
<td>Elizabeth Gurney House</td>
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<tr>
<td>Sheena’s Place</td>
<td></td>
<td></td>
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<tr>
<td><strong>RESIDENTIAL — TRANSITIONAL HOUSING</strong></td>
<td>132 women and youth</td>
<td>Over 75% successfully completed their programs.</td>
</tr>
<tr>
<td>‘Am’ut Youth Full Time Attendance Program</td>
<td></td>
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<tr>
<td>Ellendale Program</td>
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<tr>
<td>Transitions to New Beginnings</td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>RESIDENTIAL — SUPPORTIVE HOUSING</strong></td>
<td>70 women and 19 children</td>
<td>Over 92% successfully maintained their residency.</td>
</tr>
<tr>
<td>Firth Residence</td>
<td></td>
<td></td>
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<tr>
<td>Pathways</td>
<td></td>
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</tr>
<tr>
<td><strong>PRISON SERVICES</strong></td>
<td>3,102 youth, women and parents</td>
<td></td>
</tr>
<tr>
<td>Burnaby Youth Custody Youth Advocate</td>
<td></td>
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</tr>
<tr>
<td>Burnaby Youth Custody Volunteer Program</td>
<td></td>
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<tr>
<td>Community Outreach Services</td>
<td></td>
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<tr>
<td>Intensive Outreach Management</td>
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<tr>
<td>Storybook Program</td>
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</tr>
</tbody>
</table>

**Aggregated Service Results**

*EFry monitors clients to assess service, outcomes, and program results. 1492 clients were tracked in 2011–2012.*

**Service Quality**

96.2% of clients had assessments completed on time. This is 21.2% above our target. 92.7% of case plans contained clear goals and steps to achieve them. This is 17.7% above target.

**Client Outcomes**

68% of clients were successfully engaged in service, 99.2% achieved their expected level of success by accomplishing the goals they set. This is 24.2% above target.

**Program Results**

96.6% of clients achieved their expected level of success by accomplishing the goals they set. This is 21.6% above target.