



Connecting our Stories

2017 ANNUAL REPORT

Message

FROM OUR BOARD PRESIDENT



In keeping with our story theme this year, I thought about EFry in terms of the elements of a great story. The characters of the story feature the community we serve, including volunteers, staff, community relationships, the Board and funders. Without this dedicated cast of characters, the EFry story and the resulting stories of the people that we serve simply is not possible.

The setting, the problem, key events and the solution elements are a function of strategic planning, which is a collaboration between the Agency executive and the Board, driven by research in to the macro and micro forces impacting the Agency and our clients.

This year as our story, in the form of a strategic plan, was being written and acted out, I had the opportunity to reflect on some key milestones that we achieved along the way:

- We expanded partnerships in the community and increased our R&D capacity.
- The Board and Agency reviewed and garnered alignment on strategy around housing.
- The emphasis on Board development helped EFry to garner access to skills in fundraising, legal expertise and financial accounting.
- The Executive Director's focused approach to building and diversifying the Agency's funding sources has been of particular note.

Overall, the Agency and Board are in alignment with deliverables and objectives that we have set out for ourselves.

In closing, as always I extend a sincere thanks to our dedicated staff who work very hard, our funders who choose to support EFry in difficult times, the volunteers and every single minute they donate, our Board who lean in with their skills and expertise, the tireless work ethic of our Executive Director and finally, thanks to the clients who share their stories and drive us closer to creating community that supports transformation and pathways to healing.

A handwritten signature in blue ink that reads 'Ashley'.

VIRGINIA ASHLEY

Board President

Message

FROM OUR EXECUTIVE DIRECTOR

Elizabeth Fry made several adjustments in 2017 to adapt programs to ensure we focus on empowering choices and increasing personal successes. With the commencement of an updated five-year strategic plan, we engaged on a new journey that reflects the consistently changing socio-economic conditions of Calgary, the changing legislation, and incorporates the City's plans for poverty and homelessness into the constructs of our work.

Elizabeth Fry continued to change our structural process to highlight healing and well-being as a priority within our agency to help guide our programs and services. Working from an Indigenous framework, we have incorporated structures that build on consensus internally and supports cultural knowledge and teachings into our practices.

We all begin with a story that is changing day to day. Our stories define our path and continues the narrative of who we are. We are the authors of our story and we are able to adapt the direction,

deepen the plot and build upon experiences to alter the context. The chronicle of our lives is affected by our history, our experiences and our challenges that may lead to choices that affect the outcomes at any point on the road. Being able to change our stories despite all obstacles, barriers and challenges, provides opportunity to overcome how the narrative began.

No mistake defines our story, it only enriches us and gives us a more interesting one.

For the women, youth and individuals that access our services and programs, our work provides opportunities to rewrite the chapter that had previously defined their story.



KATELYN LUCAS

Executive Director

2017 BOARD OF DIRECTORS

Virginia Ashley	President
Lisa Rothwell	Vice President
Carlos Garcia	Treasurer
Kate Baxter	Secretary

Emilie Cox	Tannya Morales
Siobhan Doherty	Terry Roberts
Teneya Gwin	
Katrina Milaney	

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WHO WE *Help*

We serve marginalized populations including women, youth, immigrants, Indigenous peoples and those living in poverty. Many of the people who we support have complex issues related to unresolved trauma, mental health issues, addiction or abuse. Others have family histories of poverty and crimes of survival. Each has a unique story of personal challenges that brought them to EFry, seeking our help to overcome barriers that would otherwise prevent them from a more hopeful future.

91% ARE LIVING WELL
BELOW THE POVERTY LINE



41% IDENTIFY AS INDIGENOUS



75% HAVE CHILDREN



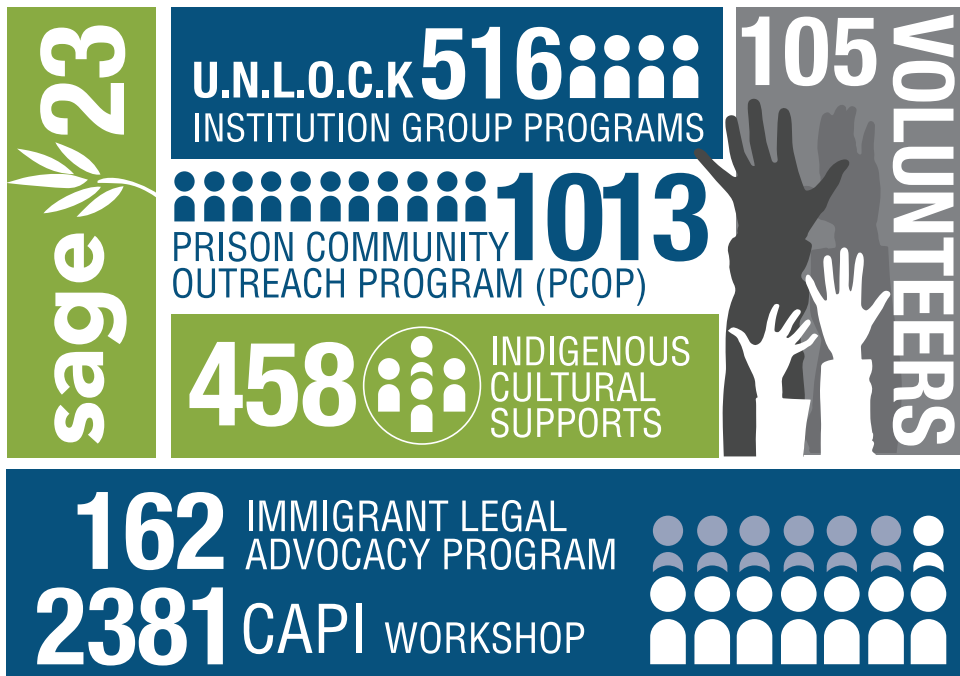
25% OF THOSE WITH CHILDREN HAD
SOME INVOLVEMENT WITH CHILD
AND FAMILY SERVICES

25% ARE NOT CANADIAN-BORN
(REFUGEE, NEWCOMER, PERMANENT RESIDENT)





2017 PROGRAM STATISTICS





136

REGIONAL
LEGAL ADVOCACY

276

CALGARY ADULT
LEGAL ADVOCACY

YOUTH
LEGAL ADVOCACY
& MENTORSHIP
PROGRAMS **86**

YOUTH
PREVENTION
PROGRAM
786



YOUTH

COURT PROGRAMS
CALGARY **3548**

ADULT CALGARY
COURT PROGRAMS

CRIMINAL **1754**

TRAFFIC **4454**

DOMESTIC
VIOLENCE **2306**

ADULT REGIONAL
CRIMINAL COURT
PROGRAMS **1754**

YOUTH REGIONAL
CRIMINAL COURT
PROGRAMS **229**

PROGRAM

Highlights

ONE OF OUR BIGGEST PRIORITIES THIS YEAR WAS THE LAUNCH OF OUR FIVE-YEAR STRATEGIC PLAN, WHICH OUTLINES FIVE CORE PRIORITIES TO GUIDE OUR FOCUS AS AN ORGANIZATION.

HERE ARE A FEW HIGHLIGHTS FOR EACH OF OUR PRIORITIES:

1. We will utilize and apply evidence-based practices to enhance programming to be inclusive, strength based, and break cycles of dependency and vulnerability.

In 2017 we enhanced and expanded our approach to program evaluation. We obtained ethics approval from the University of Calgary to engage our staff, volunteers, community partners and participants in our programs in a comprehensive examination of strengths and areas for improvement in our programs. So far, we are mid-way through evaluating our court and PCOP programs and will begin evaluation of the SAGE program in the fall of 2018.

Our evaluation team worked with practicum students from the University of Lethbridge, University of Alberta, University of Victoria, University of Calgary, Bow Valley College and Mount Royal University to complete program reviews.

Our leadership in Indigenous approaches continues to grow and informs other organizations with concepts to programming and evaluation.

In partnership with the Collaborative Health to Housing (previously known as the Calgary Recovery Services Task Force), we recently completed a literature review on Indigenous housing programs and 'best practices' for case management. This included a secondary phase that included an Elders and Knowledge Keepers engagement process.

We will be initiating a new research project through the Human Rights Education and Multiculturalism Fund in partnership with Athabasca University, focused on the barriers and difficulties associated with finding and sustaining employment when someone has a criminal record.

Our prioritization of research and evaluation in partnership with community, students and academia has strengthened our capacity as a learning organization and ensures the women and youth we serve also receive 'best-practice' supports.

2. Leverage and enhance partnerships with community initiatives and service providers.

Our partnerships and collaborations have increased exponentially. Check page 18 for a list of our community partners.

3. Build our brand and profile.

We are investing in raising our profile within Calgary and southern Alberta. A key focus is to emphasize our experience and expertise as an Indigenous agency. We do this through social media, community involvement, advocacy and engagement.

International Achievement

Our 'Cycles of Poverty' video won a bronze award at the 39th Annual Telly Awards. Founded in 1979, the Telly Awards honours excellence in commercials and receives over 12,000 entries each year from all 50 states and five continents.

4. Enhance transparency and accountability by assessing progress towards goals.

Annual progress reports ensure we remain accountable to our partners and supporters.

5. Expand and enhance the role of the Board of Directors in funding, community engagement and accountability

In 2017 - 2018 we implemented several new campaigns:

- A case for support for the legal sector, development and real estate as well as the energy sector
- \$100,000 campaign called Break Barriers, Build Bridges that includes options for annual giving and major gifts
- Enhanced our donor stewardship plan

This year, we implemented the 2016 succession plan for senior leadership and the Board of Directors to ensure a seamless transition as staff and Board members move on from our organization. We welcomed six new Board members and will continue to focus on these vital priorities in 2018.

About EFRY

Our Mission: The Elizabeth Fry Society of Calgary offers pathways to healing, through supports and advocacy, for women and marginalized populations who are affected by systemic social issues which can contribute to criminalization.

Our Vision: Creating Community that supports transformation and pathways to healing.

Our Values:

Integrity - Consistency and truthfulness in actions and values

Ingenuity - Flexibility and adaptability in providing value-added services within an ever-changing social framework

Advocacy - Foster an environment of courage and empowerment for all those who interact with the agency

Dignity and Respect - Regard all as worthy, honoured and valued

Cultural Integrity - Cultural safety and humility within an ethical space. Respecting ways of knowing and connection to the land

Win's Story

SAGE GRADUATE WITH A BRIGHT FUTURE AHEAD



Win Storm entered into addictions treatment five times before realizing that completing the program was her only way to live. Her last round of treatment at the Aventa Centre of Excellence for Women with Addictions was a turning point and gave her the fresh start she needed to make a positive change to her dangerous lifestyle.

As a Sixty Scoop survivor, Win was raised off the reserve in a non-aboriginal home and grew up not knowing her biological family, her culture or her Blackfoot language. As an adult, she reconnected with her biological family and credits her older sister, Susan, for her love, guidance, support and for teaching her and exposing her to Blackfoot ceremonies.

"I had lived my life like a lost child feeling like I never belonged and I never felt whole. I always felt like something was missing in my life," remarked Win. "I began going to ceremonies with Susan and the most powerful ceremony I attended was a sacred Beaver Bundle Opening Ceremony as I connected to Creator and my spirit awoke that day. I am now guided through my spirituality, prayer, ceremony and through the 12 steps of AA."

It was at Aventa that Win saw posters promoting EFry's SAGE program and felt like she needed to enroll as the program was spiritually-based and provided connection to her Blackfoot culture.

EFry's 12-week SAGE program offers a cultural foundation that supports vulnerable women through interactive and experiential learning processes, expressive writing and photography. Women are prepared with skills to help develop the next steps towards their education, employment or training. This program is based on Indigenous healing which is integrated across the program with learning structured to meet Indigenous needs.

After six months of addictions treatment, Win was released from Aventa and with the love and support of her biological (Bareshinebone) family, she began building her recovery and support community by attending ceremonies, spiritual gatherings and AA meetings.

Win remembers her first SAGE session and recalls how nervous she was to enter the meeting room. Her nerves were quickly dismissed after being greeted by so many friendly and welcoming faces in the program.

“When I arrived, all the ladies warmly welcomed me and told me to grab a cup from the kitchen for tea or coffee. I went to grab a coffee mug and there was an angel on the mug with the saying ‘don’t waste the miracle’ on it. I thought to myself that this is a definite sign from Creator telling me I was exactly where I was meant to be on my journey.”

This was the motivation Win needed to continue her path to recovery and work towards a brighter future with the help of SAGE.

Today, Win is a SAGE graduate and is looking forward to taking a legal secretary course at Bow Valley College in the Fall. She is still connected with other SAGE graduates and the community of support the program created. Now, Win looks forward to giving back to others and her goal is to mentor women and youth who are struggling with addictions and want to make positive changes, just like she did.



LOOK HOW OUR SAGE PROGRAM IS HELPING OTHER WOMEN SUCCEED:



INCREASED
PERSONAL AWARENESS



INCREASED CONFIDENCE



INCREASED CULTURAL
COMPETENCY



REDUCED BARRIERS
TO EMPLOYMENT



USED/PRACTICED
SKILLS LEARNED



ACHIEVED LEARNING GOALS



Sarah's STORY

The Youth Legal Advocacy and Mentorship Program is an intervention program to assist vulnerable youth involved with the justice system. This Program helps youth meet the expectations of their conditions and prevents detention or further charges from being added. Through relationship building and positive social activities, mentors develop natural relationships with youth, which enhances the trust they have in working with the system and encourages the completion of court orders.

Sarah began participating in the program in December 2017 and was matched with her mentor, Erika. Since then, the two of them have enjoyed hockey games, swimming and countless chats over tea. Recently, Sarah experienced some challenging situations at school and her relationship with Erika was instrumental in overcoming those issues in a positive manner. In the past, Sarah felt alone when facing difficult situations, but now she finds great strength in her mentorship relationship.

**SARAH IS COMPLETING
HER LEGAL PROCESS
AND WILL CONTINUE HER
RELATIONSHIP WITH ERIKA
WHILE SHE RE-ENGAGES
WITH SCHOOL AND SETS
HERSELF ON A PATH TO
LONG-TERM SUCCESS.**



Bev IS ENJOYING HER NEW HOME

Upon release from prison, Bev worked hard to grow in her stability. She has successfully maintained housing and moved to a new community where she continues to meet with her EFry caseworker. Her use of emergency services has dramatically decreased and she is working hard to take her life in a new and more positive direction.

Your Contributions ARE ESSENTIAL TO INFLUENCING POSITIVE CHANGE

COST OF
INCARCERATION
PER WOMAN

\$115,310
TO
\$219,884

ANNUALLY

\$316
TO
\$602.42

DAILY

COST OF COMMUNITY-
BASED SUPPORTS BY
EFY PER WOMAN

\$4,555

ANNUALLY

\$1.24

DAILY



Shernette IS WORKING IN A JOB SHE LOVES

Shernette came to EFry looking for help finding employment options. She completed her Social Work Diploma, but because of her criminal record, was unable to find employment. With our help, she found work and has been happily employed for several months. She is thankful for all of the support that contributed to her success.

Crimes of poverty CAN LEAD
TO INCARCERATION, A CRIMINAL RECORD
AND EVEN MORE BARRIERS UPON RELEASE:



REINTEGRATION BARRIERS FACING WOMEN OFFENDERS

BARRIERS	PERCENTAGE OF WOMEN FACING CHALLENGE ACCORDING TO PAROLE OFFICERS		
	None	Some	Majority
No credit history	11%	23%	66%
Financial debt	8%	29%	63%
No reliable transportation	33%	19%	48%
Cannot afford a residence	21%	32%	47%
No references for housing	25%	36%	39%
No references for a job	23%	40%	37%
No history of employment	24%	54%	22%
No access to family physician or regular health care	40%	33%	27%
No proper identification documents	37%	39%	24%

Source: <http://www.csc-scc.gc.ca/research/005008-rs14-08-eng.shtml>

Thanks & RECOGNITION COMMITTEE WORK



Aboriginal Standing Committee on Housing
and Homelessness
Calgary Court Meetings
Calgary Homeless Foundation – Coordinated
Access and Assessment – High Acuity Table
Calgary Learns Indigenous Advisory Council
City Wide Case Management
Employment Committee Information
Advisory Board
Community Advisory Boards for Designated and
Aboriginal funding streams of the Homelessness
Partnering Strategy

Identity Based Wrap Around Intervention
LGBTQ Advisory Group
National Managed Alcohol Program (MAP)
Research
Calgary Recovery Services Task Force
UWAY Natoo'si
Vibrant Communities Calgary – Justice Constellation

FUNDERS

Alberta Gaming & Liquor Commission
Alberta Justice and Solicitor General
Alberta Law Foundation
Calgary Learns

Government of Alberta
United Way Calgary and Area
Ministry of Child Services
Telus Community Grants



PARTNERSHIPS & COLLABORATIONS

Aboriginal Friendship Centre Calgary
Alberta Coalition Against Human Trafficking (ACT)
Alberta Health Services Addiction Services – Mental
Health Diversion
Alberta Justice and Solicitor General
Alex – Youth Health Care
Calgary Alpha House Society
Calgary Attendance Centre
Calgary Bridge Foundation
Calgary Court Centre and Area Regional Courts
Calgary Housing Company/Affordable Housing
Calgary Immigrant Education Society
Calgary Immigrant Women's Association
Calgary John Howard Society
Calgary Legal Guidance
Calgary Public Library
Calgary Remand Centre
Calgary Women's Emergency Shelter
Calgary Young Offender Centre
Canadian Association of Elizabeth Fry Societies
Centre for Newcomers
Chinook Learning Services
Collaborative Health to Housing

Correctional Services Canada – Calgary Parole
Immigrant Services Calgary
Indigenous Housing, Health and Homelessness
Collaborative
Lethbridge Correctional Centre
Legal Aid Alberta
Pathways Community Services Association
Regional Court Victim Assistance Teams
Rowan House
Sunalta Community Association
SORCe
Stoney Tsuu T'ina Correctional Services
The City of Calgary
Welcome Centre for New Immigrants
Women's Centre of Calgary
Youth Criminal Defence Office Funders
YWCA





A YEAR IN *Photos*





TERRITORIAL

Acknowledgment

We would like to acknowledge that we are situated on traditional Blackfoot territory, home of the Blackfoot Confederacy (Siksika, Piikani and Kainai), Tsuut'ina First Nation, and the three tribes of Stoney First Nations (Bears paw, Chiniki, and Wesley bands). Calgary is also home to Metis Nation of Alberta, Region III. The traditional name for the area is Moh'kins'tsis (The Elbow).

BLACKFOOT PRAYER

Ayo Apistotoki	Creator	Ahyo Ah biss sto doh geh
Ispomokinnaan	Help us	Iss boh mok innaan
Nahkayistsisinnaan	To listen	Nah'guy yiss tse sin naan
Nahkaikimotsiyisinnaan	To be kind to one another	Nah'gaa ghee moh tse sin naan
Nahkayikakimahsinnaan	To try hard	Nah'guyee gah ghee mah sin naan
Nahkokamotohsinnaan	To be honest	Nah'gaw gah moh doh sin naan
Nahkawatoyiitaksinnaan	To be spiritual	Nah'gawa doi yee duck sin naan
Ohtokinnaan, Apistotoki	Hear us, Creator	Ooh'doh gynn naan Ah biss sto doh gee
Kimmis Kokosiks	Have pity on your children	Gymm miss goh goh siks
Iksikimmatapsiya	They are in need	Eeksi gee maa dahp seeya
Kaamotaani	Grant us safety	Gah moh daan
Niistawatsimaani	Help us to raise our families	Nees dah wah tse maan
Naapiio'sini	So that they may live long lives	Nah be yo sin

2018 Outlook

In 2018, EFry continues to review and adapt as necessary to ensure that we are providing quality services that do not build dependency, but increase personal choices and empowers change. We are currently reviewing all our programs to identify how our processes improve lives and determine what aspects of our programs require adjustments. Additionally, we are undertaking a research project on the effects of criminal records on employment.


Youth programs are evolving from our core Youth Advocacy Program to include a pilot on community integration that focuses on Indigenous youth and their transitions back into the community, especially those that are returning to their Nations.

Our mentorship program has expanded and provides meaningful supports to youth involved in the criminal justice system.

We continue to add Indigenous and cultural programming supports in the institutions and in the community to ensure that healing is a priority to assisting all those we serve.

Priority of our work continues to be working in collaboration with the community of care and ensuring that no one falls between the gaps of systems and services.





FOR MORE
INFORMATION OR
TO HELP THE
WOMEN AND YOUTH
WE SERVE,

*connect
with us*

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