

**ELIZABETH
FRY SOCIETY
OF PETERBOROUGH**



ANNUAL REPORT

Annual General Meeting

October 22th, 2024

2023-2024



United Way
Member Agency



**COMMUNITY
FOUNDATION
OF GREATER
PETERBOROUGH**

peterborough
outside the ordinary

**The Law
Foundation
of Ontario**

 **Ontario**
MINISTRY OF THE
ATTORNEY GENERAL

Ontario
Trillium Foundation


 **Health
Canada** **Santé
Canada**

OUR FUNDERS



**The Elizabeth Fry Society gratefully acknowledges
our funders for 2023-2024**

LIST OF FUNDERS

City of Peterborough

Community Foundation of Greater Peterborough

Community Foundation of Canada

Delta Bingo & Gaming

Women and Gender Equality Canada Capacity Building Fund

Health Canada Substance Use and Addiction Program

Law Foundation of Ontario

LLF Lawyers - RWC Event Sponsorship

Luke 4 Foundation

McLean Foundation

Ministry of the Attorney General

Ministry of the Solicitor General

Ontario Trillium Foundation

Pride and Remembrance Foundation

Red Cross Emergency Community Support Fund

Sisters of St. Joseph

Soroptimists Int'l Peterborough

Trent University Faculty Association - RWC Event Sponsors

United Way Peterborough and District Partner Agency

United Way Peterborough and District Reaching Home Funding

United Way Peterborough and District Innovation Funding

United Way Peterborough and District Winter Response Funding

8 80 Cities Changemakers

EXECUTIVE DIRECTOR'S REPORT



Welcome to the 2023-2024 Annual General Meeting

The Elizabeth Fry Society of Peterborough has experienced another amazing year of growth. As our services and programs expand, we have been given the awesome opportunity to invest in our community like never before and walk alongside more people in their journey to wellness.

I could never express the depth of gratitude that I have for our Board of Directors who bring their passion for equity and justice to ensure the development of the agency and its capacity to deliver its mission. You continue to believe in us, provide us the encouragement to deliver, and guide us in this growth. The subcommittees of the board have been very active this year with so many exciting plans for next year and I look forward to continuing down this journey with all of you.

With our growth has come the full formation of an executive that includes two Directors for Operations and Programs, a Finance Administrator, and a Manager for Justice Services. I admire your passion for this work and your fearless commitment to move the agency forward in its services and operations. You are leading an amazing group of staff that I have the pleasure to witness hold space for other humans and walk alongside them in their journey. Every day they, and our students and volunteers demonstrate to us all how we can be a supportive community that encompasses all people and removes barriers for all.

EXECUTIVE DIRECTOR'S REPORT



CONTINUED...

This year we embarked on a massive expansion of our Housing Services by becoming the Site Service Providers and Operators of the 50 Bed Modular Housing Community. Through this work we have been able to witness incredible resiliency of the occupants and the staff who deliver services leading to some amazing outcomes. We continue support Indigenous People through our EHouse Transitional Units and by expanding our Cultural Partnerships and services across all our programs. We experienced an expansion of our Bail Verification and Supervision program and all our Justice Services. We continue to be Innovative in our services and create programs that remove barriers to accessing our community, outreach, and drop-in programs.

I am so excited to enter into the next fiscal year with all this work behind us. From the bottom of my heart, thank you to our Board of Directors, our Management, our Staff, our Volunteers, our Students, our Funders, our Donors, our supporters. It takes all of us to keep bringing these impactful services to our community and I look forward to all we can achieve next year.

Debbie Carriere
Executive Director



BOARD OF DIRECTORS

2023-2024

Board Chair: Caitlin Bragg
Caileigh McKnight

Vice-Chair: Andrew MacGregor

Treasurer: Mary Goddard

Secretary: Allison Wight
Rhonda Hilker

Directors: Selda Panchishin
Lois Powers
Beth Torrens

Directors who resigned 2023/2024:

Barb Jinkerson
Dr. Laura Greenwood

Directors joining the Board at the AGM 2023:

Allison Potts
Ainsley Black
Tucker Barton

“Volunteers do not necessarily have
the time; they just have the heart.”
Elizabeth Andrew, author



OUR STAFF



Debbie Carriere Robinson - Executive Director

Annessa Stillman - Director of Operations

Correen Day - Director of Services

Hazzam Khan - Finance Administrator

Community Programs:

Aakanksha - Coordinator of Community Programs

Kristal Jones - Coordinator of Breakfast Drop-in Programs

Laura Secord - Coordinator of Cultural Partnerships

Daisy Wenchel - Outreach Breakfast Program Worker

Elise Bernard - Community Programs Worker

Elyssa Bisset - Central Intake Worker and Community Services

Jewelz Elliot - Community Programs Case Worker

Joshua Burnet - Outreach Breakfast Program Worker

Meraj Alam - Outreach Breakfast Program Worker

Housing Programs:

Abby Obress - Coordinator Bridge Modular Housing/Data

Alana Parisien - Coordinator of Housing Programs

Jennifer Turtscher - Coordinator Bridge Modular Housing/Client Services

Jill Snoddon - Coordinator of Housing Programs

Ajmalkhan Simla - Bridge Modular Housing Case Manager

Angela Malcolm - Bridge Modular Housing Case Manager

Ashley Leahy - Bridge Modular Housing Case Manager

Bronwyn Brown - Bridge Modular Housing Case Manager

Caroline Garland - Bridge Modular Housing Case Manager

Craig Hannan - Bridge Modular Housing Case Manager

OUR STAFF



Dustan Csendes – Bridge Modular Housing Case Manager/Court Support

Jill Whitmore – Bridge Modular Housing Case Manager

Kayla Farewell – Bridge Modular Housing Case Manager

Liz Marcozzi – Bridge Modular Housing Case Manager/Cleaner

Mark Reeves – Bridge Modular Housing Case Manager

Michaela Reeves – Bridge Modular Housing Maintenance/Security

Mickaela Baker – Bridge Modular Housing Case Manager

Russell Ganz – Bridge Modular Housing Case Manager

Shoshanna Frumkin – Pathways Housing Program Worker

Terry Harvey – Bridge Modular Housing Case Manager

Justice Programs:

Claire Belding – Manager of Justice Programs

Benjamin Engleberg – Coordinator of BVSP Program

Cassandra Sacritini – Coordinator of Justice Program

Kate Buckley – Coordinator of BVSP Program

Ryan Robertson – Coordinator of IPCENA

Sarah Werth – Coordinator MAPS program

Caico Gomez – BVSP Worker/Case Supervisor Peterborough

Cassy Schutz – BVSP Worker/Case Supervisor Peterborough

Courtney Vanslageren – BVSP Worker/Case Supervisor Lindsay

Genevieve Gilbert – BVSP Worker/Case Supervisor Lindsay/Peterborough

Jordan Jackson – BVSP Worker/Case Supervisor Peterborough

Stephanie Boudreau – BVSP Worker/Case Supervisor Lindsay

OUR STAFF

Peer Support Programs:

Chelsey McGowan – Manager of Peer Support Program

Elisa Hollingsworth – Coordinator of Act Out Program

Dave Tonner – A Different Approach Case Worker

David Glassman – A Different Approach Case Worker

Gavin McDonald – A Different Approach Case Worker

Hannah Gilmore – A Different Approach Case Worker

Lindy Jones – Peer Support Program/EHouse Worker

Patrick Fox – A Different Approach Case Worker

Tom Regehr – A Different Approach Educator

““You cannot get through a single day
without having an impact on the world
around you.”

Jane Goodall



PROGRAM HIGHLIGHTS FISCAL 2023-2024

JUSTICE PROGRAM

BAIL VERIFICATION AND SUPERVISION

The Bail Verification and Supervision Program ensures that accused persons otherwise entitled to pre-trial release are not held in custody because of a lack of financial resources or community connections. It also serves to assist clients to take steps to address the precipitating factors that contribute to the alleged misconduct and decrease remand populations.

309

309 INDIVIDUALS

Were released on the Bail Verification and Supervision Program

60

60 LINDSAY

60 individuals were in Lindsay

249

249 PETERBOROUGH

249 individuals were in Peterborough

85%

85% OF INDIVIDUALS

85% of individuals were referred internally to other programs at EFry

JUSTICE PROGRAM

COURT SUPPORT AND COURT CASE MANAGEMENT

We advocate for community alternatives to criminal justice sanctions. Our workers work directly with people who are accused to navigate the criminal justice system and to access resources in the community to address the underlying issues which may have contributed or resulted in criminalization.

422

422 UNIQUE INDIVIDUALS

Accessed funded services from 2023-2024

2432

2432 SESSIONS

Court support sessions with court staff

237

237 REFERRALS

Were made to external services/organizations - all individuals received at least one referral

151

151 CLOSURES

The total number of individuals whose court matters came to a complete closure

93%

93%
SUCCESS
RATE

For individuals to complete with us and have sentenced reduced from initial crown's position

COMMUNITY PROGRAMS

WELLNESS PROGRAMS

Our Wellness Programs include: Supportive Counselling, Anger Solutions, Healthy Relationships, Self Esteem, Goal Setting and Stress Management, Self Esteem, and Truth & Integrity: Anti-Theft Program.

Our wellness programs are offered in-person or online. Online programs allow community members to complete court, parole, probation, and KHCAS program requirements without waitlists and at their own pace. Participants can access the program material day or night with the option of additional staff support if needed.

290

INDIVIDUALS RECEIVED WELLNESS SUPPORT SERVICES

639

TOTAL ONLINE WELLNESS PROGRAM ENROLLMENTS



STAFF INSIGHT:

We introduced online program options to community members at the beginning of the pandemic to assist individuals through the court, probation, parole, and KHCAS processes.

Over the last 4 years, we have supported 1635 individuals in enrolling in online programs, with an increase of 138 enrollments over the last year. This demonstrates the need for accessible, low-barrier, flexible, and cost-free mental health and wellness supports for community members.

HOUSING PROGRAM

BRIDGE MODULAR HOUSING PROGRAM

The construction of the Bridge Modular Housing Community was completed November 16, 2023 with residents moving into their units on November 27, 2023. The site contains 50 modular units, each equipped with heating and cooling, and furnished with bed frames, bed mattresses, bedding, a mini fridge, shelving, and storage space.

The Bridge Program provides case management, service navigation, and daily support to the residents, 24 hours a day, 7 days a week.

The goal of the program is to provide stability, support, and life skills to individuals who have experienced chronic homelessness, with the ultimate goal of transitioning them into long-term housing.

54

54 INDIVIDUALS HOUSED

From November 2023-March 2024

68

68 AGENCY REFERRALS

Total number of referrals made to agencies

5

5 PARTICIPATED IN EMPLOYMENT

Total number of residents who participated in off-site employment

1287

1287 VOLUNTEER HOURS

Total number of volunteer hours completed on-site

HOUSING PROGRAM

BRIDGE MODULAR HOUSING PROGRAM

98% REDUCTION IN EMERGENCY CALLS

1

1 CALL TO FIRE

2

2 CALLS TO POLICE

2

2 CALLS TO PARAMEDICS

*both calls for same resident



OUR FIRST WINTER

For the first 4 months of the Bridge Program, our site did not have access to the community building. Staff were required to work outside, in all weather conditions, during their shifts. They were able to go into a vacant unit to warm-up on occasion but the majority of their day was spent outside interacting with residents.

This experience was beneficial for staff as it allowed them the opportunity to be present with residents and for residents to easily seek support.

However, it made it difficult for staff and residents to build a community on site as there wasn't space to gather and connect.

PAST PROGRAM



2023/2024

The 2023/2024 year marked the end of 3 of our programs.

- Pathways - Stage 1
- Wings of Change
- A Different Approach: Substance Use and Peer Support Program

The following pages contain brief summaries of the program highlights.

HOUSING PROGRAMS

PATHWAYS - STAGE 1

Pathways is an intensive care program facilitated in a therapeutic living environment that is designed to support individuals to sustain long term housing.

The service user centred care plan will focus on building life skills and relationships that are meaningful to the individual to promote a safe and stable living environment.

This program also offers security and support to home owners who participate in leasing to EFry Housing. The program aids in the building of a successful relationship between the landlord and tenant so that the service user can independently hold the lease after a period of time.

199

199 INTAKES WERE COMPLETED

By individuals seeking support with housing searches/viewings/applications/placements on by-names list etc

105

105 SUPPORTED WITH RENT ARREARS

To avoid eviction and maintain housing throughout the program

210

210 HOUSING-RELATED SUPPORTS

210 individuals received support related to housing, such as food, repairs, moving expenses, etc

HOUSING PROGRAMS

WINGS OF CHANGE

Wings of Changes provides housing to women and gender-diverse individuals by supporting them in securing long-term, independent leases.

3
2023/2024

3 WOMEN/GENDER-DIVERSE PEOPLE

Were housed through our Wings of Change program in 2023/2024

18
FAMILIES

10 WOMEN & 26 CHILDREN

Were placement over the 4 years of the program's implementation. Our initial goal for the program was 8-12 families over the 4 year period.

“Housing is absolutely essential to human flourishing. Without stable shelter, it all falls apart.”

Matthew Desmond



HOUSING PROGRAMS

WINGS OF CHANGE - PROGRAM SUCCESS

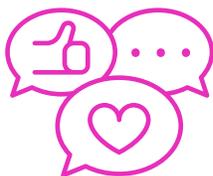
This project had significant success in finding long-term housing options for women or gender-diverse individuals who were moderate to high acuity. All benefited from the supportive model we use of weekly peer-support style visits. These weekly visits include work towards goals as set out in a Care Plan relating to the following dimensions: Substance Use, Mental Health, Physical Health, Safety, Housing Goals, Employment/Education and financial goals, Skill building. Each individual creates an individualized plan to move towards being in a position to sign a long-term lease with the landlord. These plans are specific to a person situation and goals as set up by them. Often these relationships involve landlord mediation as the person builds the skills to sustain their unit and a positive relationship with the landlord and other tenants.

The units we were able to secure were often 2-3 bedroom units well-suited to families so we had the unintended benefit of housing a great deal of children along with their mothers in this project.



14 FAMILIES SIGNED LEASES

This is 14 women and gender-diverse individuals with 21 children found long-term housing options through Wings of Change



LARGER IMPACT

During the course of the program, many of the residents were able to achieve more security financially by completing taxes to secure credits to which they were entitled, furthering their education, and gaining employment. Occupants of our units also developed valuable skills to help them to be able to sustain housing.

PEER SUPPORT PROGRAM



A DIFFERENT APPROACH

A Different Approach was a FREE peer response program providing support to individuals in the Peterborough area who use or have used any substance, particularly individuals who have overdosed within the past year or are at risk of an overdose.

This project provided wraparound support to individuals who were at risk or who experienced an overdose to access and receive much needed follow up services after or during hospitalization.



864

864 ACCESSED SERVICES

TOTAL INDIVIDUAL SUPPORTED THROUGH PEER SUPPORT FOR SUBSTANCE USE AND/OR ADDICTION



86%

86% REPORTED POSITIVE OUTCOMES

TOTAL PERCENTAGE OF INDIVIDUALS WHO REPORTED POSITIVE BEHAVIOUR OUTCOMES RELATED TO ENGAGING WITH THE PROGRAM

SUCCESSION PLANNING AND MANAGEMENT SUPPORT

WOMEN AND GENDER EQUALITY CANADA CAPACITY BUILDING FUND

Throughout the final year of our funding, EFry was able to develop a succession plan for our Management Team and to provide training and support for all of our teams and future leaders.

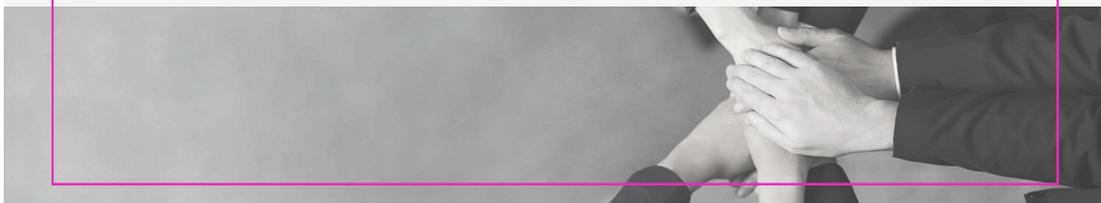
The impact of this grant can be demonstrated by our ability to create a number of coordinator roles, which support the daily operations of each program, and allows our management team to shift their focus to agency operations and staff support.

With the skills and information learned from the trainings, we are now offering a Leadership Support Program within the agency for our staff. The support and training will help staff continue to develop skills within their roles, while also preparing them for future positions within the community.

We take pride in providing employment opportunities to recent graduates as well as to people with lived experience. The Leadership Support Program further helps to increase staff's knowledge of the mental health, addiction, and social service sector, while also increasing confidence and providing opportunities for growth.

"The single biggest way to impact an organization is to focus on leadership development. There is almost no limit to the potential of an organization that recruits good people, raises them up as leaders and continually develops them."

-John Maxwell



THANK YOU

We look forward to another year of growth, opportunities, and community support.

