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ELIZABETH FRY SOCIETY OF OTTAWA

Client Feedback on Outcomes of Services at the Elizabeth Fry Society of Ottawa

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Carleton University MSW Program
Course: SOWK 5405
Chandni Desai
Julia Hunt
Leeann McGuire
Leigh Hortop
Matthew Manion

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Introduction

An Overview of the Issue

While women have always represented a proportion of criminalized individuals, it has only been within the last ten years that researchers have begun to pay more attention to issues surrounding women and crime (Rettinger & Andrews, 2010). Historically, analyses of offending and delinquency have centered on the behaviour of males, while women and girls have been excluded from studies into the causes and predictors of criminal behaviour (Franklin, 2008). Belknap and Holsinger (2006) suggest that the traditional male-centered approach to understanding offending represents a failure to examine the role that gender plays in the causes of offending, and how risks of offending, such as negative school and family experiences, may be gendered. This failure to consider offending from a gendered perspective has thus served to both perpetuate ignorance as to the causes of female delinquency, and “threaten the appropriateness of systemic intervention with and treatment responses to girls” (pp. 48-49). It is critical that the treatment and community-reintegration programming for female offenders cater to their specific needs as this can help decrease the rates of recidivism for female offenders (Wilson, Quinn, Beville, & Anderson, 1998).

Our research study aims to conduct a single-group post-test summative program evaluation of services offered to clients of the Elizabeth Fry Society of Ottawa and to identify any potential gaps in service (Van de Sande & Schwartz, 2010). Programs that are developed for women often fail to incorporate an understanding of the complex needs and problems that are faced by female offenders. The specific research question for this study is, has access to Elizabeth Fry programs and services had a positive impact on the lives of past clients? A

questionnaire has been developed to measure whether there has been a reduction in the interval, frequency and seriousness of client conflicts with the law, and to determine whether clients have been able to increase their stability and community engagement, decrease relapse behaviour, and build healthier relationships. This study is of direct relevance to social work practice. By engaging in community-based participatory research, our research team will have the opportunity to identify and observe structural barriers which have affected the lives of criminalized women.

This research endeavor aims to specifically illustrate both the benefits of intervention and the gaps in service specific to services and programs offered through the Elizabeth Fry Society of Ottawa. By undertaking this feminist and community-based participatory research study, the research team hopes to advocate for change through an increased availability and awareness of community-based, publicly funded services for marginalized, victimized, criminalized and imprisoned women (CAEFS, 2010). It is our hope that these research findings will allow the agency, its larger umbrella organization (Elizabeth Society of Canada), and by extension the larger professional community, to better serve the needs of criminalized women.

Theoretical Framework

Within the last decade, a variety of feminist scholars have attempted to redress the imbalance in knowledge that has traditionally excluded women from studies into criminalized behaviour. These scholars have criticized mainstream criminological theories as being androcentric; “that is, these theories were developed by men who relied on their own assumptions of social life and used samples of men and boys to test their hypotheses,” and they have therefore rejected these mainstream theories (Reisig, Holtfreter, & Morash, 2006, p. 387). Feminist scholars have called for an examination of women and crime that takes into account the role that gender plays in offending. Franklin (2008), for example, argues that an examination of

female offending within a radical feminist theoretical framework offers a way to more clearly understand the unequal and unfair treatment of female offenders, both currently and historically. Franklin argues that the criminal justice system is gendered “to the extent that everything from the definition of crime and criminals and policies utilized to control crime (whether through policies that punish or treat offenders) are devised with the male gender as the norm or reference category” (p. 342). Feminist scholars, by contrast, consider the variables that lead to problem behaviour as potentially coming from a variety of sources, such as socialized gender roles, structural oppression, vulnerability to abuse from males, and female responses to male domination (Belknap & Holsinger, 2006).

The inclusion of a feminist theoretical framework puts a special emphasis on the reflexivity of the study, which considers power imbalances inherent in the research process and examines the role of the research team in maintaining these imbalances. In addition, we are active in examining our own biases towards criminalized and/or incarcerated women, and how these biases may influence the data collection and analysis. As researchers, we were aware that our middle class status and level of education could influence the data collection and analysis, and the inclusion of both Elizabeth Fry clients and staff in the development of the questionnaire was a way in which we sought to mediate these biases. Furthermore, this group is conscious of how gendered power difference can influence research participation and in particular, how the role of a male facilitating the research in a study that deals with marginalized women may influence our research and/or participants’ involvement.

The final goal of this research is to impart a more informed and empowered community with specific recommendations for improving services for criminalized and/or incarcerated women. While the immediate goals of this study are to assist a single, Ottawa, agency in

providing rehabilitative services to women, there exists the potential for larger structural outcomes. Elizabeth Fry is a national organization (CAEFS, 2010) and while this study may be undertaken locally, it is possible that local research findings such as ours may result in both consciousness-raising and improved service provisions. Such outcomes could eventually help to reduce the number of incarcerated women in Canada and the stigma faced by criminalized woman in our society.

Community-based participatory research is a method that strives to bring together both researchers and community members so that both groups can work together to identify problems faced by the community (Van de Sande & Schwartz, 2010). The research team strives to empower the agency and its clients to identify and illustrate issues specific to the lives of criminalized and/or incarcerated women.

In keeping with community-based participatory research, initial discussions and development of the research tool were undertaken in collaboration with the agency and their clients. The team developed a strategic framework for working with the employees and clients of Elizabeth Fry which endeavored to foster an environment of trust and communication, thus ensuring that all women participating in the research study felt comfortable doing so. Moreover, ongoing feedback from participants was encouraged and welcomed. Findings from the study will be shared with the agency and its clients (Van de Sande & Schwartz, 2010).

Conceptual Framework

There are a number of concepts that are central to this research study and a brief outline of these key concepts, along with the research team's intended use and meaning of these terms, is required.

The participants in this study were *criminalized women*, or women who have been involved in the criminal justice system as victims, not as individuals charged with criminal offenses; these were women who have been charged with crimes deemed necessary to subsistence (economically necessary crime) (Marshall, 1994).

The research team has sought to measure whether there has been a reduction in the interval, frequency, and seriousness of client conflicts with the law. For the purposes of this study, *conflict with the law* is defined as a new charge, arrest, or a breach (CAEFS, 2010). *Conflicts with the law* do not include attending court, probation or parole appointments, or interactions due to past or previous charges (CAEFS, 2010). A *breach* is defined as breaking or acting contrary to a law, probation, etc. (CAEFS, 2010). *Recidivism* is defined as the habitual relapse into crime (Marshall, 1994).

The research team has also sought to determine whether clients have been able to increase their stability and community engagement, decrease relapse behaviour, and build healthier relationships through participation in Elizabeth Fry programs and services. The researchers conceptualize *stability* and *community engagement* as being related to clients' past and current employment, education, and housing status, and the frequency of conflicts at work and school. *Relapse behaviour* is conceptualized as the frequency of alcohol and substance use before accessing Elizabeth Fry services and at the present. The research team views *healthier relationships* as being related to increased communication skills, skills to deal with conflict, stress in relationships, and the positive influence of current relationships. (See Appendix A: Glossary of Terms for additional definitions of key terms).

Literature Review

The purpose of the research project is to examine whether access to Elizabeth Fry programs and services has had a positive impact on the lives of past clients. The clients of Elizabeth Fry consist of “women and female youth who are, or may be, at risk of coming into conflict with the law” (Elizabeth Fry Society of Ottawa, 2008). An examination of the literature on criminalized women is required in order to fully understand the impact that the organization’s programs and services have on the lives of its clients. A review of the work of feminist scholars in this area leads to a clearer understanding of the factors that lead women to offend and that put them at a greater risk of recidivism, as well as the community-based and correctional programs and resources that are required to support this population.

Brief History of the Issue

One way that feminist scholars have altered the mainstream criminological landscape is through developing the “pathways to crime” perspective. This perspective suggests that an understanding of important life events of women and girls who offend leads to a better understanding of the risk factors for female offending, and by extension the needs for intervention and treatment (Belknap & Holsinger, 2006). Daly (1992, 1994; cited in Reisig et al., 2006) outlined the pathways framework to describe the conditions and circumstances that lead women to move from victimization to incarceration. Her five pathways include the experiences of women who become involved in criminal behaviour after escaping abusive situations at home, those who participate in the use, manufacture, and/or distribution of drugs through their intimate partner or family, those who experience instability during childhood, including abuse and neglect, those who face abuse by intimate partners during adulthood, and those who engage in criminal behaviour out of greed or as a means to cope with poverty.

According to Reisig et al. (2006), this “multi-dimensional framework shows how abuse experiences (i.e., emotional, physical, and sexual), substance addiction, familial and intimate relationships, and economic marginalization are differentially packaged across women offenders” (p. 390).

A number of studies have built on this framework and have explored the impact of these experiences on women who offend. Results have emphasized the important role that victimization plays in female criminal behaviour (Belknap & Holsinger, 2006). Research has found that experiences of childhood emotional, physical, and sexual abuse, mistreatment, neglect, parental abandonment, and violence all increase the likelihood that female victims will be arrested as adults (Widom, 1989; Belknap & Holsinger, 2006; Franklin, 2008; Zlotnick, 1997; Marcus-Mendoza & Wright, 2004; Reisig et al., 2006; and Shaw & Hargreaves, 1994). Efforts by women to cope with experiences of victimization can in fact lead to criminal behavior (Pollack, 2007). Moe (2006) has pointed out a link between domestic abuse, substance use, and criminalized behaviour by women. Furthermore, economic marginalization has also been found by researchers to be a factor that can lead to criminal behaviour in women (Marcus-Mendoza & Wright, 2004; Reisig et al., 2006; Shaw & Hargreaves, 1994). Results from research that considered the experience of Aboriginal women who were serving sentences in Ontario mirror these findings (Shaw & Hargreaves, 1994). According to Reisig et al. (2006), “the evidence supports the contention that a large portion of female criminality is connected to victimization (both as a child and during adulthood), abuse and addiction to alcohol and other drugs, and poverty” (p. 388).

Feminist scholars caution, however, against focusing solely on the individual characteristics of women. Rather, they promote the contextualization of these experiences within

a larger socioeconomic framework, so as to examine why the state punishes women who have been abused (Pollack, 2007). As Twaddle, Setpaul, Guerrero, Manibusan, and Riddle (2007), point out, “women in poverty, women with limited vocational opportunities, women who are single mothers, and women who have been traumatized as children, in sum, those who are most in need of social support, are the very same women that our society is sending to prison” (p. 218). There is recognition by feminist scholars, therefore, that although individual characteristics are linked with criminalized behaviour, structural factors, such as economic marginalization, and the criminal justice system itself, play key roles in criminalizing women.

Feminist scholars have also explored the impact of gender on recidivism, which historically was also examined only among the male prison population (Collins, 2010). A study by Holtfreter and Morash (2003) found that women most at risk for recidivism were those who reported more substance abuse, parenting needs, and mental health needs, and were more likely to have needs related to education and employment. Research also found that drug abuse is a predictive factor of female recidivism. A history of juvenile delinquency and the type of offenses, however, are not related to recidivism in women (Collins, 2010). Frequent unemployment has also been found to be a significant predictor of recidivism among women, and economically marginalized women who have offended find it more difficult to avoid reoffending (Reisig et al., 2006). Wilson, Quinn, Beville, and Anderson (1998) describe women the most at risk of recidivism as those who are young, unmarried, mothers, unskilled, economically and educationally disadvantaged, raised in broken homes, having experienced economic distress, victimized, substance users, and frequently having negative relationships with men. In addition to individual characteristics, however, Wilson and Anderson (1997) point out that recidivism is also linked to certain conditions in prison, such as a lack of resources, and

rehabilitation programs originally designed for men, which work to reinforce sexist biases.

Pollack (2007) also notes that a lack of community supports lead women to reoffend. Thus, like the studies on women and offending, feminist scholars, although highlighting the individual characteristics that are linked with recidivism, also shed light on the structural factors that lead to reconvictions among women (Pollack, 2007).

Women offenders represent a unique population, and they have experiences and needs that are very different from those of male offenders. Historically, however, many programs for female offenders have not been gender responsive (Holtfreter & Morash, 2003). Much of the literature on community-based correctional programs describes programs that have been designed for men (Wilson, Quinn, Beville, & Anderson, 1998). Pollack (2009) suggests that this is because female offenders generally receive little priority in the correctional system. The substantially smaller number of women in prison compared to men often results in there being little thought or attention given to the design and implementation of female prisons and community programs (Wilson et al., 1998). For example, some programs for women do not provide childcare, and many neglect significant concerns that many female offenders face such as abusive partners and a lack of marketable job skills (Holtfreter & Morash, 2003). Other programs do not address the needs of women at all, but instead are designed to teach domestic, feminine skills and moral reform. Especially in the past, vocational programming in particular reflected traditional stereotypes of “women’s work” by offering skills in cosmetology, cleaning, cooking, and secretarial work (Holtfreter & Morash, 2003).

Therefore, given this portrait of the female offender, it is important that community transitioning efforts focus on helping the female offender access available community resources that meet her specific needs so that these resources can help to decrease the likelihood of

recidivism. Rather than supporting one specific program approach for female offenders, the literature suggests a number of key program elements that may successfully meet their specific needs (Holtfreter & Morash, 2003). These program elements can be broadly categorized into basic education, vocational training, job readiness training, parenting skills, survival skills, and counselling (Wilson et al., 1998).

According to Wilson et al. (1998), basic education includes teaching literacy skills and helping inmates achieve general equivalency degrees (G.E.D.). Vocational programming is also an important factor for female offenders' community reintegration. This is noted in a qualitative study conducted by Pollack (2009) with 68 formerly incarcerated women in Canada that examined their experiences of imprisonment and release to the community. Pollack (2009) stated that most women in this study had very little work experience and identified job connections as an integral part of connecting with community and supporting themselves and their children when released from prison.

In addition, providing successful vocational programs for female offenders should enable them to access employment programs that are not focused on stereotypical female careers. Because many of these women may have young children as well, fulfilling the dual roles of parent and breadwinner poses special challenges for them. Training in female-dominated areas such as clerical work generally results in low-paying jobs that are insufficient in meeting the economic demands of supporting a family (Wilson et al., 1998). According to Wilson et al. (1998), successful vocational programs for women offenders focus on occupations in which: (1) entry-level pay is higher than average for women and (2) there is a demand for the workers with the skills being taught in such programs. Other important aspects of vocational programs are job placement services and employment support services during the early stages of employment

(Wilson et al., 1998). Therefore, it is important to develop vocational training programs that are comprehensive in nature because programs that offer only a few of these critical services will not be as beneficial for these women. Another important factor is job readiness because many female offenders have had only sporadic prior work experiences (Wilson et al., 1998). This may lead to negative attitudes toward work and a lack of self-confidence in the workplace. Job readiness training that focuses on work motivation, appropriate work behaviours and attitudes, and work planning (i.e., transportation and child care) is crucial for them to maintain steady employment (Wilson et al., 1998).

A further important aspect to providing successful community reintegration for female offenders is offering parenting skills training. According to an analysis by Johnston (1995), thirty years of international research estimated that up to 75% of women in prison are mothers, and that around 60% have dependent children (typically defined as being under sixteen years of age) (Sheehan & Flynn, 2007). Also, in a study conducted in Australia in 1997, it was estimated that 60% of the female prison population were mothers, and between a half and two thirds of the women were sole parents (Sheehan & Flynn, 2007). Thus, it is crucial to implement parenting programs that start in the prison (e.g., family visitation programs) and follow into the community in order for female offenders to have the skills and resources available to be effective parents. Community-based services, ranging from parent education and day care planning to counseling, are critical to address the needs and problems that arise from family reintegration (Wilson et al., 1998).

Other key program elements include survival skills training and counseling. Survival skills programs help develop basic skills in decision making, money management, and effective utilization of community resources (Wilson et al., 1998). Female offenders also often have

various mental health issues such as alcohol and chemical dependency, poor impulse control, and low self-esteem. In the study mentioned above by Pollack (2009), 66 of the 68 participants stated that they had been addicted to drugs or alcohol. Participants identified various obstacles to receiving drug or alcohol treatment in the community, such as long waiting lists, programs that are not culturally relevant for Aboriginal people or responsive to women's needs, and expensive fees. Therefore, access to community mental health resources such as addictions services and individual counseling represent another key factor correlated with parole success for female offenders.

Objectives for the Scale

To be successful, programs carried out by organizations such as The Elizabeth Fry Society of Ottawa need public support. This study is therefore important because there is no measure currently used by Elizabeth Fry that collects information from past clients identifying long lasting impacts of Elizabeth Fry services and programs on the stability of participants' lives. Most program evaluation and client outcomes research to date has focused on data collected from current clients. This information is essential in guiding funding proposals and agency publications to rally financial support from the community and governing bodies.

Methodology

Participants

The sample population consisted of Elizabeth Fry clients who had completed one or more programs at least six months ago. This population is made up of "women and female youth who are, or may be, at risk of coming into conflict with the law" (Elizabeth Fry Society of Ottawa, 2008). The research team obtained a sample size of twenty clients. Clients who were currently

enrolled in Elizabeth Fry programs were considered to be eligible to participate in the research study, provided that they had completed at least one program more than six months ago.

Sampling Procedures & Data Collection

Data was collected by means of a thirty-five item questionnaire (see Appendix B). Please refer to Appendix A for glossary of terms used in the research questionnaire. The questionnaire was developed in partnership with an advisory committee comprised of Elizabeth Fry staff and two current clients. The group met formally on one occasion to discuss the questionnaire and to provide recommendations for revisions to the tool, and discussions subsequently continued via email. Several changes were made to the initial questionnaire as a result of these discussions, of which all members of the advisory committee strongly agreed on. The feedback received from both Elizabeth Fry staff and clients was extremely beneficial to the revision of the survey and mostly centered on concerns around item clarity and validity.

The research team incorporated both quantitative and qualitative elements in the questionnaire; the questionnaire consisted of thirty-one quantitative questions and four qualitative questions. The research team took a traditional positivist approach by measuring variables using well-established, standardized methods such as Likert scales. Such methods simplified manipulation of information. The team also included qualitative questions in order to provide participants with the opportunity to describe their own experiences at Elizabeth Fry in greater detail. By incorporating both qualitative and quantitative elements in the questionnaire, the research team hoped to generate richer research findings and gather information that could complement each other.

The questionnaire was administered in-person on three occasions. Before each participant began completing the questionnaire a member of the research team reviewed the

letter of information and informed consent with her (see Appendix C), explaining the topic of the study and the importance of the results. The letter of information and informed consent form were provided to those participants who wished a copy of them. Participants were asked to complete the questionnaire and then seal their answers in an unmarked envelope in order to maintain their confidentiality.

The first data collection was at Elizabeth Fry Society's Annual Coffee House on December 15, 2010 in Ottawa, Ontario. The event was held from 4:00 p.m. to 7:00 p.m. The Coffee House was held in a hall located within the Bronson Centre, a building that also houses the organization's offices. The research team administered the questionnaire in a room near the hall where the event was held. Participants were recruited through announcements made during the Coffee House and recruitment flyers posted throughout the building. Participants were compensated for their participation with food and beverages provided at the Coffee House. A total of 14 clients participated in the first data collection event.

Data was also collected through two drop-in events held on February 16, 2011 from 3:30 p.m. to 6:00 p.m. and on March 3, 2011 from 6:00 p.m. to 9:00 p.m. For both of these events, the research team administered the questionnaire in a room located within the Bronson Centre. Participants were recruited through flyers posted at Elizabeth Fry's offices and through announcements made during various Elizabeth Fry programs. Participants were compensated for their participation at the first drop-in with coffee, juice, and donuts, and at the second, with \$10 gift cards. Three clients completed questionnaires at each of these events, for a total of six participants at the drop-ins. Combined with the first data collection event, a total of 20 questionnaires were completed. See the chart in Appendix D for more information about the details of each data collection event.

Method of Analysis

Because of the mixed methods employed in the questionnaire, the research team used quantitative and qualitative analytical approaches to evaluate the data. The research team used SPSS to organize quantitative data and perform the analysis. Quantitative data was organized into numerical codes, names were assigned to variables, and a codebook was created. The research team analyzed the qualitative data through grouping the key themes generated from participants' responses.

Results

Quantitative Results

For the purposes of this report, results will be discussed in the order they appear on the research questionnaire (Appendix B). The research team's objective was to analyze questionnaire items across age, program type, number of groups participated in, and additional demographics. However, due to a very small sample size this was not possible. Additionally, several questionnaires were incomplete, either due to incorrectly filled out responses, or missing responses. Naturally, this also impacted data analysis. A One-Way ANOVA test was completed to compare the means across age groups for question items 4-19 and 24-31; results found were *not significant*. Furthermore, in order to conclude whether or not participation in E-Fry services had resulted in a reduction of drug and/or alcohol use among participants, a Paired Samples T-Test was initially completed for pre/post question item pairs 20 and 21, as well as 22 and 23. Again, results were *not significant*.

Nonetheless, responses from participants did reveal several noteworthy findings. These results will be reported as frequencies (%), but do not indicate significant p. values. For 5-point

scale questionnaire items the top two categories were combined for the high (positive) end rating, and the bottom two were combined for the low (negative) end rating, unless otherwise stated. Results were calculated based on data from participants who responded to each question. As such, missing values were removed from the analysis for valid percentages.

Over the course of the research period, 20 clients participated in 3 drop-in events. All statistical data was collected from a sample size of 19 participants as the research team was unable to determine whether 1 participant met the eligibility criteria based on her responses. In terms of the demographic data, 100% of the participants were female and English speaking (2 participants reported also speaking French); 10.5% (n 2) were between the ages of 12-18, 10.5% (n 2) were 19-24, 26.3% (n 5) were 25-34, 21.1% (n 4) were 35-44, 15.8% (n 3) were 45-54, and 15.8% (n 3) were 55-64. Overall, 42.1% (n 8) identified as having mental health issues, 10.5% (n 2) as Aboriginal, 10.5% (n 2) as Immigrant, 5.3% (n 1) as a member of the GLBTTIQ2 community, 5.3% (n 1) as having a physical disability, and 5.3% (n 1) as having a learning disability.

Participants were asked to specify which E-Fry programs they participated in at least 6 months ago and indicate whether or not they completed the program (See Table 1). Results show that 10.5% (n 2) of the sample participated in only 1 group while 89.5% (n 17) participated in 2 or more groups.

Table 1: Group Participation Breakdown among Research Participants

<i>Youth Services</i>	<i>Adult Services</i>
Anger Program: 6 (2 completed)	Anger Program- Group: 2
Assertive Girls Group: 1 (1 completed)	Anger Program- Individual: 5 (2 completed)
Court Support and Accompaniment: 3 (2 completed)	Gateway Group: 3 (1 completed)
Family Counselling: 2 (1 completed)	Health Promotion Group: 3 (1 completed)
Housing Support Services: 1	Hooked Up: 0
Individual Counselling: 4	House Retention and Support: 1
It's My Life Group: 2 (1 completed)	Individual Counselling: 5
Parents Support Program: 1 (1 completed)	J.F. Norwood House- Community Client: 5 (2

Love Yourself Love Life Group: 1 (1 completed) Reintegration Support: 0 Theft Prevention: 2 (1 completed)	completed) J.F. Norwood House- Federally Sentenced Women: 4 (1 completed) J.F. Norwood House- Mobile Crisis Client: 0 J.F. Norwood House- Provincially Sentenced Women: 3 Relapse Prevention Programming: 9 (3 completed) Theft Prevention Programs- Group: 3 (1 completed) Theft Prevention Programs- Individual: 3 (1 completed)
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a. Table shows the number of participants indicating having participated in the following groups

b. () shows the number of participants indicating having completed the following groups. Others mentioned having started but not completed the program, or indicated that the program is still ongoing.

A major focus of E-Fry services is reducing clients' conflicts with the law. Results show that 88.9% of participants were charged with an offense at some point in their lives and 52.9% were required by the law to attend E-Fry services. Since completing their program with E-Fry, 86.7% reported no new conflicts with the law; 6.7% reported a new charge or arrest; 6.7% reported a breach. Of those participants with a new charge, arrest, or breach, 100% strongly agree that they have had fewer conflicts with the law since receiving support from E-Fry.

Through this study, E-Fry also sought to determine whether participation in E-Fry services led to an increase in clients' levels of community engagement through employment, school and housing trends, as well as whether increased engagement with their community assisted with increased client empowerment. Of all participants surveyed, 17.6% indicated working before their involvement with E-Fry versus 6.7% after (10.9% decline). Additionally, 31.6% indicated going to school before their involvement with E-Fry versus 18.8% after (12.8% decline). Of the 3 clients currently in school, 2 are in high school and 1 is in college. In general, 29.4% of respondents agree that they feel E-Fry has helped them access more stable housing (41.2% found this question not applicable 'N/A'), while 44.5% agree that they feel more able to meet their needs financially. Since their association with E-Fry, 100% agree that they feel more committed to accomplishing their goals, 94.8% agreed that they feel more in control of their future and 94.5% feel more aware of the resources in their community.

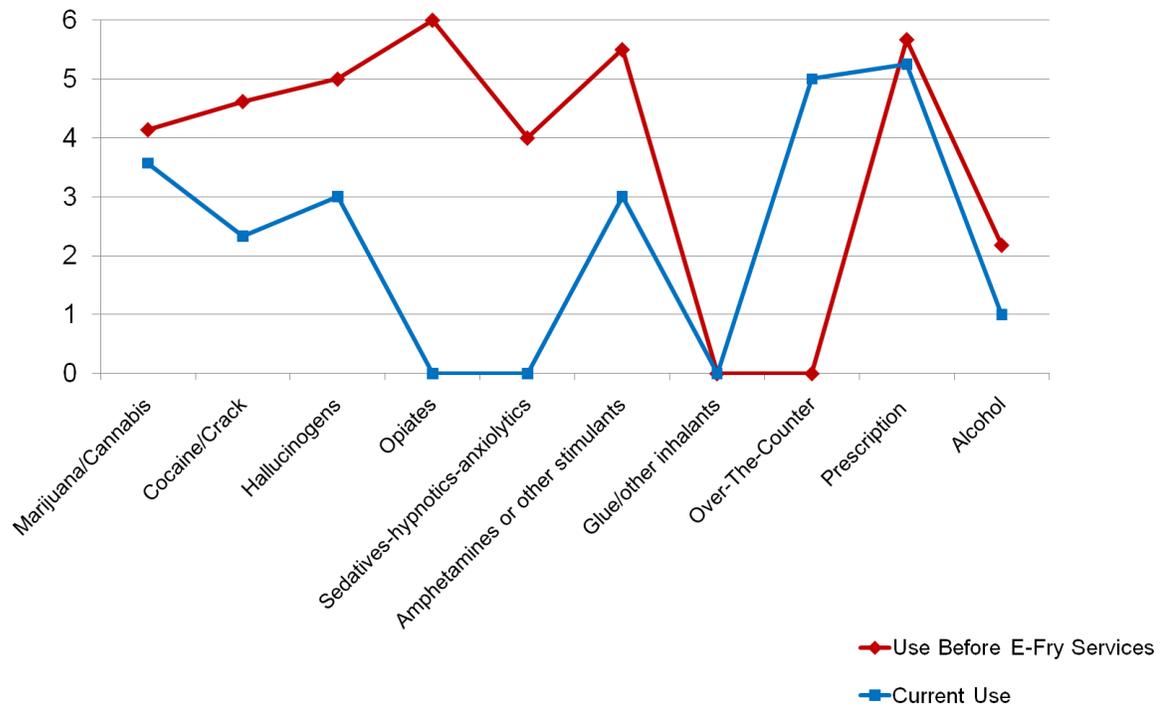
E-Fry applies a harm reduction approach when working with clients who struggle with addictions in order to reduce the negative impacts of addiction in a client's life. The questionnaire asks participants to indicate which statement best described their attitudes towards their drug and alcohol use both before and after they received services at E-Fry. Before receiving services at E-Fry, 50% of participants felt the statement that best described how they felt was, "*I was aware that I had a problem with alcohol and/or drugs but I had not done anything about it yet*" versus 16.7% who feel that way now (33.3% decrease). In addition, before receiving services at E-Fry, 8.3% of participants felt the statement that best described how they felt was, "*I was working on remaining clean and sober*" versus 50% who felt that way now (41.7% increase). Overall, 72.7% indicated their alcohol and/or drug use has reduced since they received services; 18.2% have changed or switched drugs; 9.1% report no change. Zero participants indicated an increase in drug use since participating in E-Fry services.

The questionnaire also sought to report on the type and frequency of drug usage by participants before they received services and presently. Frequency of drug and alcohol usage was calculated on a 7-point scale ranging from "never" (0) to "more than 4 times a day" (6). Mean averages for before and current drug usage for each drug category were as follows (See Graph 1): marijuana/cannabis (4.14 to 3.57), cocaine/crack (4.62 to 2.33), hallucinogens (5.0 to 3.0), opiates (6.0 to 0), sedatives-hypnotics-anxiolytics (4.0 to 0), amphetamines or other stimulants (5.5 to 3.0), glue/other inhalants (none), over-the-counter (0 to 5.0), and prescription drugs (5.67 to 5.25). The mean average response from participants when asked "*How often did you drink alcohol before you received services?*" and "*How often do you drink alcohol now?*" was 2.18 to 1.0 respectively. Results show an overall decrease in mean averages across all drug and alcohol categories when comparing pre and post program participation, except for over-the-

counter drugs. Although statistical significance was not found, this does demonstrate that drug and alcohol usage among participants has decreased since their involvement with E-Fry. Before and after percentages of participants who indicated they “never” drink alcohol was 27.3% and 45.5% respectively (18.2% increase). Furthermore, participants who indicated they drink alcohol once a day or more dropped from 27.3% to 9.1% respectively (18.2% decrease).

The amount of alcohol consumption was calculated on a 6-point scale ranging from “Zero” (0) to “10 or more drinks” (5). Results show the mean average response from participants when asked “*On a typical day when you drank alcohol, how many drinks did you have before you received services?*” and “*On a typical day when you drink alcohol, how many drinks do you have now?*” was 1.90 to 0.91 respectively. This demonstrates that the amount of alcohol consumed among participants when drinking has decreased since their involvement with E-Fry. Before and after percentages of participants indicating they drink 7 or more drinks a day was 30.0% and 9.1% respectively (20.9% decrease). Overall, 45.5% of participants indicate that they do not drink now. Moreover, of those participants who currently still consume alcohol, on a typical day when they drink, 36.4% indicated having 1 or 2 drinks; 9.1% have 3 or 4 drinks; and 9.1% have 7 drinks or more. When asked, 68.8 % agree that E-Fry has taught them skills to help them cope with their addiction, 60% agree that they feel more in control of their drinking and/or drug use, and 73.4% agree that they now have a better understanding of their drug and/or alcohol use.

Graph 1: Frequency of Drug/Alcohol Usage Pre and Post Client Participation in E-Fry Services



The final set of quantitative questionnaire items (items 27 to 31) explored whether participating clients felt that they had developed or improved skills to assist them in their lives, and if these skills have had a positive impact on their personal relationships. In general, 87.5% agree that their communication skills have improved; 6.2% disagree. Overall, 76.5% agree that they feel less stressed in their current relationships (11.8% disagree) and 82.3% agree that their current relationships have a more positive influence on them (5.9% disagree). Results also show that 94.2% agree that they feel E-Fry has helped them learn skills to deal with conflict and 88.2% agree that they feel that they are better able to cope with stressful situations in their life (5.9% disagree).

Qualitative Results:

Overall, 17 out of 19 respondents answered open-ended questions on the questionnaire (see Questions 32-35 in Appendix B). Question 32 asked participants why they feel better about themselves while question 33 asked participants to describe skills they have learned through E-Fry that have made their life better. For both questions, similar results were reported. Nine themes emerged from the qualitative results:

- 8 respondents said that they improved their communication skills. Out of these 8 respondents, 3 people stated that they learned how to be more assertive and how to set boundaries with others.
- 14 respondents reported that they had gained better coping skills when dealing with stress, anger, and their addictions. One respondent wrote, *“I have learned better ways of dealing with my anger and stress. I am always more calm and think about my actions before I do them.”* Another participant stated, *“I have left my dysfunctional, abusive relationship and I'm committed to remaining clean from drugs”*
- 12 respondents said they had received support from E-Fry staff. Many of these respondents stated that counselors were empathetic and understanding. One respondent wrote, *“I'm learning that I don't have to do this alone. E-Fry is there every step of the way. They are awesome people and support me. I could not be where I am today without them”*
- 6 respondents stated that their self-confidence and self-esteem improved.
- 6 respondents said they were more open in terms of discussing their problems and feelings. One respondent wrote, *“I've learned how to talk about my problems instead of holding them inside me”*
- 4 respondents reported that they have more happy and fulfilling relationships. One participant wrote, *“I feel more happy about myself and the people I hang around with”*
- 4 respondents said that they were more self-aware in terms of knowing themselves and being able to identify their feelings. One participant wrote, *“Now I know what happened with me and I know what to do”* Another respondent stated, *“I admit my faults, past, the new outlook on clean living.”*
- 2 respondents said they gained empathy for themselves and others.

Question 34 asked participants if they were dissatisfied with services at E-Fry and if they have any concerns with the E-Fry programs. Six out of the nine respondents who answered this question were not dissatisfied with E-Fry programs and services. Three other responses were given by three other participants. These participants each stated that JF Norwood halfway house should not house people with federal paroles; more volunteers are needed to help support women who are on full house arrest so they can learn to better cope with outside life; and the anger management program should be better facilitated.

Question 35 asked participants to describe the E-Fry services they would have wanted to use but were not offered by E-Fry. Five respondents answered this question. Suggestions given by E-Fry clients in terms of E-Fry services and programming were to incorporate more young women groups and have more activities to cope with stress; initiate more events and activities for past clients; and develop more programs that emphasize gradual re-integration, smoking cessation, and French language skills training.

Out of the 10 people who provided additional feedback at the end of the questionnaire, all respondents reported feeling grateful for the programs and staff at E-Fry. One respondent wrote, *“I am very grateful for E-Fry programs. They help you when you think no one else cares”*. Out of these 10 people, 3 reported having positive experiences at JF Norwood House.

Discussion

Working with the clients and staff at the Elizabeth Fry Society of Ottawa has proved an invaluable experience for our research team. Not only has the team had an opportunity to explore theory and practice central to community-based participatory research, but the team has been given a unique opportunity to gain a broader understanding of structural issues facing

criminalized women. Our team has gained insight not only into the programs and services provided by the Elizabeth Fry Society of Ottawa, but inherent challenges in program delivery, funding and gaps in service provision. The research team hopes that the findings from this program evaluation will indirectly assist clients in their reintegration efforts, give the agency a better insight into the strengths and weaknesses of their program and service delivery, and perhaps even result in an increased societal understanding of issues facing criminalized women.

As has been noted earlier in this paper, the sample size of 19 participants was considered to be small and this limitation did not allow for the depth of analysis that would have been preferred, especially across demographic or program categories. Despite this limitation, there were a number of pertinent themes reflected in the data which provided new insights into the types of services and programming that are beneficial to female offenders and which also directly corroborated the previous literature on treatment and rehabilitation services for female offenders.

In particular, this research study has illustrated that clients of Elizabeth Fry were over-represented in a number of demographic areas. In addition, participants of the study noted a number of key areas of improvement for E-Fry in terms of their services and programming. The following are specific findings from the survey and the ways in which they mirror current literature and statistical findings.

Mental Health Self-Identification

42.1 per cent of participants self-identified as having a mental health diagnosis. Literature shows that 20 per cent of Canadians will personally experience a mental illness in their lifetime (Canadian Mental Health Association, 2011), making the findings from the survey more than twice the national average.

Kim Pate (2005) of the Elizabeth Fry Societies of Canada points out that women are the fastest growing prison population in the world. In Canada, the destruction of social safety nets has led to the increased criminalization of the most marginalized and vulnerable members of society, including women with mental illness. Women experiencing mental illness used to be housed and treated in mental health or psychiatric facilities (Pate, 2005). In-patient service provision, however, has recently been dismantled through deinstitutionalization with a move towards community-based treatment. As a consequence, women with mental health diagnoses are increasingly being criminalized (Pate, 2005). In an attempt to survive, many women may self-medicate or use other unhealthy coping mechanisms. Criminalized women, as a result, tend to be over-diagnosed and labeled by the psychiatric profession (Pate, 2005). The tendency for Corrections Canada to implement mental health services delivery within the context of correctional facilities is only serving to exacerbate this trend (Pate, 2005).

Aboriginal Over-Representation

10.5 per cent of respondents of the survey self-identified as being Aboriginal. According to the 2006 Census (Statistics Canada, 2006 b) Aboriginal people accounted for 3.8% of the total population of Canada. This means that the representation of Aboriginal participants in the Elizabeth Fry survey was over twice that of the general population. The Elizabeth Fry Society of Canada (2006b) explains that Aboriginal people are over-represented in the correctional system in general due to institutional discrimination in the justice system.

Due to a legacy of colonialism and social exclusion, Aboriginal women, in particular, are over-represented among the most poverty-stricken in Canada. Social and judicial systems which should be employed to improve social conditions for the most vulnerable in our society, instead tend to reinforce marginalization for Aboriginal people. This has contributed to the greater

criminalization of Aboriginal people (Elizabeth Fry Society, 2006b).

Limited Access to Housing

Only 29.4 per cent “agreed” or “strongly agreed” that Elizabeth Fry programming had helped them access more stable housing. Although access to housing has been identified as a key area of need for E-Fry clients, it is important to note that securing housing for criminalized women can be a challenge. The Elizabeth Fry Society of Ottawa has recognized this and has accordingly, offered temporary housing and supportive care for clients, including the transitional JF Norwood House (Baxter, 2010).

However, there are still a number of challenges for criminalized women in securing housing, particularly in a big city such as Ottawa. It is difficult enough for those in Ottawa earning a decent income to find housing, let alone those in lower income brackets. Finding housing is especially difficult for marginalized groups, including criminalized women just released from prison who do not have a steady income (Seguin, 2010). Ottawa may appear to have a booming downtown core, but the focus tends to be on building for-profit housing aimed at the well-employed while access to social housing remains elusive for over 10,000 families on the city's waiting lists (Seguin, 2010). Finding housing is much more difficult for criminalized women who are just released from prison and who lack a steady income.

Thus, it is important to realize that it is not within the scope of any one agency to single-handedly change larger societal issues of economic marginalization embedded in gender discrimination. It is worth noting that Elizabeth Fry of Ottawa has been vocal in criticizing through media a lack of capital funding for housing,

“Housing is a huge need, not only in Ottawa, but across the country. Yet we are repeatedly told that there is no funding for capital projects... (Baxter, 2010)”.

In 2010, the board of directors at Elizabeth Fry made the purchase of housing a top priority and launched a capital campaign with the goal of \$1 Million in order to make access to housing a reality (Baxter, 2010).

Low Employment Levels:

Only 17.6 per cent of women reported working before their involvement with Elizabeth Fry. However it is significant to note that after receiving E-Fry services, there was a 10.9 percent decline in employment among participants with only 6.7 percent reporting that they were employed six months after receiving support.

Statistics Canada (2006 a) census data report that women account for 47% of the employed workforce. Yet criminalized women experience much higher rates of unemployment. In 1996, 20 per cent of women serving time in a federal facility were employed at the time of admission (Elizabeth Fry Society, 2006 a). This is in keeping with the pre-employment numbers of 17.6 per cent employed before involvement with Elizabeth Fry. What is perhaps of concern is that the number drops to only 6.7 per cent employment after program completion. However, it is important to note that many of the participants in the study were currently still involved in E-Fry programs and services, although they had already completed one or more E-Fry services in the past six months. Thus, perhaps given the amount of time that participants were already investing in current E-Fry programs, they may have not had the time to maintain a full-time or part-time job in addition.

Despite some of the areas of need identified by E-Fry participants in terms of programming and services, the responses to the programs offered by Elizabeth Fry were overwhelmingly positive. The majority of participants reported that the agency had helped them avoid and reduce further conflicts with law, that they had significantly reduced their use of alcohol and/or drugs

and had learned to deal with conflict in more constructive ways. Participants also reported that they were more aware of services in the community, had healthier relationships and improved their coping skills.

While the advances that are made by women who partake in Elizabeth Fry programs are admirable, most notably harm reduction successes and reduced conflicts with the law, wider structural factors remain a barrier to full social inclusion for these women and may predispose them to recidivism. As Brionie Baxter (2010) explains,

“Most of women’s crime is, in fact, what we call subsistence crime. It is driven by the economics of and social gaps of a system that has an entrenched bias against women. Most women that we see coming through the doors are poor, have limited education, limited job prospects and have a history of violence and abuse in their lives.” - Brionie Baxter, ED, Elizabeth Fry Society of Ottawa, 2010

Limitations of the Study

There were various limitations in our research study. First, as mentioned previously, our sample size was relatively small. We only had 20 questionnaires filled out by participants and of those, numerous questionnaires were incomplete, either due to incorrectly filled out responses, or missing responses. This impacted our data analysis and helped produce non-significant results which may have decreased the validity of our conclusions. Furthermore, because of our small sample size, our data may not be representative of the population we studied (i.e. previous clients at E-Fry).

A second limitation we had was difficulties with our recruitment of participants. The Elizabeth Fry Society wanted to have a leadership role in terms of the recruitment process for the

study. Despite the agency's best efforts, recruitment of participants proved to be very difficult. It was difficult for us to convince previous clients of Elizabeth Fry to participate in a research study when perhaps many previous clients have had no contact with E-Fry for quite some time. Moreover, due to the nature of E-Fry's work and the stigma in society, it is possible that many women did not wish to participate because they did not wish to be associated with the agency in any way.

In addition, there was a possible sampling bias in that the events where we administered the questionnaires all occurred at the E-Fry agency site. Therefore, individuals who had a negative experience with E-Fry may not be fully represented in our results because they may be less likely to come to E-Fry and participate in our survey. E-fry also choose the dates of when we distributed the questionnaires. At those events, we found that it was mainly the clients who were at the agency at that particular day who participated in the surveys.

A final limitation of our study involved our research questionnaire. Despite our efforts with the advisory committee, some of our questions on the survey were difficult for the clients to understand, such as the questions about which program clients participated in. Perhaps that question was not user-friendly enough. As a result, in some cases, due to incomplete or missing responses, it was difficult for the research team to be certain whether some participants met the eligibility criteria as outlined by E-Fry. Furthermore, our survey was quite lengthy. It was about 8 pages of mainly quantitative, Likert scale questions. Perhaps both E-Fry and the research team were too ambitious in trying to answer all the research questions outlined initially in E-Fry's research proposal. Consequently, participants in our study were likely overwhelmed by such a lengthy and holistic questionnaire.

Recommendations and Conclusion

Recommendations for an agency already active and aware of necessary advocacy issues are not easy to make. The research team feels that the agency is fully aware of specific, gendered structural issues inherent in society (housing, education, poverty, social exclusion, lack of economic opportunity) and how they impact criminalized women. The findings from the survey were based on a small sample, yet the data strongly reinforces pre-existing findings in literature and echoes demographic trends for criminalized women in Canada.

However, there are a few recommendations the research team would make in terms of future research. One key recommendation is that future research should be broken down into parts and focus on one area of program delivery or skill development at a time (i.e. addictions, skill developments, program evaluation, etc.). This is because participants were likely overwhelmed by such a lengthy and holistic questionnaire. In addition, E-Fry should explore creating a form as part of client intake paperwork that asks if the client would accept to be contacted and informed of any future research conducted by E-Fry. Collecting this information initially may make recruitment for future research simpler and more successful.

In conclusion, the team would encourage Elizabeth Fry to celebrate the positive findings which have come out of the research and to continue to advocate, fundraise and work for structural change in those areas which were shown to be weaker and of which the agency are already aware of. As the literature has repeatedly reflected, criminalized women in Canada face a host of barriers to full participation in our society, including a relatively higher incidence of having experienced violence, trauma and abuse compared to general the population. Aboriginal and minority women are disproportionately represented among criminalized women, as are those with a history of drug or alcohol abuse and mental health diagnosis.

Therefore, issues of economic and social marginalization for criminalized women are real, pervasive and deeply embedded in our society. Understanding the reasons why women are predisposed to conflicts with the law, however, is absolutely imperative to the development of programs aimed at reducing recidivism and aiding reintegration. However, in closing, to quote Brionie Baxter (2010), *"You can't allow yourself to be daunted by it, because the need is so great and we witness need every day. Basically, we just need to buckle under, raise [money] here and there and do it a piece at a time."*

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Appendix A: Glossary of Terms

Definitions and Concepts Used in Study

Breach: to break or act contrary to (a law, probation, etc.) (CAEFS, 2010)

CAEFS : Canadian Association of Elizabeth Fry Societies (CAEFS, 2010)

Conflicts with the law: a new charge, arrest or a breach and does not include attending court, probation / parole appointments or interactions due to past or previous charges (CAEFS, 2010)

Criminalized women: women who have been involved in the criminal justice system as victims not as individuals charged with criminal offenses / women who have been charged with crimes deemed necessary to subsistence (economically necessary crime) (Marshall, 1994)

Decarceration: The process of removing women from institutions such as prisons—the opposite of incarceration (Marshall, 1994)

E-Fry: in this study refers to the Elizabeth Fry Society of Ottawa (CAEFS, 2010)

Recidivism: habitual relapse into crime (Marshall, 1994)

Appendix B: Questionnaire

Client Feedback on Outcomes of Services at Elizabeth Fry Society of Ottawa

Please note that answers will be anonymous and will remain confidential so please be honest.

Please answer each question as instructed. For the purposes of this survey, the term “E-Fry” refers to The Elizabeth Fry Society; “N/A” indicates Not Applicable.

Thank you very much for your help! ☺

Demographics

1. Age

Please check the age group that applies to you:

- 12-18 years
- 19-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years

2. Gender/ Language/Ethnicity

Please check all that apply to you:

- Female
- Male
- GLBTQQ Community (Gay/Lesbian/Bisexual/Transsexual/Queer/Questioning)
- Transgendered
- French-speaking
- English-speaking
- Aboriginal
- Immigrant
- Visible Minority
- Learning Disability
- Physical Disability
- Mental Health (ex: Anxiety, Depression)
- Other: please specify _____

3. Use of Elizabeth Fry Society’s Services

a) ***Youth Services (ages 12-18)***

<i>Name of Program</i>	<i>✓ Check any programs that you participated in at least 6 months ago</i>	<i>Did you complete the program? (✓ if yes)</i>	<i>If no, roughly how many sessions did you attend?</i>
Anger Program			
Assertive Girls Group			
Court Support and			

Accompaniment			
Family Counseling			
Housing Support Services			
Individual Counseling			
It's My Life Group			
Love Yourself Love Life Group			
Parents Support Program			
Reintegration Support			
Theft Prevention			

b) Adult Services (ages 19+)

<i>Name of Program</i>	<i>✓ Check any programs that you participated in at <u>least 6 months ago</u></i>	<i>Did you complete the program? (✓ if yes)</i>	<i>If no, roughly how many sessions did you attend?</i>
Anger Program – Group support			
Anger Program – Individual support			
Gateway Group			
Health Promotion Group			
Hooked up			
House Retention and Support			
Individual Counseling			
J.F. Norwood House – Community Client			
J.F. Norwood House – Federally Sentenced Women			
J.F. Norwood House – Mobile Crisis Client			
J.F. Norwood House – Provincially Sentenced Women			
Relapse Prevention Programming			

Theft Prevention Programs – Group support			
Theft Prevention Programs – Individual support			

Please circle the appropriate response for each question.

4. Were you required by law to attend? Yes No
5. If no, did a professional encourage you to attend? Yes No

Conflicts with the Law

For the purposes of this survey, the term “conflicts with the law” refers to a new charge, arrest or a breach and does not include attending court, probation/parole appointments or interactions due to past or previous charges.

6. Have you ever been charged with an offence? *(If no, please go to Question 9)* Yes No
7. Since completing my program with E-Fry, I have experienced: *(Please check “” the box that applies)*
- No new conflicts with the law *(If selected, please go to Question 9)*
- A new charge or arrest
- A breach

8. I have had fewer conflicts with the law since receiving support from E-Fry.

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

Employment, School, Housing

Please circle the appropriate response for each question.

9. Employment
- a) I was working before I used E-Fry’s services. Yes No
- b) I am currently working. Yes No *(If no, please go to Question 10)*
- c) I feel that conflicts at work occur *less* often.
- Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
10. Education
- a) I was in school before using E-Fry’s services. Yes No
- b) I am currently in school. Yes No *(If no, please go to question 11)*

c) I am enrolled in:	High School	University	College	Other		
d) I feel that conflicts at school occur <i>less</i> often.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
11. I feel <i>more</i> able to apply myself at work/school.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
12. I feel E-Fry has helped me access <i>more</i> stable housing.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
13. I feel <i>more</i> able to meet my needs financially.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
14. I feel <i>more</i> committed to accomplishing my goals.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
15. I feel <i>more</i> in control of my future.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A
16. I feel <i>more</i> aware of the resources in my community.	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	N/A

Addiction Relapses

17. Which statement best describes how you felt **before** you received services at E-Fry? Fill in **one** circle.
- I did not have a problem with alcohol and/or drugs and had no intention of changing my use of alcohol and/or drugs
 - I was aware that I had a problem with alcohol and/or drugs but I had not done anything about it yet
 - I was committed to making changes in the future
 - I had already began to change my behavior, experiences, and/or environment in order to overcome my addiction
 - I was working on remaining clean and sober
18. Which statement best describes how you feel **now**? Fill in **one** circle.
- I do not have a problem with alcohol and/or drugs and have no intention of changing my use of alcohol and/or drugs
 - I am aware that I have a problem with alcohol and/or drugs but I have not done anything about it yet
 - I am committed to making changes in the future

- I have begun to change my behavior, experiences, and/or environment in order to overcome my addiction
- I am working on remaining clean and sober

19. How has your drinking and/or drug use changed since you received services?

- Yes, my use has increased
- Yes, my use has reduced
- Yes, I have changed or switched drugs
- No, there has not been a change in my drinking and/or drug use

If there has not been a change in your drinking and/or drug use please skip to question 24

20. Which of the following drugs did you use **before** you received services at E-Fry?

Place an X in one box that best describes your answer for each row.

	Never	Monthly or less	2 to 4 times a month	2 to 3 times a week	4 to 6 times a week	1 to 3 times a day	More than 4 times a day
Marijuana/Cannabis							
Cocaine/Crack							
Hallucinogens (e.g. LSD, PCP, Mescaline)							
Opiates (e.g., heroin, darvon)							
Sedatives-hypnotics-anxiolytics (not prescribed) (e.g. Valium, sleeping pills)							
Amphetamines or other stimulants							
Glue/other inhalants							
Over-The-Counter (specify): _____							
Prescription drugs (specify): _____							
Other (specify) _____							

21. Which of the following drugs do you use **now**?

Place an X in one box that best describes your answer for each row.

	Never	Monthly or less	2 to 4 times a month	2 to 3 times a week	4 to 6 times a week	1 to 3 times a day	More than 4 times a day
Marijuana/Cannabis							
Cocaine/Crack							

Hallucinogens (e.g. LSD, PCP, Mescaline)							
Opiates (e.g., heroin, darvon)							
Sedatives-hypnotics-anxiolytics (not prescribed) (e.g. Valium, sleeping pills)							
Amphetamines or other stimulants							
Glue/other inhalants							
Over-The-Counter (specify): _____							
Prescription drugs (specify): _____							
Other (specify) _____							

22. Circle the box that best describes your answer

How often did you drink alcohol before you received services?	Never	Monthly or less	2 to 4 times a month	2 to 3 times a week	4 to 6 times a week	1 to 3 times a day	More than 4 times a day
On a typical day when you drank alcohol, how many drinks did you have before you received services?	0	1 or 2	3 or 4	5 or 6	7 to 9	10 or more	

23. Circle the box that best describes your answer

How often do you drink alcohol now ?	Never	Monthly or less	2 to 4 times a month	2 to 3 times a week	4 to 6 times a week	1 to 3 times a day	More than 4 times a day
On a typical day when you drink alcohol, how many drinks do you have now ?	0	1 or 2	3 or 4	5 or 6	7 to 9	10 or more	

24. I use skills that I've learned at E-Fry to help me deal with my addiction

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

25. I feel more in control of my drinking and/or drug use now

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

26. I have a better understanding of my alcohol and/or drug use now

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

Relationships

27. My communication skills have improved

Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

28. I feel E-Fry has helped me learn skills to deal with conflict
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
29. I feel less stressed in my current relationships
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
30. My current relationships have a *more* positive influence on me
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A

Skills

31. I feel that I am better able to cope with stressful situations in my life
Strongly Disagree Disagree Neutral Agree Strongly Agree N/A
32. I feel better about myself because....*(Please answer below)*

33. Please describe any skills you have learned through E-Fry that have made your life better.

34. Were you dissatisfied with your services at E-Fry? Do you have any concerns with the E-Fry programs?

General Questions:

35. Is there a service that you would have wanted to use and that was not offered by E-Fry? If yes, please describe what service you would have wanted to use.

Please provide any additional feedback

Appendix C: Information Letter and Consent Form



School of Social Work
1125 Colonel By Drive
Ottawa, ON Canada K1S 5B6
Tel: (613) 520-5601
Fax: (613) 520-7496

CLIENT FEEDBACK ON OUTCOMES OF SERVICES AT THE ELIZABETH FRY SOCIETY OF OTTAWA

Date of ethics clearance: Dec 6, 2010

Ethics clearance for data collection expires: May 31, 2011

Dear participant,

We want to hear from you!

The Elizabeth Fry Society of Ottawa and Carleton University students invite you to take part in a research study on the Elizabeth Fry Society's services. The research team has created a questionnaire that will help to find out the personal impact that using Elizabeth Fry Society services has had on the lives of clients at least six months after they have finished their program.

The research team will be giving out the questionnaires during a series of drop-in evenings that will be held between December 2010 and February 2011. Please carefully read through the information below for more details about the study. Please ask a member of the research team if you have any questions about the study.

As graduate students at Carleton University, in the "Research and Evaluation in Social Work" course, we will be doing this research under the supervision of our professor, Dr. Adje van de Sande, from the School of Social Work. This research is part of the work for our course. **If you have any questions or wish to end your participation from the study, please speak with a member of the research team at the contacts provided below.**

Important Information:

- The questionnaire has 35 short questions and will take about 15-20 minutes to fill out.
- Your participation in the study may be known by other participants or staff.
- However, your answers **will** be completely anonymous. You do not need to add your name to the questionnaire and there will be no questions that could identify you.
- You are asked to complete the questionnaire and then seal your answers in an unmarked Carleton University envelop.
- Your participation is entirely your choice and if you decide to end your participation in the study, you may do so up until you hand in your questionnaire.
- You can choose not to answer certain questions without consequences. We realize that some questions are more sensitive than others, and that you may feel uncomfortable answering them.
- Your decision to participate or not will **not** affect your ability to access Elizabeth Fry Society programs or services in the future.

Please keep in mind:

- Your answers will be kept confidential and under the control of the research team.
- **Only** the research team will be administering the questionnaires and will have access to completed questionnaires.
- All completed questionnaires will be kept under lock and key at Carleton University until the project is finished and will then be destroyed.
- The results from this study will be presented to Elizabeth Fry staff in March 2011, and will be made available to participants and the general public upon request.
- **If you wish to fill out a questionnaire, please sign the consent section at the end of this letter. You must sign your consent in order to take part in the study.**
- **If you have any other concerns or questions about being part of this study, you may also contact the Carleton University Research Ethics Board chair at the contact below.**
- **If you have experienced any negative feelings from filling out the questionnaire and feel that you would like to talk to an experienced counselor, please call the Elizabeth Fry Society at 613-237-7427. If you need to speak to someone immediately, please call the crisis line at 613-722-6914.**

If you feel you may need some help in filling out the questionnaire, please ask a member of the research team. Please note that we are bound by the limits of confidentiality. This means, if you tell us that you intend to harm yourself or someone else, or if you report abuse of anyone under the age of 16, we have to report these instances to the authorities.

To thank you for your participation, food and beverages will be provided!

Thank you for your help.

I, _____ (please print) have read the above letter and understand that I am participating in a research project and I voluntarily agree to participate.

Signature of participant

Date

Signature of researcher

Date

Parent/Guardian Signature (only if participant is less than 16 years of age): _____

Date: _____

Research Team Contacts

Chandni Desai- MSW Graduate Student

cdesai@connect.carleton.ca

Julia Arenas-Hunt- MSW Graduate Student

jahunt@connect.carleton.ca

Lee Ann McGuire- MSW Graduate Student

Lmcguir2@connect.carleton.ca

Carleton University- School of Social Work

1125 Colonel By Drive

Ottawa, ON

K1S 5B6

Research Supervisor

Adje van de Sande, Ph.D.

Carleton University

1125 Colonel By Drive

Ottawa, ON

K1S 5B6

613-520-2600 (ext. 3542)

Carleton University Research Ethics Board

Professor Antonio Gualtieri, Chair

Research Ethics Board Carleton University Research Office

Carleton University

1125 Colonel By Drive

Ottawa, Ontario K1S 5B6

Tel: 613-520-2517 E-mail: ethics@carleton.ca

Leigh Hortop- MSW Graduate Student

lhortop@connect.carleton.ca

Matthew Manion- MSW Graduate Student

mmanion@connect.carleton.ca

Appendix D: Chart of Data Collection Events

Event	Location	Time	Recruitment Methods	Total Number of Participants	Compensation	Researchers Present	On-Site Contact Person
Elizabeth Fry Annual Coffee House, December 15, 2010	The Bronson Center (211 Bronson Avenue Ottawa, Ontario)	4:00 p.m. to 7:00 p.m.	Announcements made during the Coffee House event, recruitment flyers posted in the building	14	Food and beverages	Julia, Lee-Ann, Leigh, Matt	Kerry Walsh & Deborah Kaulback
Drop-in afternoon, February 16, 2011	The Bronson Center (211 Bronson Avenue Ottawa, Ontario)	3:30 p.m. to 6:00 p.m.	Recruitment flyers at the Elizabeth Fry offices and announcements made during various E-Fry programs	3	Coffee, juice, and donuts	Chandni, Julia, Lee-Ann, Leigh	Svjetlana Delic
Drop-in evening, March 3, 2011	The Bronson Center (211 Bronson Avenue Ottawa, Ontario)	6:00 p.m. to 9:00 p.m.	Recruitment flyers at the Elizabeth Fry offices and announcements made during various E-Fry programs	3	10\$ Gift Cards	Chandni, Matt	Deborah Kaulback