



# 2012-13 Annual Report



Friends Outside

“ Your present circumstances don't determine where you can go; they merely determine where you start. ”  
*Nido Qubein*



## Letter from Gretchen Newby, Executive Director



**Gretchen Newby,**  
Executive Director

*At Friends Outside we believe in a holistic approach to growth and healing. We believe in the value of each and every human being and that each of us has inherent worth. A person is more than his or her addictions and past transgressions. We look for the good in each person, understanding that change is difficult and that it's not just about leaving something behind ... it's about confronting our fears and moving forward to a better life.*

*We help people who have made bad choices become better human beings. While traveling along this path, they coincidentally become better men, women, fathers, mothers, sons and daughters. They also become better neighbors, coworkers and friends.*

*I hope you'll take the time to read the following pages in our Annual Report. Each of our programs employs cognitive behavioral, evidence-based methodology. They are proven to aid in reducing recidivism while promoting public responsibility by providing a care continuum from incarceration to successful reentry and beyond. And while the participants in our programs found new lives, the programs themselves have been continually refined through peer review and systemic feedback. This process has led to phenomenal success throughout California, and as a result, many programs have become nationwide models. But winning programs are more than just a springboard into the next successful Fiscal Year. They're a testament to our beliefs, our hard work, our creativity, our passion and our dedication to the Quaker principles upon which this organization was founded. They offer a viable pathway to the future and validate the hard work of our clients who so desperately want and need to change their lives and put their families back together.*

*There is value in each and every human being. And for all of us, reaching our potential takes hard work. For some, the hard work occurs later in life than it does for others. Understanding that there are no shortcuts creates a lifelong curriculum for us all - both as teachers and as learners. G.N.*

The newspaper clippings celebrating our history along with the original art featured in this Annual Report are displayed at Friends Outside Headquarters in Stockton, CA. The art was created by children while temporarily residing in the Mary Graham Children's Shelter, French Camp, CA, and by children temporarily residing at the California Department of Corrections & Rehabilitation, O.H. Close Youth Correctional Facility, Stockton, CA. Art allows the children to work through their feelings and find hope in a time of despair. We believe that featuring this collection represents our profound belief in the potential that both they and their parents represent.

“ A small body of determined spirits  
fired by an unquenchable faith in their  
mission can alter the course of history.  
Mahatma Gandhi ”



## Letter from David D. Davis, Jr. Chairman of the Board of Directors



**David D. Davis, Jr.,**  
Chairman of the  
Board of Directors

*The 2012-2013 year was particularly successful for this organization. Our Visitor Centers provided assistance with shelter, clothing, transportation, childcare, information and allied services to 131,107 persons who received assistance and were also given hope. Our Family Liaison services provided counseling, education assistance, employment assistance and reentry assistance to over 47,000 incarcerated individuals, and nearly 9,000 families received assistance in counseling, housing, food, clothing, transportation and legal matters. The California Wellness Foundation provided a \$225,000 grant over a two-year period to provide health assessments and health outreach education to 500 formerly incarcerated individuals who are reentering the community and their families. The Department of Justice provided a grant for \$299,648 to fund our Dads Program. Under AB 109, San Joaquin County provided \$243,309 under a three-year grant to fund the WRAP Program, wherein case managers will contact 1,000 offenders prior to the issuance of a bench warrant, to comply with the terms of their release. The savings from this program to the county are compelling. We also received a \$48,000 12-month grant from San Joaquin County to provide creative conflict resolution, anger management and parenting education to individuals incarcerated at the San Joaquin County Jail Honor Farm.*

*All of our programs employ cognitive behavioral, evidence-based methodologies that are designed to reduce recidivism and promote public responsibility. And while these are just some of the strategic program highlights, I must hasten to add that we have an incredible staff of people who are dedicated, talented, creative and decidedly well led. Our community, California and the incarcerated individuals and families we serve have benefited immeasurably from the shared vision and dedication of our people. On behalf of the Board of Directors, I offer my recognition for their accomplishments and the sincere appreciation of us all.*  
D.D.

## Stockton as a Learning Laboratory

Our corporate office is headquartered at the Family and Friends Center in Stockton, California. We chose Stockton because it has the perfect demographics to create, develop and refine our programs. The community's trends mirror most of California, including a challenging central business district, high unemployment and suburbs sprawling into diminishing fertile farmland. High school graduation rates are low and the crime rate is appallingly high. As a result, fire, police, court and probation services are often stretched beyond limits. Consequently the community provides a regular stream of incarcerated and reentry clients with families who very much need the services that we provide. We're honored to meet that challenge while learning from the valuable feedback that servicing this community brings. And we're proud of our position as a respected employer and community partner who models leadership while providing vital services.

## California Staffing

- Total slots: 147
- Part-time facilitating prison visitation: 102
- Full-time case managers: 34
- Full-time direct service/administrative professionals: 9

# Visitor Centers

## Preparing Incarcerated People for Reentry: Better Choices & Better Outcomes

Visits provide a way for the family to stay connected. Research consistently confirms that strengthening a family support system helps to alleviate the anxiety, stress and violence within prisons. It also promotes successful community reintegration and family reunification. Incarcerated parents have an opportunity to enrich the relationship with their children who, in turn, receive that important contact with mom or dad.

Visitor Centers are restful, welcoming, and safe environments located on all 34 California state prison campuses where children and caregivers can rest, refresh, play and share company with people who understand and empathize with their experiences. The centers are located outside the prison walls but on prison grounds, usually adjacent to the visitor parking lots.

The purpose of the Visitor Centers program is to make every visit as enjoyable and worry free as possible for both the visitors and the incarcerated individuals. This provides time for the family to support one another and to strengthen their bonds. The centers provide childcare, transportation, information and resources necessary for a successful experience.

During this last fiscal year, our Visitor Centers provided assistance to:

- Total persons: 131,107
- Adults: 102,121
- Children aged 0-5: 11,122
- Children aged 6-17: 17,864

Our assistance included:

- Shelter: 63,420
- Clothing: 40,379
- Transportation: 14,612
- Childcare: 812
- Children's activities: 4,128
- Visitor information: 44,478



“ Never doubt that a small group of thoughtful, committed citizens can change the world. Indeed, it is the only thing that ever has. ”  
*Margaret Mead*

# Family Liaison Service Specialists

## History

Since 1981, Friends Outside Family Liaison Service Specialists (FLSS) have been providing counseling, pre-release planning and family liaison services to incarcerated people and their families. FLS Specialists are currently located within all 34 California state prisons. These specialists are in charge of case management and also facilitate classes in parenting and creative conflict resolution. The programs are cognitive behavioral, evidence-based and aid in reducing recidivism while promoting public responsibility. Our comprehensive programs and support services have been refined over the last several decades. They deliver both respite and a measure of confidence to the family and incarcerated individuals alike.

During this last fiscal year, we provided counseling, education assistance, employment assistance, family location and reentry assistance to 47,046 incarcerated individuals. We also provided various counseling, housing, food, clothing, transportation and legal services to 8,899 family members of incarcerated individuals along with 40 parenting and creative conflict resolution workshops.

## Creative Conflict Resolutions Program

In 1992, we began offering this evidence-based program to serious and violent offenders at Terminal Island (Federal Bureau of Prisons) and eventually throughout California state prisons and in the San Joaquin County Jail. The program was derived from the Alternatives to Violence Program (AVP) that originated in Green Haven prison in New York in the 1970's. The founding mothers and fathers consisted of a group of Quakers working with incarcerated persons who wanted to reduce violence within the prison population. Creative Conflict Resolution of today remains true to the original methodology, but for a few structural adaptations that were initiated by Friends Outside. This is an intense program, six hours a day for thirteen days. It addresses the special treatment needs of people with anger issues, and especially those who have a history of resorting to violence. In 2012, Friends Outside conducted workshops in jails and prisons throughout California.

## Our Stories

*In November of 2012, a young man came into the jail unit to sign up for the Dads Program. He expressed that due to his drinking and hanging out with the wrong crowd he had made some very poor choices, and he now had a felony on his record. He had an infant daughter and felt guilty for not being involved in her life. He loved his daughter's mother but feared she would leave him during his incarceration. Feeling safe inside the office with his back to all the other incarcerated individuals, he cried for the entire meeting. This young man visited me weekly for four months. He focused on improving his communication with his child's mother and expressing his feelings. He took classes or participated in groups that focused on parenting, substance abuse, and grief issues. Currently, he is parenting his daughter full time and is compliant with his probationary obligations. His relationship with the mother of his child is healthier and their communication has gotten stronger.*



# Community Reentry Programs in San Joaquin County

Preparing for Reemployment • Better Parenting • Producing Better Outcomes

## Parenting Program for Incarcerated Parents

This program is offered in all California state prisons and the San Joaquin County Jail. The cognitive behavioral, evidence-based methodology provides high-risk incarcerated parents with the opportunity to provide their children with the best parenting possible. This is a powerful program that teaches skills and provides motivation to parent effectively from a distance. It also increases the likelihood of successful reunification with the family after release and successful reentry back into the community.

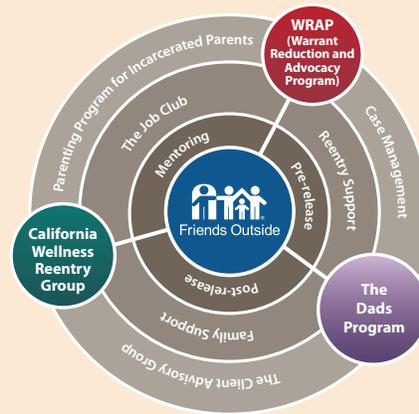
## Job Club

The Job Club provides bimonthly workshops that focus on job readiness and building employment skills. The program is open to anyone in the community who has ever been incarcerated and includes:

- Mock interviewing
- Resume building
- Job search
- Computer and other skills

## The Dads Program

Funded by the State of California Department of Justice, the Dads Program is offered to incarcerated fathers in the San Joaquin County Jail. It provides one-on-one case management and group mentoring to assist with reentry back into the community while strengthening family connections. We assess the participant's capacity to meet personal and family responsibilities, including life skills, language barriers, income-earning ability, and physical or mental challenges. Individuals are given three months of pre-release and six months of post-release case management. We believe that every dad can be a great dad, and this program provides the fundamental tools with which to be just that.



## Client Advisory Group

This volunteer group consists of ex-offenders, people who've had an incarcerated parent as a child, and family members. It convenes quarterly to provide advice and consultation from the client's perspective, outreach to the community, and volunteer support. The Client Advisory Group services participants from the Dads Program, The California Wellness Reentry Program and the San Joaquin County WRAP Program. Clients from each of these programs have access to the Job Club, reentry support and family support.

## Mentoring

After an incarcerated individual is accepted into the program, he is assigned a mentor. Serving as pro-social role models, mentors help the participants develop relationship and communication skills. They're a support system for the individual and provide guidance to him during pre-release. After release, individual mentor-mentee meetings happen twice per month. These meetings function as a support group for successful reentry to assist in gaining employment while dealing with relationship and parenting issues.

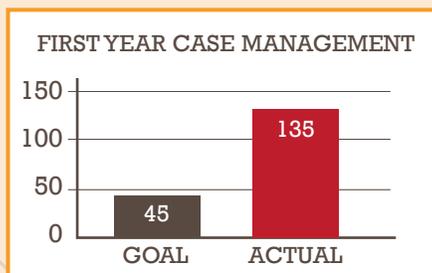


# Community Reentry Programs in San Joaquin County

## California Wellness Reentry Program

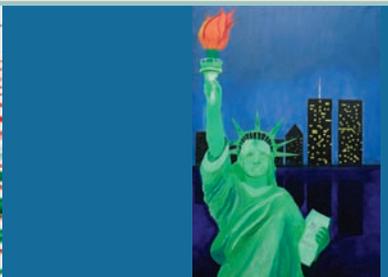
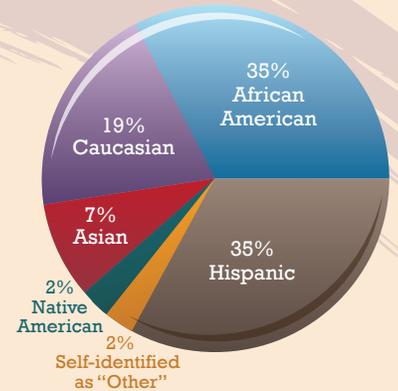
In January of 2012, Friends Outside received funding for a pilot demonstration of the "Wellness Reentry Program" from the California Wellness Foundation. The goals of this program are to educate and inform the reentry population regarding healthy lifestyle practices, to remove barriers in accessing health care, to provide information about preventative health practices, and to motivate people to engage in health-affirming activities.

Our case management goal for the first year of this program was to provide case management services to 45 previously incarcerated individuals in San Joaquin County. By June 2013, we had provided case management services to **135 reentry individuals and their families, thus far surpassing our goals.**



### Demographics for this service follow:

- 112 males • 23 females
- Ages 19 - 60 years • Primarily single
- Most had not been seen by a doctor in 4 + years
- Most had not been seen by a dentist in 7 + years
- Most evaluated at risk for serious illness due to genetic or lifestyle factors
- 22 were seen by a doctor • 17 were seen by a dentist
- 56 received medical care • 19 received dental care
- 21 enrolled in substance abuse treatment
- 6 were treated by a mental health clinician • 22 obtained health insurance
- 32 found part-time employment • 11 secured long-term employment
- 23 furthered their educational or vocational skills
- 18 secured general assistance or SSI with advocacy by staff from Friends Outside
- Each person who requested employment services (e.g. resume building, interview skills, computer training) obtained direct services or referral to WorkNet
- 10 reestablished communication with their children and family
- 25 placed on the waitlist to obtain health insurance as program slots became available
- One third of all clients received assistance with the completion of a "support tree" which identifies former and current social supports
- 20 children each month received child care
- 7 family members were prepared for the release of loved ones
- Over three quarters of our clients requested assistance in obtaining CalFresh
- Clients who did not meet the requirements for CalFresh were assisted with access to local food banks or short-term assistance
- 525 returning individuals and their families received outreach health education and community referrals
- Over 500 families received outreach health education including health and wellness brochures at community events
- **Of all 135 clients, only one person returned to incarceration**



# Warrant Reduction and Advocacy Program (WRAP)

**A**cross California, jails are stretched to their limits due to an increasing jail population and a need to accommodate returning AB 109 offenders. Historically, there are nearly the same numbers of bench warrants issued as there are people on probation. Accordingly, the San Joaquin County Jail lacks space to incarcerate offenders who are issued a warrant for a technical violation (e.g., failure to report to court or their probation officer).

Since October 2012, Friends Outside has been administering this evidence-based methodology program funded by the San Joaquin County Department of Probation. It aims at decreasing the frequency with which individuals are reincarcerated for minor probation violations. The San Joaquin County Department of Probation refers individuals who are on the verge of triggering a bench warrant to Friends Outside, who offers outreach, community-based wrap-around services for offenders and their families. WRAP addresses the unmet criminogenic needs that contribute to recidivism. It allows probation officers to spend their time targeting high-risk offenders, while avoiding the unnecessary bench warrants that divert law enforcement from more critical duties. It also keeps people out of jail and on paths toward employment and other programs necessary for successful reentry.

## WRAP San Joaquin County Statistics

During the nine-month period October 2012 thru June 2013 our results include:

- 520 Referrals received
- 492 Returned to probation
- 263 Complied

Compliance rate = 53.4%

- With jail costs at \$125 per day, and the average offender serving 15 days, the estimated savings so far from this program are \$493,125, with additional savings to law enforcement (apprehension), transportation to jail, booking, and the courts. In addition to cost savings, offenders will be less likely to recidivate due to their continued pro-social connections.
- 229 Referrals did not comply and bench warrants were issued.

### She Sparks The 'Friends Outside'



1955 Community-based & Jail Services, Santa Clara County



1960's



1971 Case Management Services - California State Prisons

1970's



1971 Family Reunification - California State Prison Visitor Centers



1981 Case Management Services - California State Prisons

1980's

# Community Events

Friends Outside believes in strengthening our community by acting as a good neighbor and participating in activities that celebrate our diversity, creativity, harmony, peaceful coexistence and collaboration. Participating also provides an opportunity to distribute literature such as health and wellness brochures. During this last fiscal year we proudly participated in Stockton is Magnificent and Earth Day! We also hosted the second annual "Wheels" Community Health Fair and car/motorcycle show on September 8th, 2012. This event was open to the entire San Joaquin community and featured local vendors and informational booths from community agencies.

## Holiday Wish Program

This program provides age-appropriate gifts to the children of incarcerated parents and their caregivers who reside in San Joaquin County. Everyone can be some child's personal Santa at a time when they are dealing with the absence of a parent due to incarceration. In 2012, we served 120 children.



Stockton is Magnificent Mural Art coordinated by: Joy Neas



Stockton Earth Day Festival Poster by: Rattle-N-Roll.com



1992 Creative Conflict Resolutions - Federal Facility, Terminal Island

1997 Parenting Education Program San Joaquin County Jail and all California Department of Corrections & Rehabilitation Prisons

2008 "Fatherhood Focus Program" in California State Prisons

2012 The Dads Program (Jail Reentry)

2012 The Jail Program (Intensive Case Management, San Joaquin County Jail)

1990's

2000's

2010's

1992 Creative Conflict Resolution - San Joaquin County Jail

1994 Creative Conflict Resolution - California State Prisons

2003 "Children of Incarcerated Parents: A Bill of Rights"

2012 San Joaquin County WRAP Program (Warrant Reduction and Advocacy Program)

2012 California Wellness Foundation Reentry program

# Collaboration

Our essential belief in social justice has led us to address a range of social concerns thus enhancing our tradition of collaboration with organizations and agencies that share many facets of our mission. We are proud to partner with private, community, faith-based organizations and government agencies. In this past Fiscal Year, as in all others, we welcomed new partnerships and developed relationships with agencies that provided vital resources to our clients. We are always available to meet with organizations interested in learning more about our cognitive behavioral, evidence-based methodology, thus increasing the potential impact of our programs to reduce recidivism while promoting public responsibility.

## 1. Funding Partners

- a. United States Department of Justice, Bureau of Justice Assistance (Second Chance Grant)
- b. California Department of Corrections and Rehabilitation
- c. Zellerbach Family Foundation
- d. California Wellness Foundation
- e. San Joaquin County Sheriff's Department
- f. San Joaquin County Probation Department

## 2. Memberships

- a. Fathers and Families Coalition of America
- b. San Francisco Children of Incarcerated Parents Partnership (Founding Member)
- c. California Association for Criminal Justice Research
- d. Forensic Mental Health Association
- e. California Jail Programs Association
- f. American Correctional Association

## 3. Resources

- a. Public Health Departments throughout California
- b. County Behavioral Health Departments throughout California
- c. County Probation Departments throughout California
- d. WorkNet
- e. Criminals & Gang Members Anonymous
- f. Salvation Army
- g. County Offices of Education throughout California
- h. Libraries throughout California
- i. Parole offices
- j. Emergency food banks
- k. Adult education
- l. Public transportation
- m. Emergency housing/shelters
- n. Substance abuse treatment programs
- o. Cognitive behavioral programs
- p. Life skills programs
- q. Medical insurance
- r. Low-cost legal services
- s. County Health and Human Services
- t. Child welfare offices
- u. One-Stop Career Centers
- v. Employment Development Department (EDD)



“ Be the change that you wish to see in the world ”  
*Mahatma Gandhi*

# Board Of Directors – Roster 2012

# Financial Summary FY ending June 30, 2013

- a. **Chairman of the Board**, David D. Davis, Jr., J.D.
- b. **Secretary**, Andrea Lane, M.A.
- c. **Treasurer**, Charlene Simmons, Ph.D.
- d. John Boisa, M.S.W.
- e. George Gager
- f. Debra Herndon
- g. Yali Lincroft, M.S.
- h. Derrick Martin
- i. Marcus Nieto
- j. Amanda Noble, Ph.D.
- k. **Executive Director**, Gretchen Newby, M.A.

## Operating Support And Revenue

State and County Grants:	\$3,232,949
Foundation Grants:	\$177,824
Fee for Service:	\$22,000
Donations:	\$12,073
Fundraising:	\$442
Other Income:	\$24,505
Total Revenue and Support =	\$3,469,793

## Topic: Operating Expenses

Program Services:	\$2,688,254
Support Services:	\$695,846
Fundraising Expenses:	\$1,139
Total Expenses:	\$3,385,239
Change in Net Assets:	\$84,554

NET ASSETS, beginning of year: \$458,772

NET ASSETS, end of year: \$543,326



“ The past is not simply the past, but a prism through which the subject filters his own changing self-image. ”  
*Doris Kearns Goodwin*



## Looking Forward

We are moving forward enthusiastically into the second year of our three-year plan to diversify our programs and enhance services to our incarcerated and reentering population along with their families.

### Addiction Treatment

We are addressing the treatment needs of our population through a comprehensive, strengths-based, cognitive behavioral addiction treatment program, provided both in the community and in the San Joaquin County Jail. The treatment staff are trained in the University of Cincinnati Cognitive Behavioral, Evidence-Based treatment curriculum. We know that human beings are more than their addictions and transgressions, and our treatment approach is consistent with this belief.

### Affordable Medical Care

We are expanding our commitment to improve the health of our client population by helping them find affordable health care through free clinics, Kaiser Permanente, and county health services, among others. The delivery of these vital services increases positive outcomes for our clients and their families.

### Bilingual Support Services

We are reaffirming our commitment to families impacted by incarceration through additional support groups, increased support services, case management, and assistance with income stabilization and bilingual staff. We will eventually augment our existing Spanish-speaking case management staff with language capacity in Hmong and Vietnamese.

### Creative Conflict Resolutions

In maintaining our commitment to this evidence-based practice, we will be conducting an in-depth evaluation of our Creative Conflict Resolutions program in jail and prison. The program was created to reduce interpersonal violence among incarcerated individuals and was initially evaluated between 1999-2001, with a very positive outcome.

### Stockton's Operation Ceasefire

We are proud to be part of Stockton's Operation Ceasefire and will continue to be a key partner in reducing the homicide rate in our community. We currently deliver intensive case management to violent offenders who are targeted for enhanced attention by law enforcement. We also provide concentrated support to individuals and families who are ready to make better choices. We look forward to continuing our strong partnership with law enforcement, public safety and other service agencies by providing an indispensable component in this vital community overhaul.

### Governance & Leadership

Our Board of Directors is an experienced group of leaders who are committed to our success, dedicated to our mission, and knowledgeable about their fiduciary responsibilities. In the coming year, they'll be focused on attracting additional members who share our passion and commitment to this work. Their goals include expanding committee membership and strengthening the fiscal stability of the organization, among many others. We are also expanding the staff leadership to include an Associate Director, who will address supplementary programs and the varied administrative demands that accompany growth. The Associate Director will also strengthen our financial stability through proactive fundraising and public relations.



# A Bill of Rights for Children

**F**riends Outside is a national leader in advocating for the rights of the children of incarcerated parents. We want to help children by reducing the stigma, shame and trauma that frequently occurs when a parent is incarcerated.

Gretchen Newby, Executive Director of Friends Outside, created "Children of Incarcerated Parents: A Bill of Rights" in 2003, based on many years of experience in working with the families and children of incarcerated parents. The San Francisco Children of Incarcerated Parents Partnership (SCIPP), which includes Friends Outside, expanded on Executive Director Newby's work and is actively working to change public policy regarding the children of incarcerated parents. San Francisco and San Jose were the first city and county to adopt policies regarding children's safety at the time of parental arrest.

The Bill of Rights has received international attention and has been written into the Declaration of the International Council of Indigenous People. The International Religious Society of Friends (Geneva) has taken the Rights to the United Nations and is pursuing action from that organization. The Rights have been reproduced as a publication of UNICEF, which is available internationally.

In 2009, Senator Carol Liu (D-La Canada-Flintridge) passed two measures that better protect the children of incarcerated parents. Friends Outside supported both of these measures before the California State Legislature prior to passage.

- SB 118 directs social workers to record children who have parents in prison or jail, thus preventing termination of parental rights without notification.
- SCR 20 encourages wide distribution of the Bill of Rights for Children of Incarcerated Parents to children once they are identified. The measure addresses the Department of Social Services, the Department of Corrections and Rehabilitation, the Office of the State Foster Care Ombudsperson, schools, relevant nonprofit organizations, law enforcement agencies, and other departments that interact with the children of incarcerated parents.
- The current version that is distributed reflects the expansions by the San Francisco Children of Incarcerated Parents Partnership.

## The Bill Of Rights

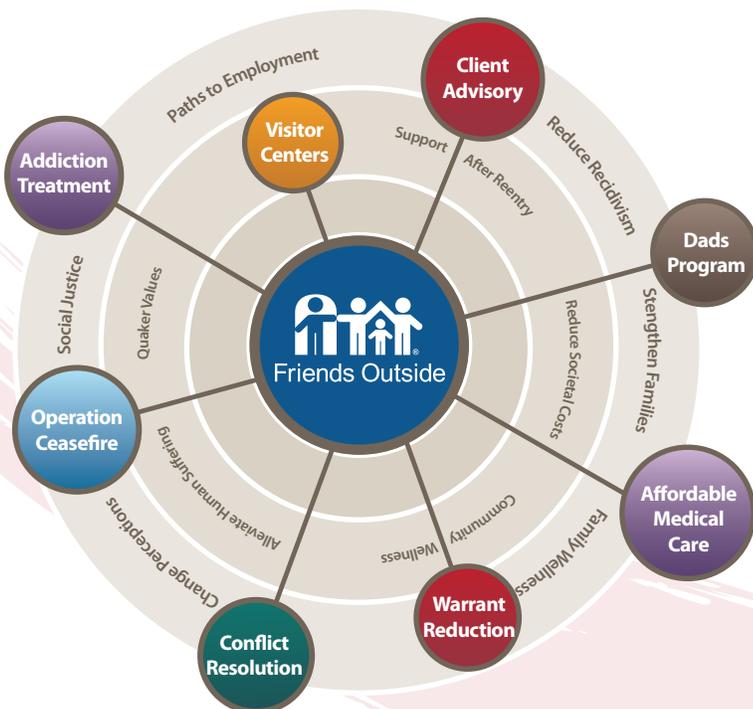
1. I have the right to be kept safe and informed at the time of my parent's arrest.
2. I have the right to be heard when decisions are made about me.
3. I have the right to be considered when decisions are made about my parent.
4. I have the right to be well cared for in my parent's absence.
5. I have the right to speak with, see and touch my parent.
6. I have the right to support as I struggle with my parent's incarceration.
7. I have the right not to be judged, blamed or labeled because of my parent's incarceration.
8. I have the right to a lifelong relationship with my parent.

# Connecting the dots...

The most important part of this annual report isn't simply found in the description of our programs that use cognitive behavioral, evidence-based methodology. We want you to know what we did, but more importantly, we want you to know why we did it. Our entire history along with FY 2012-2013 has been benchmarked with results that are measured in appreciating human capital.

We invested our time and money in making a significant difference in people's lives, strengthening the fabric of our community and alleviating human suffering. We improved the health and wellness of our clients, gave them tools to succeed, both with their families and on the job, while reducing the likelihood that they will pose a continuing burden through reincarceration. We put formerly incarcerated people on the path to employment. These are programs that begin when an individual is incarcerated, then continue to support the wellness of the family and the individual for decades after reentry.

We made people well, we made families whole, and we put a system in place to reinforce their success with each other and in the community. For over 50 years, we've also fought to change the societal perception of incarceration. And for thousands of formerly incarcerated individuals and their families, we helped make social justice a reality and empowered them to reaccess their sense of dignity. And that is perhaps the greatest possible return on any investment. Upon reflection we see that the threads of Quaker values are woven into the well-designed tapestry of our work. And we're proud to say that the passion that drove Rosemary Goodenough and the early pioneers of Friends Outside also resides in our hearts.



## Our Stories

*I was contacted by a family who had lost contact with their family member over 25 years ago. I conducted a search utilizing various databases and found that the individual was located at the Richard J. Donovan Facility. When I went to visit Mr. W, I discovered that he had suffered two strokes and was unable to speak as a result. We communicated using hand gestures. When I asked him if he knew a person named Anika W, he began to cry. I then asked him if he wanted to contact her, to which he nodded in the affirmative. I told him that his family had been searching for him for a very long time. I helped Mr. W fill out the various visitation forms, and it was very difficult for him to make his mark as a signature. I had to hold the pen and paper in place to help him. I kept in touch with his supervisor to ensure that he was able to meet with his family. The family scheduled a visit with him three months later, but prior to their visit, I contacted them by phone and told them what to expect and the facility visitation policies. The family requested that I be present for their visit, and it turned out to be very successful and emotional. Mr. W was able to visit with family he had not seen in decades and some he met for the very first time.*

“ A man is but the product of his thoughts. What he thinks, he becomes. ”  
*Mahatma Gandhi*

# History

“ Look at the Quakers - they were excellent business people that never lied, never stole; they cared for their employees and the community which gave them the wealth. They never took more money out than they put back in. *Anita Roddick* ”



## She Sparks The 'Friends Outside'



Rosemary Goodenough established Friends Outside in 1955. She was a Quaker and a tireless advocate for social justice, particularly on behalf of incarcerated people and their families. Since then, our work has been based upon a strong sense of integrity to her fundamental beliefs. For over 50 years, we've been working with incarcerated individuals and their families because of the overwhelming and continuing need for support. These are just some of our program highlights:

- 1955 Community-based and Jail Services - Santa Clara County
- 1971 Family Reunification - California State Prison Visitor Centers
- 1971 Case Management Services - California State Prisons
- 1992 Creative Conflict Resolutions - Federal Facility, Terminal Island
- 1992 Creative Conflict Resolutions - San Joaquin County Jail
- 1994 Creative Conflict Resolutions - California State Prisons
- 1997 Parenting Education Program San Joaquin County Jail and all California Department of Corrections and Rehabilitation Prisons
- 2003 "Children of Incarcerated Parents: A Bill of Rights"
- 2008 "Fatherhood Focus Program" - California State Prisons
- 2012 San Joaquin County WRAP Program (Warrant Reduction and Advocacy Program)
- 2012 The Dads Program (Jail Reentry)
- 2012 The Jail Program (Intensive Case Management - San Joaquin County Jail)
- 2012 California Wellness Foundation Reentry Program

Since 1955, we've provided vital support to the families who are living outside of prison walls and have facilitated a smoother visiting process with their loved ones. We've also provided case management, evidence-based programming, pre-release planning and support groups for incarcerated individuals to help them identify, before release, what they'll need to do to stay out of the system.

## Mission Statement

"Our mission is to improve the quality of life of all those impacted by incarceration, including families and children, and to assist with the successful community reentry and family reunification for those transitioning from confinement to freedom."

## Vision Statement

"Our vision is that all those impacted by incarceration, including children and families, live with dignity as contributing members of our communities."

## Our Values

1. **Advocacy.** We actively support the rights of those we serve and bring about change by influencing attitudes, laws, policies and practices.
2. **Collaboration.** We believe that our success requires working together with others toward a shared mission and goals.
3. **Commitment to Excellence.** We strive for the highest level of quality in everything we do.
4. **Empowerment.** We promote independence, resourcefulness and personal responsibility in those we serve.
5. **Inclusiveness.** We believe that there is strength in diversity and appreciate all individuals for their differences in characteristics, styles, backgrounds, motivations, values and aspirations.
6. **Respect.** We respect the individual worth, dignity and rights of those we serve.
7. **Social Justice.** We hold that all persons have the right to benefit equally from the resources afforded by society and the environment. Furthermore, we hold that all persons deserve equal treatment under the law regardless of class, gender, race, religion, citizenship, age or sexual orientation.
8. **Stewardship.** We promote public trust by using our resources wisely, by holding ourselves to the highest standards and by being transparent in terms of our financial affairs and actions.



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