

ANNUAL REPORT

2015-2016

Our mission is to reduce the impact of crime and its causes by providing a spectrum of effective prevention and intervention programs.

Vision:

We envision a Durham Region where everyone contributes to a safe, healthy and just community.

From the Executive Director & Board

Three Pillars Strong

-  Employment & Training
-  Housing Services
-  Community & Justice

“The lack of safe, affordable housing for individuals with low to modest incomes in Durham Region presents as a constant challenge.”

As Acting President and Executive Director, it gives us great pleasure to reflect on the many accomplishments we have experienced together as an organization over this past year.

We would like to extend our appreciation to the Board of Directors who have diligently guided our organization through the development of our Strategic Plan and to our Senior Management Team for their unwavering persistence and dedication to ensuring that it has been implemented in the spirit and the vision of the John Howard Society of Durham Region.

We are equally grateful to our Program Managers, Co-ordinators, Counsellors, Program Support staff and Volunteers who together supervise our programs and ensure that we meet our commitments to our funders, community partners and most importantly, the individuals and families in our community.



John Howard Society of Durham Region is one of 19 branch offices in the Province of Ontario committed to bringing awareness to the impact of crime and its causes in our communities. Together we support our communities to remain safe. A Province wide pilot program in the early stages of development will serve to inform both our local offices and others across the Province of specific needs for community justice programming in our respective communities.

In 2015/2016, we have continued to see an increase in the number of youth and adults seeking employment and training opportunities with youth unemployment, in particular being reported as exceptionally high. Our Employment and Training counsellors have worked tirelessly to assist high risk youth to transition to employment through job readiness training, job matching, paid job placements, mentoring and hiring incentives for employers through the newly funded Youth Job Connection Program.

Thanks to a generous donation from Cheshire Homes/McLeod Home, opiate users and their loved ones participating in our Harm Reduction Project X-Change program will receive life-saving training to reverse opiate overdoses. This results in fewer deaths, increased education and awareness which ultimately may result in first steps to accessing treatment.

The lack of safe, affordable housing for individuals with low to modest incomes in Durham Region presents as a constant challenge. Our Housing Outreach Counsellors and Program Support Staff work with individuals and families to secure and maintain housing through the Community Homelessness Prevention Initiative, Rent Supplement and Ontario Energy Support Programs. A significant donation from the Home Depot's Orange Door Campaign once again this year has enabled us to further increase and explore options related to programming, equipment and resources for homeless youth.

As we reflect on our shared initiatives of this past year, we look forward to future successes including new and innovative approaches that contribute to safe, healthy and just communities.

T. Marks
Acting Board President

Dianna Eastwood
Executive Director

The Story of John Howard and JHS Durham

John Howard was born 290 years ago on September 2nd, 1726 in England. History records that his early years were plagued with poor health, and a general lack of direction for a vocation. In 1756 however, while on his way to Portugal to help the population there after a major earthquake had struck, he has a life-altering experience when he is taken prisoner on the high seas by French Privateers.

After spending 6 months in a French dungeon, John is traded home for a French officer, and upon his return he immediately seeks assistance from his government to free the remaining passengers. The experience puts John on a path of researching the management and treatment of persons within England's own prisons (called gaols at the time). It opens his eyes to a system in desperate need of reform, and this becomes his calling for decades to follow. His work takes him across thousands of miles of Europe, to both gather concepts of best practices to bring home, and to encourage the humane treatment and rehabilitation of inmates. His philosophies become the basis of practices still applied today, making him the Father of modern prison reform.

JHS Durham was born in a boardroom at the local YMCA on October 23rd 1962. Through the efforts of Mr. Keith Couse of the JHS Ontario office, the Oshawa Chapter of the John Howard Society saw it's first members; Rev. Coffey, Mr. E Parker, Mr. E.A. Doyle, Mr A. Green, Mr. E. Marks, Rev. H. Mellow, Mr. W. Paynter, Mr. F. Popham, Mr H. Pineau, Mr. H.M. Sparks, Mr. N. Spring, Rev. A. Woolcock and W.A. Smith. By 1969 the agency was renamed to JHS Oshawa/Whitby to reflect the growing geographical area of service.

Our first permanent office opened in 1974, and by 1980, the agency had three full time staff, one administrator and 20 volunteers supporting nearly 600 clients a year. Throughout these early years, the agency began to broaden it's client base, working not just with males from the prison system, but also with their families, and youth that had come into conflict with the law.

In 1984 we became John Howard Society of Durham Region after the opening of our first satellite office in Ajax. New offices followed with Clarington in 1986, two Residences by 1992, and a Whitby location in 2001. During this geographic growth, our services also developed into a wider spectrum of both prevention and intervention programs serving youth and adults, men and women, whether they had come into contact with the law or not.

We're in the people business. At the end of the day, every client is an individual, with a name, a story, and a goal for self improvement and personal success.



Statue of John Howard at Bedford, Bedfordshire, England.

Howard became the first civilian to be honoured with a statue in St. Paul's Cathedral, London. A statue was also erected in Kherson, Ukraine, where he had passed away from Typhus in January 1790.

Upon his grave is inscribed:

JOHN HOWARD

WHOEVER THOU ART, THOU
STANDEST AT

THE TOMB OF THY FRIEND

1790



Somerset-Bath 1/2 Penny token

When news of his death reached England in February 1790, a commemorative series of John Howard halfpenny Conder Tokens were struck, including one that circulated in Bath, on the reverse showing "Go forth" and "Remember the Debtors in Gaol"

Financial Data

Revenue	Revenue	2015	2016
	United Way Grants	\$ 328,790.00	\$ 293,809.00
	Government Funding	\$ 5,092,425.00	\$ 4,515,821.00
	Donations	\$ 90,613.00	\$ 69,647.00
	All Other	\$ 429,239.00	\$ 409,122.00
	Total Revenue	\$ 5,941,067.00	\$ 5,288,399.00
Expenses	Expenses	2015	2016
	Salaries and Benefits	\$ 3,317,314.00	\$ 3,290,634.00
	Training/Subsidies	\$ 1,107,730.00	\$ 807,599.00
	Occupancy	\$ 269,947.00	\$ 262,611.00
	Office	\$ 198,487.00	\$ 196,180.00
	All Other	\$ 469,516.00	\$ 369,736.00
	Fundraising/Marketing	\$ 37,902.00	\$ 20,120.00
	Total Expense	\$ 5,400,896.00	\$ 4,946,880.00
	Earnings before amount refundable	\$ 540,171.00	\$ 341,519.00
	Amount refundable to funders	\$ 521,572.00	\$ 266,497.00
	Excess of revenue over expenses	\$ 18,599.00	\$ 75,022.00

Budget Overview

- 10% overall decrease in revenue sources year-over-year
- 27% reduction in training and subsidies
- 303% increase of revenue over expenses by year end

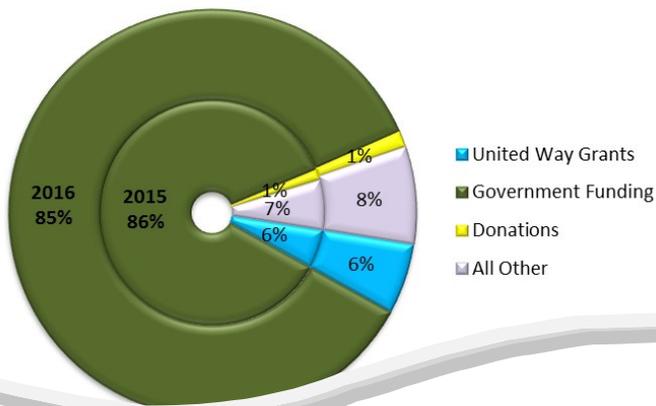
OUR FUNDERS

Blue Hills Child & Family Center
 Durham's Children's Aid Society
 KPR District School Board
 Ministry of Advanced Education and Skills Development
 Ministry of the Attorney General
 Ministry of Child and Youth Services
 Ministry of Health
 Municipality of Clarington
 Ontario Trillium Foundation
 PVNC Catholic District School Board
 Region Of Durham
 United Way of Durham Region

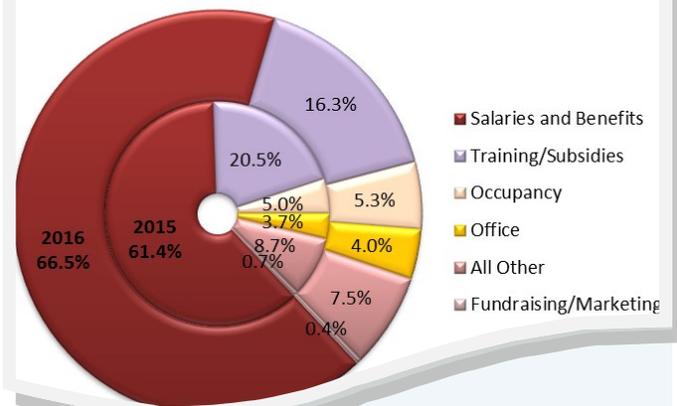
Full audited statements are always available on our website at <http://www.jhsd.ca>

The Canada Revenue Agency website section "Charities & Giving section" also has copies of our full financial reports. <http://www.cra-arc.gc.ca>

Revenue



Expenses



Major Gift—Home Depot

A huge thank you to the Oshawa Home Depot, who have selected JHS Durham for the third year in a row to be the recipient of the proceeds from the Orange Door campaign for 2016.

Store employees worked diligently throughout September and once again, were the third highest store in the entire country, raising over \$18,000! The Home Depot Foundation will match that, doubling the amount our youth Residence receives for upgrades and programming support!

Our Supporters

"Isn't it funny how day by day nothing changes, but when we look back, everything is different..." ~ C.S. Lewis

Supportive action for a community can take many forms; financial, products, services, etc. Each year, we are pleasantly surprised by the range, frequency and volume of support that comes from businesses and individuals all over Durham. It could be clothing for the job seeker that has no suit, gift cards for groceries, items for an auction, or tickets to enable us to bring youth to events that they would otherwise not be able to experience. Every form of giving matters, and contributes a ripple to the wave of positive *change* that comes from helping our fellow residents of Durham through a difficult time. Thank you so much for your continued generosity and support!

4 Seasons Country Club	Durham Combustion	Our Valley View Bed and Breakfast
A Gift of Art	Durham Regional Police - East Division	Oxford Learning Centre
A Stones Throw Pub & Grill	Durham Workforce Authority	PPFD Whitby
Active Green & Ross (Pickering)	Eldorado Golf Club	Pro-Action Cops & Kids
Andy's Repair Centre	Frosty John's Pub and Restaurant	Real Canadian Superstore (Oshawa)
Anonymous- summer programing	Gay Company Ltd.	Rose's Bistro and Flower Boutique
Apple Blossom Flowers	General Motors Centre	Rotary Club of Bowmanville
Apple Tree Dentistry	Golf Yoda	Royal Bank Canada
Archibald Orchards & Estate Winery	Goodlife Fitness - Bowmanville Mall	Roy Nichols Motors LTD
Aspen Springs Dental	Greely Containment and Rework	Sheet Metal Workers Union
Atkins Automotive	Hands on Music	Shoeless Joe's
Baagwating Community Association	Hillside Sodding	Shoppers Drug Mart (Bowmanville)
Bistro 238	Holiday Inn Express & Suites Clarington	Shoppers Drug Mart (Longworth)
Bobby C's Dockside Restaurant	Home Depot (Oshawa)	Sobey's Warehouse
Bowmanville Family Restaurant	IBEW Local 353 - International Brotherhood Of Electrical Workers Construction Council	Square Boy Pizza
Bowmanville Foundry Company	International Pool and Spa	St. Georges Anglican Church
Bowmanville Wood Products	James Insurance Broker LTD.	St. Matthew's Anglican Church
Brimacombe	James Printing and Signs	St. Louis bar and Grill (Oshawa)
Buffalo Wild Wing	Joey's World	Stephanie Harrison - Royal Service
Calvary Baptist Church	Jungle Cat World	Susan Tullock
Can Safe Auto (Oshawa)	Justin Barry Optical	Swiss Chalet Rotisserie and Grill
Chanterelle Bistro	Liberty Car Wash	T- Zone
Cheshire Homes/ McLeod Home	Liberty Dental Centre	Tang Dynasty
Christina Colacicco	Long & McQuade	Terren's Wellness Centre
CHUBB Insurance (Toronto)	Magic Portraits	The Birch
CIBC (Bowmanville)	Main Family Chiropractic Centre	The Bittmore Tap and Grill
Clarington Audio Video	McGregor Pharmacy	The Castle Cellar
Clarington Promotions	Messier-Dowty (Ajax)	The Co-operators - Sciore & Associates Inc.
Clarington Toyota	Metroland Media Durham	The Glass Slipper
Coco Paving	Moore's (Oshawa)	The Pita Pit
Costco (Oshawa)	Movie Experts - Bowmanville	The Tap and Tankard
Courtice Flea Market	Municipality of Clarington	Unidem Sales Inc.
Covanta	National Sports, Newmarket	Veridian Connections
Curves (Bowmanville)	Old Flame Brewery	Visual Arts Centre Clarington
Darlington Nuclear Generation Station	OLG Slots at Ajax Downs	Work Authority
Dom's Auto Parts Company Ltd.	Ontario Power Generation	Zion/Hope Food bank
Dulana's Sweet Tooth		

Governance & Structure

As a registered charity, JHSD is governed by a volunteer board of directors composed of citizens from the various communities that make up Durham Region. Our board meets 10 times a year, and volunteer in activities such as our adult literacy program, strategic planning workshops, and special events.

Our Program Directors and Program Managers meet regularly to review targets, work plans, discuss risk management items and solutions, as well as opportunities for new services or service enhancement.

Operations Levels

Board of Directors
Executive Director
Program Directors
Program Managers
Program Coordinators
Front Line Staff

Board of Directors

- Responsible for selecting the Executive Director
- Provides overall direction for the organization
- Sets agency policy
- Oversees fiduciary processes, protecting the agency assets
- Oversees the auditing process

Gord Brook, *President*
Ted Marks, *Vice President*
Peter Stephenson, *JHSO Representative*
Abb Gilbert
Hugh Peacock

Jim Munroe
Sharen Wilson-Carr
Steve Gyorffy
Sue Vanderkwaak
Todd Rollauer

Executive Director

- Reports to the Board of Directors
- Oversees day to day operations including financial circumstances of the organization
- Advises the Board in the development of policy
- Oversees service development and delivery of programs and services
- Review, implement and administer personnel policies of the Board

Dianna Eastwood

Directors

- Reports to the Executive Director
- Member of the Senior Management Team
- Directs overall program implementation
- Responsible for capacity building
- Analyze/monitor progress of departments towards achieving defined goals

Christina Barrow
Joelle Morey
Shelley Lawrence

Managers

- Reports to a Director
- Sets goals for the team, and decides what work needs to be done to meet those goals.
- Organizes the work into manageable activities, and selects people to accomplish the tasks that need to be done.
- Recruits, mentors and evaluates front line program staff
- Supervise program staff

David Smith
Judy Gales
Maria Perrino
Maureen Bandola
Patti Harrington
Paul Dobbs

Coordinators

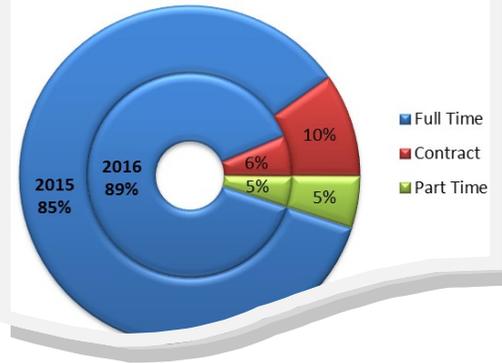
- Reports to Program Director or Manager
- Leads and assists in the coordination and delivery of designated programs
- Provides front line client services where required

Beth Whalen
Chris Newman
Michelle Heald
Pat Oliver
Rachel Lucas

Our Staff

We are proud of our ability to retain skilled staff over the long term, and provide them with a stable work environment. For the client, it means they can find a familiar face that understands their needs, is well trained, brings valued community contacts and practical tools to bare on the problem at hand. Each of our team members contribute their own unique talents to the agency, creating a huge pool of skills for us to draw from. They work beyond the standard hours, sacrificing evenings and weekends, volunteering themselves and their family members for special events that support the United Way and community as a whole.

Staff Types (2015 vs 2016)



Over 30 Years

Maureen Bandola

26-30

Joelle Morey
Dianna Eastwood
Shelley Lawrence

16-25

David Smith *
Maggie McCallum *
Pat Oliver
Beth Whalen
Judy Gales
Maria Perrino
Cheryl Loates

11-15

Paul Dobbs *
Michelle Heald
Patti Harrington
Susan Maxwell
Christina Barrow
Dean McDonald
Gisele Whalley
Agatha Firek
Veronica Breen
Rhonda Moser
Ashley Romano

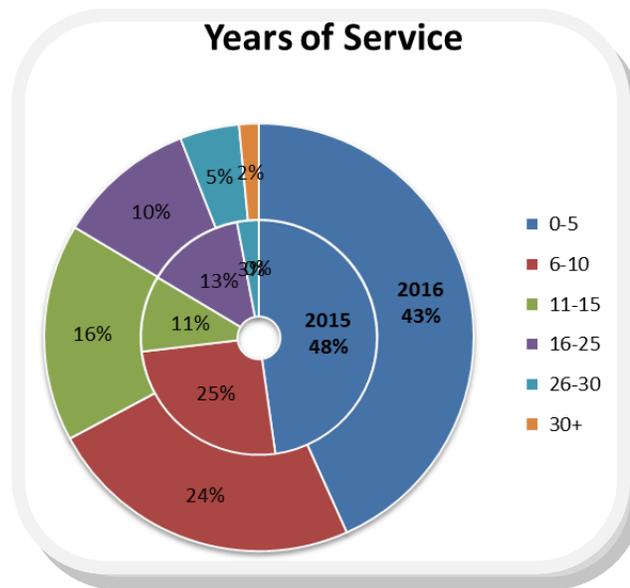
6-10

Beverley Oke-Hickey *
Sabiha Abo *
Rachel Lucas *
Diane Westerman
Bernie Gardiner
Wayne Hingston
Margaret Beck

5 Years or Less

Desiree Caprietta *
Jennifer Otvos *
Candice Correa *
Paula Matte
Manisha Roopnarine
Samantha Baker
Tonya DeJong
Geralda Bray
Lisa Sklar
Janine Arnott
Kathryn Hearl
Megan Goodman
Laura Smith
Irene Siket
Sarah Van Niedek
Emily Lajenuesse
Carol Campos
Amanda Wright
Valerie Sennema
Beth Cunningham
Michelle Neill
Dory Strikwerda
Jennifer Foster
Kofi Morris
Abigail Maddocks
Danon Morey
Priyan Raminhar
Maxine Macdonald
Moosa Mateen

Years of Service



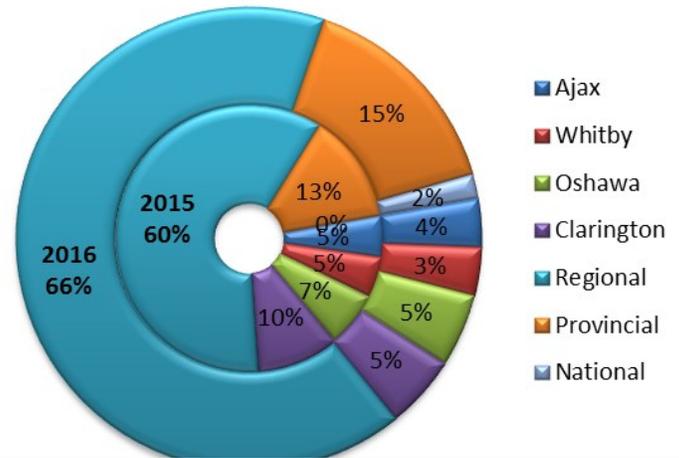
Cassandra Duncan
Maryjo Mahon
Glenda Leahey
Hillary Kozwolski
Jennifer Buma
Holly Norwick
Kelly Jackson
Dane Jeffrey
Chris Newman

Persons with an * are achieving the milestone of 5, 10, 15, 20, 25 or 30 years of service with JHS as of December 2016

Partnership Involvement

We believe strongly that working with like-minded agencies in cooperative coalitions builds a safe, healthy Durham. Our staff engage in committees that range from having local level impacts to national level influence. In these collective efforts, we can do more as a team of organizations to identify and resolve gaps in service than we could do independently. We can help define standards that benefit everyone. We can transition clients across service providers more seamlessly for when one agency's role reaches its end and another is the next logical step in the progression of care and support. With our combined knowledge, we can provide direction to Regional, Provincial and National policy-makers and government bodies that gives them the data they need to understand the trends developing in our population's needs for services.

Participation on Committees & Boards



- ACLCO Eastern Region Transformation Committee
- Board of the Literacy Network of Durham Region (LiNDR)
- Boys and Girls Club Youth Justice Committee
- Central East Opening Doors Planning Committee
- Central Intake Oversight Committee
- Champions for Youth
- Clarington Safe Communities
- Community Advisory Board - Housing
- Community Advisory Board (Durham Continuing Education)
- Community Literacy Ontario
- Community Partners in Diversity Committee
- Community Resources Committee (Family Court)
- Concurrent Disorders Committee - Pinewood Centre
- Durham Advisory Committee on Homelessness
- Durham Collaborative Framework Committee
- Durham College's Youth Corrections and Interventions Advisory
- Durham Community Legal Clinic, Board
- Durham Condominium Corporation 211
- Durham Connect --The Hub Situation Table
- Durham Harm Reduction Coalition
- Durham Healthy Schools in Action Committee
- Durham Housing Advisory Network member
- Durham Overdose Prevention Committee
- Durham Region Aboriginal Advisory Circle
- Durham Region Association of Volunteer Administration
- Durham Region Employment Network Group

- DWA Local Employment Planning Council
- Employment Services Service Coordination Working Group
- Events Committee - Oshawa Business Improvement Association
- First Work Eastern Region Service Provider Group
- Flemming College Program Advisory Committee
- Healthy SexYouthality Coalition
- Human Services & Justice Coordinating Committee
- JHS Ontario - Benefits Committee
- JHS Ontario - Pension Committee
- JHS Ontario - Provincial Policies Committee
- Job Developers Group - Durham Region Employment Network
- John Howard Society of Ontario - Employment Ontario Manager Group
- Literacy Network of Durham Region Service Planning Committee
- National Harm Reduction Policy Project Reference Committee
- Newcastles of the World - Youth Committee
- Ontario Network of Employment Skills Training Projects
- Oshawa Chamber of Commerce
- Program Advisory Committee - Durham College
- Provincial Harm Reduction Database Advisory Committee
- Rideau Social Enterprises Board
- Sex Trade Worker Support Circle
- Simcoe Muskoka Workforce Development Advisory Board
- South Oshawa Community Advisory Committee
- Take the Lead Committee
- Transportation Advisory Committee
- Welcome Centre Partnership Committee
- What's the harm? Conference Planning Committee
- Whitby Chamber of Commerce
- Whitby Youth Council
- Women's Committee of Durham Region
- Youth Justice Committee
- Youth Justice Network
- Youth Service Network



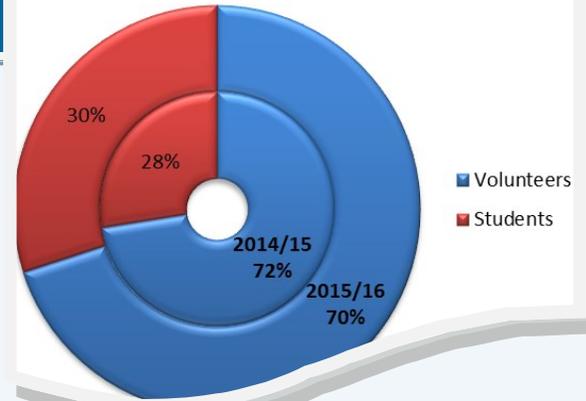
Students & Volunteers

We are very aware that placement students consciously select JHS as an organization that provides quality training. We provide valuable, hands-on, training to dozens of students each year that includes experience in assisting clients one to one, co-facilitating groups, and service planning.

Our volunteers, coming in large part to help us with events, are magnifiers of good will. They setup equipment, run activities, bring supplies, give their time, and often recruit additional volunteers by bringing friends and colleagues with them.

Thank you to everyone, whether your role was in helping In direct client service, answering the phones, playing a creature in our haunted house event, or any other task. You are appreciated and valued, and our clients and staff benefit from your generous gift of self.

Students & Volunteers



Volunteers

- | | |
|------------------|----------------------|
| Abby Smith | Justin Yezik |
| Alex Caissie | Kaelyn Nichols |
| Alexis Newton | Kaileigh O'Reilly |
| Alyssa Ramoutar | Katelyn Davis |
| Andrew Norton | Keely Smith |
| Bodin Desrosiers | Kelsey Cyr |
| Brianne O'Reilly | Laura Davis |
| Caden McBeth | Laura White |
| Cameron Kuipers | Lauren Dillen |
| Cassidy Boisvert | Lauren MacKenzie |
| Cheyenne Sedore | Lexi Chatterton |
| Cindy Cole | Liam Fields |
| Cole McCabe | Lillian Russell |
| Conner Leach | Logan Moores |
| Connor Ackerman | Lucas Cole |
| Danica Gilbert | Mackenzie Sargent |
| Darren Judd | Madison Lindsay |
| Daxton Davidson | Mariah Caissie |
| Deklyn Mclucky | Megan Wright |
| Devin Whalley | Meghan Rasidan |
| Emma Startek | Mia Larson |
| Estrell Marquez | Michelle Gibson |
| Ferdinand Isaacs | Michelle Leegsma |
| Gillian Fields | Mireille Huneault |
| Greg Shelter | Mitchell McCarthy |
| Haley Latour | Noella Gilkes |
| Jackson McMann | Olivia Broomer |
| Jake Otter | Paige Lane |
| James Bickle | Payton Desrosiers |
| Jason Fotes | Ray Es |
| Jenna Hanna | Rebekah Mcmillan |
| Jesse Lyle | Reilly Noyon |
| Jewel Pearce-Bak | Riley Reffo-McFadden |
| Joanna Kurowski | Robbie Sedore |
| Josh Feddy | Robert Hiscock |
| Julie Jarrett | Sam McDowell |
| Julie Startek | Samantha Dillen |



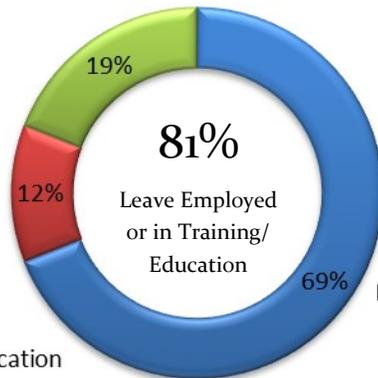
Placement Students

- Akshay Kumar
- Alex Donofrio
- Allison Abraham
- Amanda MacDougall
- Amanda Skyvington
- Amy Beneteau
- Ashley Sanasi
- Brooke Jewell
- Chris Richard
- Christina Aby
- Deepaa Dindial
- Francesco Butera
- Glenn Estrellado
- Heidi Bartlett
- Isabel Miszczak
- Israel Ogbogu
- Jacob Coull
- Jade Nikodemus- Smith
- Jaimie Adams
- Jennifer O'Connell
- Joseph Alcantara
- Julia Webb
- Kaitlin Maynard
- Kimberly Sayles-Marshall
- Malina Stankova
- Matthew Brown
- Megan Crawford
- Michael Pitopov
- Namra Ahmad
- Natalie Melo
- Peter St. Hubert
- Rachel Nicholson
- Tara Thornber
- Tasnim Chowdhury
- Tyler Cattafi
- Vanessa Speirs

Employment Outcomes

Clients with an Employment Counsellor

1,134



- Employed
- Training/Education
- Change of Goals

Client Satisfaction Rate from All Participants

99%

of Youth & Adult Employment Placements

663

Adult & Youth Employment Resource and Information Services

10,290

Literacy Resource and Information Services

217

Literacy Clients Who Received In-Class Training

88

Employment & Training

John Howard Society Employment and Training Services continued throughout 2015-2016 to provide accessible, flexible, and individualized programming and services to youth and adults in the Durham Region. Our knowledgeable and dedicated staff team of 20 remained committed to our program values: “Every participant matters to us, everyone has something to offer the workplace, and that every employer has something to offer in the workforce”.

During the year, the Ministry of Advanced Education and Skills Development (formerly known as Ministry of Training, Colleges and Universities), remained committed to moving forward with an evidence-based approach to modernizing and transforming employment and training programs and services to make them better coordinated, more targeted and more effective for all Ontarians, especially youth. As a result of this ongoing initiative, JHS Employment and Training Services began to deliver new programs like *Youth Job Connection*, *Youth Job Connection Summer* and *Youth Job Link*. Additionally, after delivering the Summer Jobs Services program for decades in Durham Region, the program was wound down.

During 2015-2016, Summer Jobs Services, in its final year, placed 464 students in jobs and provided

an additional 510 students with 1:1 support with their job search needs.

We have strategically implemented many initiatives to support our funder’s overarching goals of modernizing and transforming services and programs. These initiatives include a brand new Employment and Training Services website in the spring of 2015 at www.jhsemploymentservices.ca

This new website includes an online job board that can be accessed by job seekers and employers, online workshop registration feature, online contact feature, detailed program descriptions for job seekers, individuals seeking training, and employers seeking support, and relevant and informational blogs for job seekers and employers. Other initiatives include collaborative programming between our Literacy and Basic Skills and Employment Services to deliver training programs like Workplace Computer Skills, Soft Skills Solutions (a 25 hour employability skills certification training), National Safe Food Handling Certification, and Smart Serve.

As Durham Region continues to struggle with high youth unemployment rates and precarious employment for adults, JHS Durham Employment and Training Services will continue during 2016-2017 to implement and deliver relevant programs and services for job seekers and those in need of training.

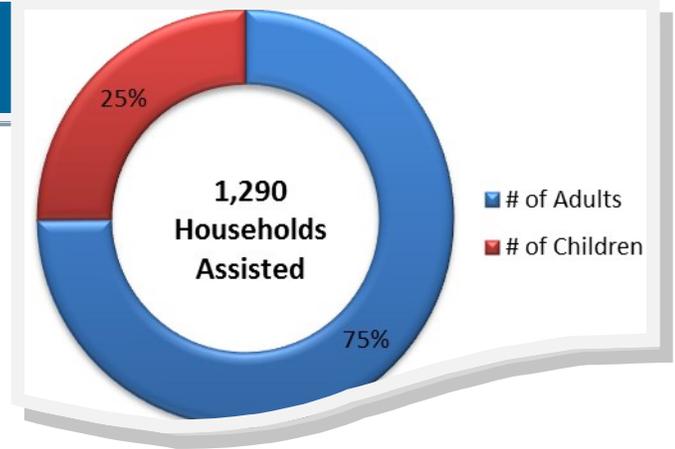
Access to Housing Program

Finding affordable housing in Durham Region continues to be a challenge for clients of this agency's Housing and Homelessness Program. Despite more than doubling the staffing complement, the program continues to be inundated with individuals and families who are looking for assistance finding safe and affordable places to live. Between April 2015 and March 2016, the program assisted 1290 households, representing 1,555 adults and 522 children.

Many factors can contribute to a situation where a person finds themselves looking to JHS for assistance with their housing situation. The most common reason is that their financial situation has come to a crisis point. A job loss, a relationship breakdown, a major medical problem, or any other unexpected life change can create a multitude of financial problems. Many of our clients also reported that mental health issues lead them to require our assistance obtaining or retaining their accommodation.



A new and growing challenge for housing staff is the client group that requires accessible accommodation. An affordable rental unit with no stairs is a rare and prized find as the population ages. Add to that a requirement to allow for a mobility scooter or wheelchair and the challenge becomes even more daunting. Clients who are no longer able to look after themselves and require some sort of home support are also appearing at our doors more often, another difficult and hard-to-place group.



In the coming year we look forward to working with our community partners to advocate and create solutions for all of our clients.

For the coming year, we have the following plans to look forward to:

- A new project we started in April 2016 is the Sex Trade Housing Support program providing specialized expertise to assist individuals involved in sex work to stabilize their housing situation by offering support with life skills, social supports, and training in employment and education.
- We will continue to provide rent supplements to our low income clients. The 60 month agreements give our clients time to stabilize their lives so that they will be better positioned to successfully maintain their housing when the supplement ends
- In partnership with Durham Region Social Services, we will provide monthly ID Clinics at the regional headquarters at 605 Rossland Rd. in Whitby
- An expansion to the resource centre in the Whitby office to include information related to housing search, eviction prevention, tenants' rights, community services, income and budgeting, and other information related to client needs
- In February 2017 JHS will be assisting with a Point-in-Time Count - a count of sheltered and unsheltered homeless individuals taken on a single night. This is a large project that will involve scores of volunteers and will provide valuable data to inform government policy and future funding directions.

Housing Services: Residential Program

Oshawa & Whitby Locations

The Whitby Residential program opened its' doors in 1985 and provides support and programming to accommodate six male youths between 15-18 years of age. Two beds in the residence are designated specifically for clients referred by Durham Children's Aid Society. The Oshawa Residential Program opened its doors in 1990 and offers a semi-independent living environment accommodating up to eight residents (4 males and 4 females) 16 years of age and older.

These structured and supportive programs are life skills based, offering safe and supportive environments. Residents are encouraged to identify personal goals that will result in successful independent living in the community.



What the Residence Experience Looks Like...

An 18 year old male youth met with the Residential Transition Counsellor for an intake assessment in to the

program. The youth was placed on the waiting list for a bed in the Whitby Residential Program. While preparing to enter the program, the youth was supported by the Transition Counsellor to develop a plan towards stabilization and initiate the beginnings of a service plan to develop skills towards a future goal of independent living. This included areas such as mental health, transportation and employment goals.

While on the waiting list, he was supported to:

- Learn the bus routes
- Identify employment related goals and
- Set up counselling sessions to address chronic mental health related concerns

It was discussed that the residence was a semi-independent program with the goal of working towards independent living. In the three months prior to move-in, he had followed through on his goals, completed an employment readiness program, attended regular counselling sessions and learned the bus route. He was accepted into the program and continued to identify his

<u>RESIDENCE</u>	<u>2014-15</u>	<u>2015-16</u>
# of intakes completed:	49	52
# of clients serviced:	71	71
# of bed nights utilized:	4557	4711
Whitby Res. Occupancy %	93	71
Oshawa Res. Occupancy %	86	85
CAS Bed Night Occupancy	91	64

goals to be to secure employment, learn life skills, accept responsibility for his decisions and work through the challenges of cohabitating with peers.

He worked with staff to hand out resumes and secured a position at a local grocery store. Within two weeks he was able to recognize that he was "not meant for manual labor" and was motivated to work with residential staff to find another position. Staff supported him to create scripts for handing out resumes, complete call backs to potential employers and ensure he was appropriately dressed with good hygiene when attending interviews. He was successful at securing a position with a fast food restaurant where he continues to work today.

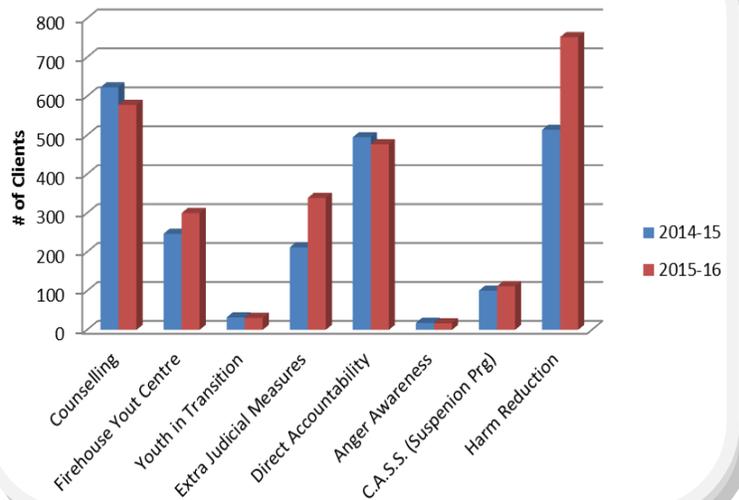
He was quoted as stating: "I feel I've accomplished what I needed, except for cohabitation, but that is something I can live without."

Upon leaving the program he provided the following feedback to JHS:

- "They [staff] were a great help in motivating me to find my own place and get a job."
- "Staff helped me feel better about myself."
- "I appreciated how staff were always straight forward."

Within his five month stay, this individual gained employment, saved enough money for first and last month's rent, completed a start-up grocery shop, collected all needed household items, utilized staff for mental health and family support. He remains housed today in his own apartment.

Client Activity by Program



Community Alternatives for School Suspension

C.A.S.S. provides programming for suspended and expelled students in Clarington.

Our partnership with the school boards in Clarington is in place to provide non-academic programming to students. The academic portion of the program is delivered by the school board and supported by the CASS program facilitator. We provide opportunities for the students to learn from their choices through participation in life skills programming and community service placements.

In the 2015/16 school year, the program worked with 112 youth on various lengths of academic suspension.

Counselling Services

Individual Support:

Access to one to one support begins with a simple phone call to our Ajax office (905-427-8165) or Bowmanville (905-623-6814) to undergo a short pre-screening conversation. We have continuous intake for individual counselling in the areas of stress, conflict, communication, parenting, substance use, relationships, grief and loss.

Group Programs:

Counselling group services cover coping strategies, problem solving skills, improving relationships, recognizing what we have control over and what we don't, and effective communication skills. New groups begin each September, January and April.

A client in a group program benefits from both the skill and guidance of our facilitator(s), and the shared experiences of the other participants. Each week builds upon the prior week's work and examples. Individuals also take with them a reference manual that provides practical exercises that assist them in developing new techniques to allow for positive changes in behaviour.

In 2015-16, we served 578 clients through counselling services.

Record Suspensions

The process of applying for a record suspension can be complex. There are many steps and specific tasks one must complete in order to assemble all the items required for a complete application. Our service covers:

- Confidential service/support
- Liaise with Police Services, Court officials, RCMP, and Parole Board of Canada on behalf of client
- Obtain all necessary court documents/record of proceedings
- Application submission to Parole Board of Canada
- Respond to requests/further requirements from Parole Board of Canada
- Assisting with appeals/proposal to deny

In 2015/16, we saw 33 clients succeed in receiving their Record Suspension, with an average processing time of 458 days—the time it takes from when the application is submitted to the Parole Board until the Board responds with an outcome.

This is a significant improvement over the average being 685 days in the prior year.

Direct Accountability Program

The Direct Accountability Program runs out of the Oshawa Courthouse as an alternative to formal prosecution for adults 18+ who have been charged with a minor criminal offense. This includes theft under five-thousand, possession of stolen property under five thousand, mischief under five thousand, cause disturbance, fraud under five thousand, take auto without consent, and food, travel, and accommodation frauds. It is at the discretion of the Crown Attorney for who is referred, and participation is voluntary.

Eligibility hinges in part upon the person accepting responsibility for the actions that lead to the charge, and to be willing to make amends to the victim or to the community for their offence by completing an assigned sanction within an agreed upon time period.

The client meets with our DAP worker on their first appearance at the courthouse, where an intake and assessment is done. A sanction is then assigned.

Extrajudicial Measures

Extra-Judicial Measures is a pre-charge program for youth age 12-17. It is an alternative to youth being sent to court, referred to us by Durham Regional Police. Participants attend a 4-session anti-theft and anger-management groups, as well as one to one counselling sessions. Each client can meet with our staff in any of our offices.

Our staff work with youth to help address any number of underlying issues including bullying, mental health, relationship and family problems. Our goal is to give them a sense of support and help them avoid future conflict with the law.

In 2015-16 we saw a significant increase in referrals. In fact, 104% of target was reached as compared to 65% the previous year. We attribute this to the partnership and the efforts to keep this as a preferred option for our frontline police services personnel when dealing with youth.

Sanctions range from restitution, community service work, charitable donation, attending a program (anger awareness, anti-theft, drug/alcohol awareness), a letter of apology or a peace bond. Provided that the terms of the sanction are completed successfully, charges are withdrawn. There is no waiting list for these programs and there is no cost to the participants.

This past fiscal year, the program served 477 clients, and we trained additional staff to facilitate new programming; Anger and Substance Awareness program (ASAP), and will be delivering this new programming moving forward.

Community partners are an integral part of this program's success. As mentors, guiding an individual back from a run-in with the law is noble and generous gift of self that improves the health and safety for everyone in our community. We thank our partners across Durham for their exceptional commitment to being a part of the solution.



The Client Experience:

Life for a young 16 year old girl is difficult enough, but being kicked out of her home, couch surfing, trying to find a job and failing classes was too much for this young lady to handle on her own and she had recently attempted suicide.

On top of that, she had to deal with theft charges that brought her to our program. Once all the information was gathered and some trust developed, there was work to be done to connect her to the services she needed for mental health, school support, employment and counselling. *Her brush with the law was an opportunity to change things around.* She was very grateful for the support provided to her, and took these opportunities to reach out.

Firehouse Youth Centre

The Firehouse Youth Center is a drop-in Program for youth in Clarington up to age 17. Through a variety of supervised program activities, staff provide youth leadership opportunities. Clients engage in community clean up events, arts activities such as Battle of the Bands, and fundraising activities such as Firehouse Fright Night. Youth benefit from this hands-on interaction by learning new social skills, the value of networking, the planning that an event requires, and effective goal-setting.



For the second year, the *Mics on Fire* soloist event was run in connection with the Battle of the Bands event during Youth Week in May, and saw an



increase in the number of performers. The growth of this local talent exposure opportunity couldn't have happened without our very strong partner, the Municipality of Clarington. They have been a supporter of our programming from the very beginning, which is approaching nearly 20 years (as of 2018).

Last fiscal the centre was accessed more than 3,000 times by local youth.

Harm Reduction

Project X-Change provides *anonymous* needle exchange services across Durham through all of our office locations, and through partner agencies. Those partners include the Aids Committee of Durham Region, Pinewood Centre, and CAREA Community Health Centre.

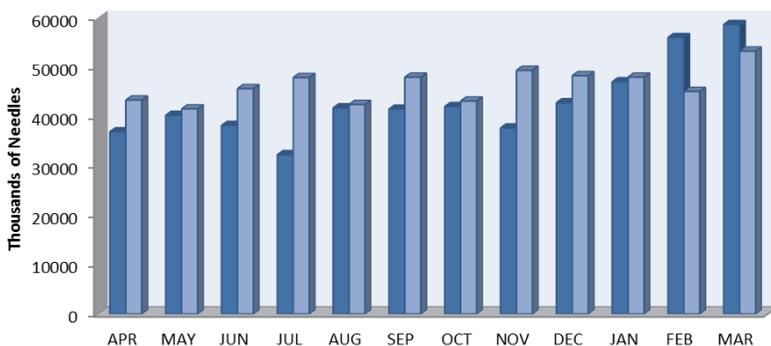
Our mobile also provides confidential access to harm reduction supplies such as clean syringes, inhalation kits, safe sex resources and other materials that those struggling with addictions would need in order to stay safe and prevent infection and/or spread of blood-borne disease.

We have been working towards attaining a Naloxone Program for overdose prevention and expect that to start training and distribution in late fall of 2016. According to the Ontario Harm Reduction Distribution Program: Canada is the world leader in per-capita prescription opioid consumption. Deaths related to opioid overdose are a public health crisis.

Naloxone is a medication that has been used in Canada for over 40 years to reverse the effects of opioid overdose, has virtually no side effects and has no abuse potential. Most accidental overdose emergencies involving illicit substance use occurs in the presence of another witness.

Exchanges 2015/16

■ Needles In ■ Needles Out



2015-16 Statistics

- 10,601 exchanges (in office and mobile)
- Syringes: 555,691 out, 514,825 in
- 93% syringe return rate!
- Average age of program users: 38
- 10,994 Kms traveled in mobile outreach (that's almost the diameter of Earth!)

JOHN HOWARD SOCIETY OF DURHAM REGION



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Oshawa, On L1G 1E3

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CLARINGTON

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Bowmanville, On L1C 1T5

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www.jhsd.ca

www.thefirehouse.ca

www.jhsemploymentservices.ca

Oshawa Residence

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Whitby Residence

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