

# John Howard Society of Durham Region

ANNUAL REPORT 2014-2015

## Vision:

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

## Core Values:

People have the right to live in a safe and peaceful society, as well as the responsibility implied by this right to respect the law.

All people have the potential to become responsible members of our community.

Every person has intrinsic worth and the right to be treated with dignity, equity, fairness and compassion without discrimination.

Communities are stronger and safer when the root causes of crime are addressed through programs and services that are based on community needs and priorities.

## MISSION:

**TO REDUCE  
THE IMPACT OF  
CRIME  
AND ITS CAUSES  
BY PROVIDING  
A SPECTRUM OF  
EFFECTIVE  
PREVENTION AND  
INTERVENTION  
PROGRAMS**

# From the Executive Director & Board Chair

As President and Executive Director, we are honoured to write this report on behalf of the Board of Directors and staff of the John Howard Society of Durham Region.

Our board has welcomed two new directors; Sharen Wilson-Carr and Todd Rollauer. We look forward to them contributing their respective knowledge and expertise as we continue with our Strategic Planning process this coming year.

2014-2015 saw the organization transition our strengths in service delivery to three distinct pillars of service. Our Community and Justice, Housing and Employment and Training Service pillars are a reflection of our ongoing commitment to those most at risk of justice involvement in our community. Our mission “to reduce the impact of crime by providing a spectrum of effective prevention and intervention programs” is integral to every aspect of service delivery.

As a result of this transition, senior staffing roles were reclassified and two new senior management positions were officially introduced in September 2014. Shelley Lawrence assumed the position of Director of Community and Justice Services and Christina Barrow assumed the position of Director of Employment, Training and Housing Services. Both are long serving staff with the organization. Their knowledge and expertise in their respective areas has and will continue to contribute to the overall capacity building, program development, implementation and evaluation of the organizations programs and services in the coming year.

Program space in our facilities was a significant challenge this past year with the expansion of both our Housing and Employment Services, resulting in the move of our administration team to our location at 79 McMillan Avenue Oshawa. The move

was met with positive results. Program space was created at our Oshawa office while functional work space for administrative services who work efficiently to support both programs and staff.

Once again we have learned never to underestimate the capacity of the community to understand that prevention and intervention models of service are effective in reducing crime and its causes. This was clearly evidenced this past year by the Home Depot Corporation. We were fortunate to be the recipient of their Orange Door Campaign this year. Over \$34,000 was raised by the committed staff of the Oshawa store towards youth homelessness. Safe, affordable housing for youth is key in reducing risks for this population. The knowledge and understanding demonstrated at all levels of the Home Depot Corporation, most notably with store staff and management, was inspirational.

We have continued to build positive relationships with all of our funders and community partners. Relationships with the United Way of Durham Region, Federal, Provincial and Municipal Governments, service clubs, Boards of Education, grant funders and private donors recognize that individuals have the potential to succeed and share in our vision “where everyone contributes to a safe, healthy and just community.”

Many thanks to our volunteers, students and staff, who on a daily basis, devote their time and energy to the organization and our clients. We look forward to working with you in the coming year.

Gord Brook, President

Dianna Eastwood, Executive Director



## Principals of our Three Pillars of Service

In 2013, the agency began a transition to a three-pillar structure for the kinds of services we deliver.

### Employment & Training

Encompasses all our programs that connect individuals to employers, skills upgrading and opportunities for business to receive help with their growth.

### Housing Services

Engages landlords in cooperative concepts that support long-term, stable housing solutions for individuals and families and assistance with replacement of lost/stolen personal identification. This also includes our Residential program that provides stable housing that teaches independent living skills to youth aged 15-20.

### Community & Justice

These are programs providing individual and group counselling, diversion services in partnership with Durham Regional Police and the Courts, and strategies that support crime prevention in the community as a whole such as our Firehouse Youth Centre, and the Community Alternatives to Suspension program in partnership with the Kawartha-Pineridge School Board.

# OUR HISTORY

John Howard Society Durham Region 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.

Due to an increase in services the society provided, in 1974, JHS Oshawa/Whitby moved from a lay office to a staffed branch. This marked the opening of it's first regularly staffed office at 3 1/2 Simcoe St S, downtown Oshawa. Bill Fry's appointed as Executive Director in 1975, a position he held for 35 years, The Oshawa branch's purpose was to provide direct services to individuals in finding accommodation, clothing, employment and guidance in making the necessary adjustments to re-establish themselves in the community. These services still stand at the core of JHS today.

By 1980, the agency had three full time staff, one administrator and 20 volunteers supporting nearly 600 clients a year. In 1981, with the expansion of the programming and client volume, the Oshawa main office moved to a larger office on Bruce street. In 1983 the Agency was renamed again to reflect the widening area of client service. In 1984 we became John Howard Society of Durham Region after the opening of it's first satellite office in Ajax. This was followed by a Clarington location in 1986. With operations in full swing, JHS Durham region opened its Whitby residence with six beds for young males. Following more growth in Durham in 1992 Oshawa office moves to its first purchased office at 492 Simcoe St south to accommodate the ever growing John Howard movement.

In 1997 with the addition of the Firehouse Youth Program, the Clarington office moves to 132 Church St. Come 2001, the first Whitby office opens, and in 2002 need for more space in Oshawa main office leads to a move to its current location, 75 Richmond St West.

A large fire in 2005 in a building neighboring the Whitby satellite office forces the site to close, but would re-open in 2006 at 105 Consumers drive, and then move in 2010 to downtown Whitby on the second floor of 114 Dundas St. East.

Today the agency provides nearly 20 different programs and services to men and women, youth and adults, families and individuals across Durham Region.



## ABOUT JOHN HOWARD

1756 John Howard captured while sailing to Lisbon, Portugal to help in the aftermath of a major earthquake. Experiences prison life in Brest, France

1773 John appointed high sheriff of Bedfordshire, tours county jails to gather data on prison conditions.

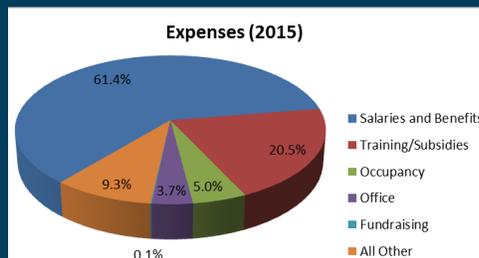
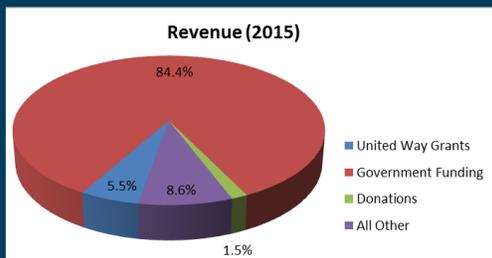
1774 John writes detailed reports of English Prisons and is called by Popham to give evidence before the British House of Commons. Alexander Popham and George Paul secure passage of the Penal Reform Bills in the House of Commons.

1775 Clerkenwell Prison erected on some "Howardian" Principles

1777 John publishes "*The State of Prisons in England and Wales with the Preliminary Observations and an Account of Some Foreign Prisons*"

1779 Sir William Blackstone and Sir William Eden secure passage of the Penitentiary Houses Act based on "Howardian" principles. John is appointed to supervise construction of a national penitentiary. He resigns after failing to get the site he wants. The prison is not constructed for 20 years

1790 After 34 years urging prison reform John Howard Dies in Ukraine.



## Financial Statement for 2014-2015

Revenue		2014	2015
	United Way Grants	\$ 331,782.00	\$ 328,790.00
	Government Funding	\$ 4,636,050.00	\$ 5,092,425.00
	Donations	\$ 89,269.00	\$ 90,613.00
	All Other	\$ 392,929.00	\$ 429,239.00
	<b>Total Revenue</b>	<b>\$ 5,450,030.00</b>	<b>\$ 5,941,067.00</b>
Expenses			
	Salaries and Benefits	\$ 3,414,641.00	\$ 3,317,314.00
	Training/Subsidies	\$ 731,204.00	\$ 1,107,730.00
	Occupancy	\$ 261,685.00	\$ 269,947.00
	Office	\$ 192,058.00	\$ 201,813.00
	Fundraising	\$ 6,080.00	\$ 5,760.00
	All Other	\$ 439,284.00	\$ 498,332.00
	<b>Total Expense</b>	<b>\$ 5,044,952.00</b>	<b>\$ 5,400,896.00</b>
	Earnings before amount refundable	\$ 405,078.00	\$ 540,171.00
	Amount refundable to funders	\$ 346,746.00	\$ 521,572.00
	<b>Excess of revenue over expenses</b>	<b>\$ 58,332.00</b>	<b>\$ 18,599.00</b>

The largest part of our funding continues to be from government sources. Support from foundations, the United Way and the local community are exceptionally important to our core financial stability.

In late 2014, we were fortunate to have received a significant increase in funding to our Housing Program allowing the expansion of outreach services to further reach the homeless and those at risk of homeless in our community. Funding increases to this program resulted in the increase of our staffing compliment from 2.5 FT equivalents to 7 FT equivalents.

Training/Subsidies refers to funds that are used to support our clients involved in provincially funded employment programs. Training/subsidy dollars are used to cover expenses related to employment preparation and include such items as: clothing, transportation and employment specific training or certification. We saw an increase in this expense this past year as compared to the 2013-2014 year as a direct result of an increase in service targets and the number of overall clients requiring these supports through the program this year.

Our Earnings before refundable's saw a significant increase this year as a result of overall increases to both our Housing and Employment Services budgets, while our excess of revenue was less than the 2013-2014 year as a result of capital expenditures, specifically a new roof which was required for the organizations Oshawa location.

### EYE ON FINANCE National, Provincial, Local

The national level of JHS compiles and distributes the directory of John Howard Programs across Canada, research on federal legislation and trends in penology .

The Provincial level conducts non-partisan research on evidence-based programming, policy development and provides Administrative support to all the local branches.

Our role as a local branch is in the direct service of programs to individuals in this community.

### AUDITED STATEMENTS Always Available Online

Full audited statements are always available on our website at :

<http://www.jhsd.ca>

You can also find information about our financial reporting on the Canada Revenue Agency website under the Charities & Giving section

<http://www.cra-arc.gc.ca>

### OUR FUNDERS

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



Home Depot Oshawa presents JHS with a cheque for \$34,312 from the proceeds of their Orange Door Campaign (July 2015). This was more than double the gift of the previous year!

## What Our Supporters Mean to Us

Thank you for supporting our work through your gift of product, service, or financially. It might be listed as “gift certificate” in your files, but in the hands of our clients it is something they may never have seen otherwise, or a means to put food on the table when the cupboards were bare. Perhaps it was a full-on campaign to help raise awareness and funds for JHS, which becomes a clean room under a stable roof in our Residence program. Whatever the gift, it works for your community, with a specific individual that is forever grateful.

## Our Supporters

*“No one has ever become poor by giving.” ~ Anne Frank*

ACE INA Insurance  
 Archibald Orchards & Cider House Golf  
 Baagwating Community Association  
 Bibles for Missions  
 Bomanville Rotary Club  
 Bowmanville Foundry  
 Bowmanville Zoo  
 Calvary Baptist Church  
 Clarington East Food Bank  
 Clothing Mission  
 Community Care Access Centre  
 CRCS DKI  
 Custom Printing Whitby  
 Deer Creek Golf & Country Club  
 Delta Bingo  
 Domino's Pizza  
 DRPS - Community Safety Officers  
 Feed the Need Durham  
 Home Depot (Whitby, Oshawa, Bowmanville)  
 Jungle Cat World  
 Kawartha Food Share  
 Kellar Williams  
 Kings Court Catering  
 Knight of Columbus Bowmanville and Oshawa

New Massey House Restaurant  
 Ontario Lottery & Gaming Corp.  
 Ontario Power Generation  
 Oshawa/Whitby This Week  
 RBC (Bowmanville, Longworth and Scugog Branch)  
 Rogers TV Durham  
 Rotary Club of Bowmanville  
 Royal Ashburn Golf Club  
 Salvation Army, Bowmanville  
 St. Joseph Church, Bowmanville  
 St. Matthew's Anglican Church  
 TigerTel  
 Tourism Clarington  
 Valentino's Grande Salon  
 Veridian Connections  
 Winchester Golf & Country Club  
 Work Authority

*“Participating at JHS was about getting involved in MY community. Having visited twice I feel it is more grass roots and I participate without reservation.” ~ Douglas,*



ACE INA Insurance from Toronto donated staff time to spring maintenance work at our Whitby Residence, fixing tables, gardens and more!

Loblaws (Oshawa)  
 Long and McQuade (Oshawa)  
 Moores  
 Municipality of Clarington

# Agency Governance & Structure

## Board of Directors

- Responsible for selecting the Executive Director
- Provides overall direction for the organization
- Sets policy and oversees fiduciary processes to protect the organizations assets
- Oversees the auditing process

## Executive Director

- Dianna Eastwood

- 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

## Program Directors

- Christina Barrow
- Shelley Lawrence

- Reports to the Executive Director
- Member of the Senior Management Team
- Responsible for capacity building, implementation and overall program management and evaluation

## Program Managers

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

- Reports to a Director
- Oversees the implementation of specific programs and services
- Recruits, mentors and evaluates front line program staff
- Supervise program staff

## Program Coordinators

- Beth Whalen
- Chris Newman
- Michelle Heald
- Pat Oliver
- Rachel Lucas

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

## BOARD MEMBERS

### PRESIDENT

Gord Brook

### VICE PRESIDENT

Ted Marks

### TREASURER/SECRETARY

Peter Stephenson

### JHS ONTARIO REPRESENTATIVE

Abb Gilbert

Hugh Peacock

Rob Snell

Sharen Wilson-Carr

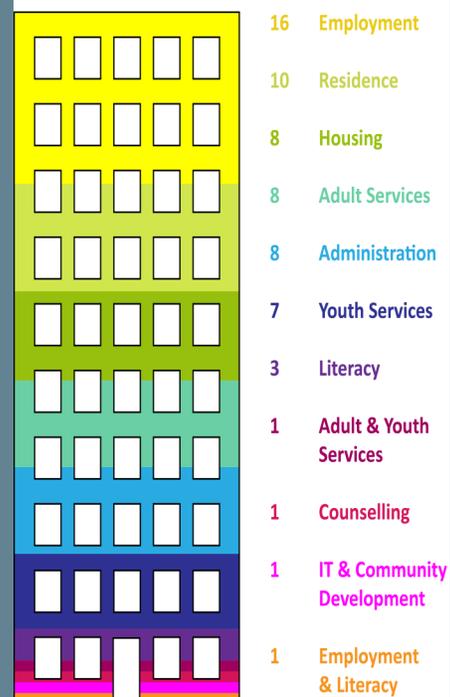
Steve Gyorffy

Sue Vanderkwaak

(Staff Personnel Committee)

Todd Rollauer

## JHS TEAM BREAKDOWN



# Our Staff

## **4** Years or Less

Paula Matte  
Geralda Bray  
Desiree Caprietta  
Jennifer Otvos  
Candice Correa  
Jeff Maile  
Manisha Roopnarine  
Samantha Baker  
Tonya Dejong  
Lisa Sklar  
Janine Arnott  
Gabriel Jacobs  
Megan Goodman  
Laura Smith  
Irene Siket  
Sarah VanNiedek  
Emily Hackett  
Maxine Edwards  
Carol Campos  
Amanda Fries  
Valerie Sennema  
Beth Cunningham  
Michelle Neill  
Dory Strikwerda  
Lezley Woodhams  
Jennifer Foster  
Ted Iwanzyk

## **5-9** Years

Chris Newman \*  
Dane Jeffrey \*  
Kelly Jackson \*  
Jennifer Buma  
Holly Norwick  
Adriana Vanderneut  
Glenda Leahey  
Cassandra Duncan  
Mary Jo Mahon  
Margaret Beck  
Bernie Gardiner

Ashley Romano  
Hillary Kozlowski  
Diane Westerman  
Wayne Hingston  
Rachel Lucas  
Sabiha Abo  
Beverley Oke-Hickey

## **10-14** Years

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

## **15-19** Years

Cheryl Loates  
Maria Perrino  
Judy Gales

## **20-24** Years

Pat Oliver \*  
Beth Whalen \*  
Maggie McCallum  
David Smith

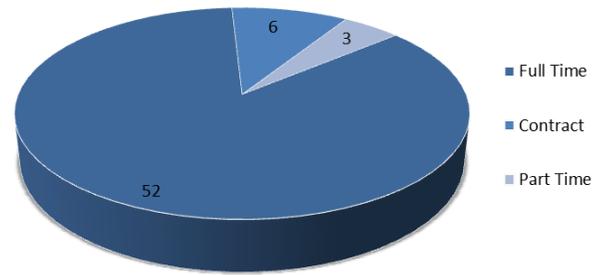
## **25-29** Years

Shelley Lawrence \*  
Dianna Eastwood \*  
Joelle Morey

## **30+** Years

Maureen Bandola \*

## Staff Employment Types



## A SUM GREATER THAN IT'S PARTS...

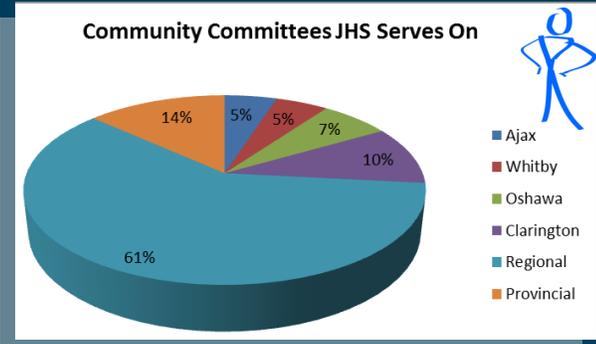
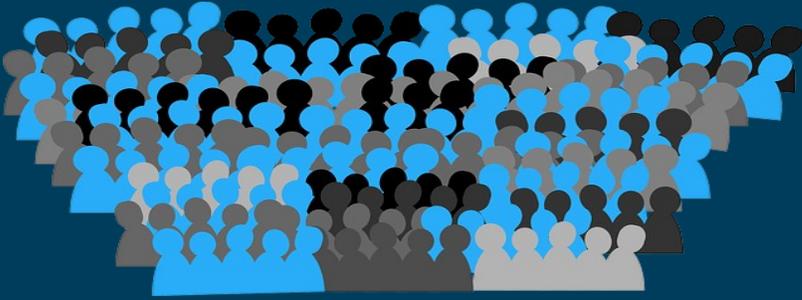
Our staff come with a diverse set of skills, training and talent. While an individual may have a specific job title such as Literacy Instructor, each may serve in other capacities such as group facilitators, event coordinator, committee chair or other roles. Having this multifaceted, cross-trained team enables us to serve a client base that often has multiple needs for support.

These staff go beyond the clock, volunteering their time with special projects and events that further help to support the work of JHS.

There is no shortage of heart-felt commitment from each and every one of these individuals. They console and problem solve, assure and encourage, guide and support each and every person asking us for help. As a solution-focused team, our staff create a sense of comfort and hope that aids our clients in getting back on track with their life goals. We cannot thank them enough for their genuine care and sincere desire to build our community up, one person at a time.

## MILESTONES

Persons with an \* are achieving the milestone of 5, 10, 15, 20, 25 or 30 years of service with JHS as of December 2015



# Community Involvement

- ◇ Ajax-Pickering Board of Trade
- ◇ Ajax Community Safety Committee
- ◇ Central East Opening Doors Planning Committee
- ◇ Centralized Intake Steering Committee
- ◇ Champions for Youth Committee
- ◇ Clarington Board of Trade
- ◇ Clarington safe Communities Committee
- ◇ Clarington Youth Leading Youth
- ◇ Coalition for Action Against Bullying in Durham Region
- ◇ Community Literacy Ontario
- ◇ Concurrent Disorders Network of Durham Region
- ◇ Crime Prevention Council Durham
- ◇ DACH - Durham Advisory Committee on Homelessness
- ◇ DREN - Youth Intern Partnership
- ◇ Durham College Community Services Programs Advisory Committee
- ◇ Durham College Youth Justice & Interventions Advisory Committee
- ◇ Durham Continuing Education Centre
- ◇ Durham Harm Reduction Coalition
- ◇ Durham Region Aboriginal Advisory Circle
- ◇ Durham Region Employment Services Implementation Group
- ◇ Durham Region Enhancing Rural Social Planning - Advisory Committee
- ◇ Durham Region Immigration Portal Committee - Content Development
- ◇ EJM Partnership Committee
- ◇ Employment Services Coordination committee.
- ◇ Essential Skills Ontario
- ◇ Family Court Community Resource Committee
- ◇ First Work Committee
- ◇ Greater Oshawa Chamber of Commerce
- ◇ Healthy SexYOUTHality Coalition Committee
- ◇ Human Service and Justice Coordinating Committee
- ◇ JHS Ontario Pension Committee
- ◇ Kawartha Food Share
- ◇ Literacy Service Planning Committee - Durham Region
- ◇ MCYS Frontline Training Committee
- ◇ One Step Committee
- ◇ Ontario Family Group Conferencing Coordinator Roster
- ◇ Ontario Needle Exchange Coordinating Committee
- ◇ Oshawa Business Improvement Association—Events Committee
- ◇ Oshawa Public Library - Jess Hann Branch
- ◇ Overdose Prevention Steering Committee
- ◇ Pro-Action Cops n Kids
- ◇ Project Take the Lead (Ajax Youth Centre)
- ◇ Sex Trade Worker Support Circle (STWSC)
- ◇ Teen Education and Mothering Clarington - Steering Committee
- ◇ The Spot (Town of Ajax Youth Centre)
- ◇ Whitby Chamber of Commerce
- ◇ Whitby Youth Council
- ◇ Young Parent Community Coalition
- ◇ Youth in Transition Partnership
- ◇ Youth Justice Network
- ◇ Youth Service Network

## ENGAGING DURHAM Strength in Numbers

No agency is an island unto itself. We are stronger because of the opportunity to network with many excellent organizations across Durham through the committees listed here.

As the chart shows, the committees we participate in cover a wide realm of geographic areas. Some work focuses a specific community, such as the Clarington Youth Leading Youth, while others have a Regional or Provincial-wide impact such as Community Literacy Ontario.

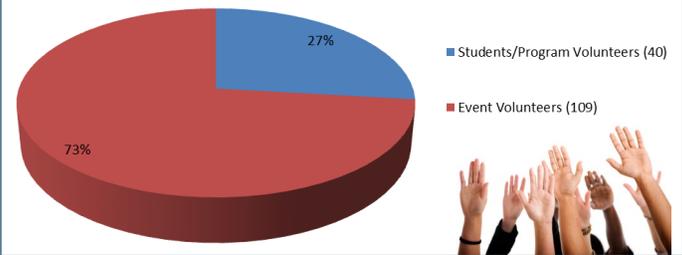
Collaboration maximizes our ability to engage resources and skilled individuals that our agency alone cannot provide. Through these committees we are able to assist in the development of policy that improves community safety, guide and participate in best-practice research, and create new front-line staff training opportunities.

Establishing networks helps identify gaps in service, and as a community team, enables us to work together to address those needs. Thank you to all those who work with us in this common direction for a healthy Durham!

## What Our Volunteers Mean to Us

Volunteers pay into their community, through selfless kindness, an amount that cannot be underestimated. We love our helping hands that bring new ideas, energy and enthusiasm to our services and activities. These people give their time without reserve, and many have been doing so for a number of years as regulars at special events. We value the relationship you have with us, and your commitment to do good for this community. Our impact is greater, our success better, and our improvements ever-expanding thanks to your amazing talents.

## Volunteer Types



\* Indicates co-op students or program volunteers, while others were special volunteers for special events

## Our Volunteers

*"Those who can, do. Those who can do more, volunteer." ~ Author Unknown*

Alec Stirbisky  
 Alyssa Bean  
 Alyssa McGee  
 Alyssa Ramoutar  
 Andrew Hearl  
 Andrew Norton  
 Ashley Penfold  
 Ashley Rothman  
 Austin Moores  
 Bethany Payne  
 Bodin Desrosiers  
 Brianna O'Reilly  
 Brodie Cole  
 Brooke Cox-Calder  
 Brooke Marlow  
 Brooke-Lynn Kennedy  
 Caitlyn Kelly  
 Caleb Willie  
 Cameron Sabo \*  
 Cassidy Boisvert  
 Charles Demunda \*  
 Chelsea Keenan  
 Cheyanne Sedore  
 Cindy Aston  
 Conaully Russell  
 Craig Gillham  
 Danica Gilbert  
 Darren Judd  
 David Midnight  
 Deborah Manning  
 Deepa Dindial \*

Elijah Aleung  
 Elizabeth Pereira  
 Emily Dawson  
 Emily Ryan \*  
 Estrella Marquez  
 Evyn James \*  
 Faiven Ghirmai \*  
 Grace Kingston  
 Grace Sangle \*  
 Hannah Foster  
 Hayley Wheeler \*  
 Jacalyn Caswell \*  
 Jazia Webber  
 Jake Robinson  
 Jamie Johnston  
 Janet Rourke \*  
 Janette Desousa  
 Jassem Ghabban\*  
 Jen Larocque  
 Jenna Hanna  
 Jesse Lyle  
 Jessica Bouille \*  
 Jessica Colton  
 Jessica Hanson  
 Joe Brock  
 John Kane  
 John Pantalleresco  
 John Westerman \*  
 Josh Feddy  
 Julianna Cogle  
 Julie Hook

Kaitlyn Gilman  
 Kaitlyn Maynard \*  
 Kate Hanna  
 Katrina Russell  
 Keely Smith  
 Keith Clancy  
 Kelly Onofre-Turcios \*  
 Kelly Webber  
 Kelsey Cyr  
 Kimberley Eakins  
 Kylie Johnston \*  
 Laura White  
 Lauren Dillen  
 Leah Molloy \*  
 Leslee Holland \*  
 Lexi Chatterton  
 Liam Lalonde  
 Lillian Russell  
 Lindsay Dale \*  
 Lloyd Yezik  
 Logan Moores  
 Lucas Cole  
 Mackenzie Sargeant  
 Madeline Cogle  
 Madison Lindsay  
 Malina Stankova \*  
 Mariah Caissie  
 Matt Marshall  
 Megan Wright  
 Melissa Wells  
 Miah Larsson  
 Michael Valdron \*  
 Michelle Gibson \*  
 Michelle Neil \*  
 Naafiah Shaikh  
 Namra Ahmad \*  
 Nathan Perry  
 Nicolas Tabisz  
 Nicole Bilson  
 Nicole Maldonado  
 Noelle Gilkes  
 Olivia Broomer

Olliver Almeida \*  
 Patrick Bradley \*  
 Patrick Davidson  
 Queenie Leung \*  
 Rebecca Wood  
 Rebekah McMillan  
 Reilly Noyon  
 Rhea Aleung  
 Richard Blaikie \*  
 Rizky Hasam  
 Rob Sedor  
 Robbie Sedore  
 Samantha Dillen  
 Samantha Eastwood  
 Samuel Tabisz  
 Sarah Willie  
 Sean McEacheren  
 Shannon Nickelchok  
 Shayla Robinson

Derrick Webber  
 Deninne Berkers \*  
 Dixon Emanuel \*  
 Dylan Rousselle  
 Dylan Cole

Julie Jarrett  
 Julie Startek  
 Justin Mrowiec \*  
 Justyn Yezik  
 Kaley Krajnc \*  
 Kailey Boudreau

Sophia Rizzuto  
 Sue Vanderkwaak \*  
 Sydney Racioppo  
 Tianna Smith  
 Tim Willie  
 Tyler MacEwen \*  
 Tyler Waters \*  
 Val Tompkins  
 Valerie Bartlett  
 Valerie Sennema \*  
 Wally Rourke \*  
 Wayne Holdbrook  
 Yasmin Nasrati \*  
 Yonis Haidari \*  
 Zawad Alam \*

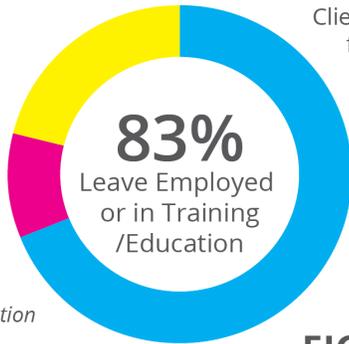
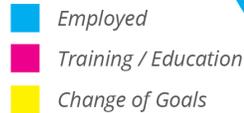
# PROGRAM REPORTS : Employment & Training Pillar

## Employment & Training Services

Clients with an Employment Counsellor

**1,087**

Employment Outcomes



Client Satisfaction Rate from All Participants

**99%**

Number of Employment Service Placements

**EIGHTY SEVEN**

Adult and Youth Employment Resource and Information Services

**15,434**

Literacy Resource and Information Services

**186**

Literacy Clients Who Received In-Class Training

**68**

88% of All Clients Placed were Youth Between the Ages of 15 and 29

Youth Employment Fund Placements

**93**

After School Jobs for Youth Placements

**94**

Summer Jobs Service Student Placements

**440**

Resource and Information Services by Month



### Placement Spending by Program

Employment Services

**\$175,290**

Youth Employment Fund

**\$329,005**

Summer Jobs Service

**\$284,014**

After School Jobs for Youth

**\$241,077**

**Total \$1,029,386**

## Employment & Training

During 2014-2015, the Employment and Training Services at JHS continued to have unprecedented visits from individuals seeking Employment and Training opportunities. Much focus remained on Durham Region's high youth unemployment rate.

As indicated in the chart, 88% percent of the Job Placements developed by our team were for youth between the ages of 15-29. We look forward the year ahead, where we will deliver newly developed provincial Employment and Training programs for youth, such as Youth Job Connection and Youth Job Link.

In the coming year our Employment and Training teams will continue to collaborate to develop relevant programming and opportunities for job seekers and those in need of training. This will include the delivery of new programs such as National Safe Food Handling Certification, Workplace Computer Literacy training and Soft Skills Solutions.



# PROGRAM REPORTS : Housing Services Pillar

## Access to Housing

This program provides assistance and support with securing affordable housing, as well as eviction prevention (through mediation with landlords and advocacy with the Landlord Tenant Board). We also provide assistance with ID replacement and with forms and applications for financial assistance with utility bills and back rent.

In 2014 the staffing complement in the Housing Program grew from two and a half staff to seven. We now have three Housing Outreach Workers in Oshawa office, one in the Whitby office, and three in the Bowmanville office. Not surprisingly, the demand for service continues to be high. We are on target to assist 1,800 households in 2015.

As part of this growth, the Women's Drop-In program became part of housing services. This weekly afternoon program offers support to sex trade workers and other marginalized women, along with a hot meal, laundry and shower facilities, and access to a rotating roster of support services such as Oshawa Community Health Centre, Canadian Mental Health Association, AIDS Committee of Durham, and Durham Rape Crisis Centre.

In 2015 the Housing Program began administering the Rent Supplement portion of the Durham Housing Benefit. Eligible clients can receive up to \$400 per month for five years, allowing them time to stabilize their lives and be self-supporting when the supplement ends. JHS will be able to assist 30 households, targeting youth, seniors, or persons with addictions or mental health challenges.

We will continue to work with our funders and community partners across Durham Region to address the issues of poverty and lack of affordable housing.



### What is the Housing First Model?

The Housing First approach is to secure permanent housing for an individual first, before attempting to stabilize a person's mental health, addictions, or other issues. Then from the safety and security of the person's own permanent home, all other issues can be addressed.

*The only solution to homelessness is housing.*

## Residential Program

The Whitby Residential program opened its' doors in 1985 and provides support and programming accommodating up to six male youths between 15-18 years of age with two beds designated for CAS clients. The Oshawa Residential Program opening its' doors in 1990 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 counseling and life skills based and offer safe and supportive environments where residents can identify personal goals and work towards positive outcomes.

The Oshawa Residence differs in that it was designed to assist individuals who have attained a degree of self-sufficiency, but could still benefit from the structure and support provided. Residents have a key to the front door and a key to their own private, fully furnished bedroom.

Each resident has the flexibility of designing their own program to work towards achieving their individual and specific program goals. Options may include attending school and / or training programs, full or part time work either in the day, evening or overnight hours.

The residential programs receive funding from the Ministry of Children and Youth Services, Durham Region and Durham Children's Aid Society.

Transition Worker Rhonda Moser has been hard at work connecting with Community Partners promoting the residential programs. She maintains an intake schedule for

## RESIDENCE 2014/15 STATS

# of intakes completed:	49
# of clients serviced:	71
# of bed nights utilized:	4557
# of direct hours of service:	18, 228
Whitby Res. Occupancy:	93%
Oshawa Res. Occupancy:	86%
CAS Bed Night Occupancy:	91%

new clients along with offering transitional support/follow-up to current and past residents when in need and include housing search and community program referrals.

In 2014, we were also the beneficiary of a \$12,000 donation from the Orange Door campaign run by the north Oshawa Home Depot. As a result of this

generous gift, the Oshawa Residence was able to purchase two new laundry machines and renovate the female side laundry facilities and storage room. The donation also provided JHS the means to purchase the Learning Hub Life Skills Program being utilized throughout the agency including the residence program.

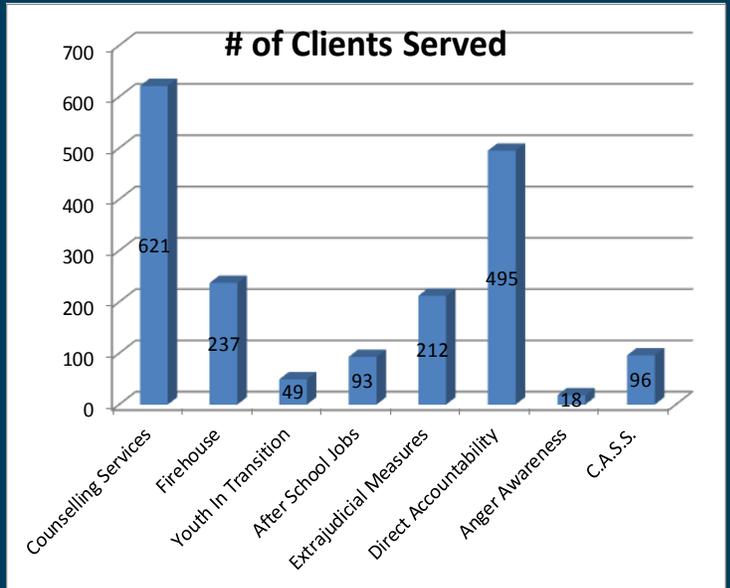
The residential programs continue to benefit the youth of our community resulting in the completion of goals such as schooling, employment various counseling, life skills while building and maintaining relationships with their peers and staff that lead to more successful independent living.

# PROGRAM REPORTS : Community & Justice Services

## Community Alternatives for School Suspension

Community Alternatives for School Suspension (CASS) is part of a Safe Schools initiative to provide programming for suspended and expelled students in Clarington to effectively utilize their time to participate in academics, community involvement and life skills development.

The Public and Catholic School Boards provide teaching staff to work on academics to ensure students are keeping up on credit work. Program staff facilitate life skills workshops and community involvement initiatives that help to address some of the barriers to promote a successful return to school.



## Counselling Services

### Individual Support:

Continuous intake is provided for individual supportive counselling in the areas of stress, conflict, communication, parenting, substance use, relationships, grief and loss. Services are available at all of our office locations in Durham, accessible by an initial phone call to schedule an intake appointment.

### Group Programs:

We facilitate groups for:

- Adult Anger Management
- Dads Aiming for Direction & Support (DADS)
- Young Adult Anger Management
- Parenting of 5-12 year olds
- Parenting of Teens

The groups 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.

This past year, we changed our intake process for counselling services to reduce wait times and improve efficiency. When the initial phone contact is made, information is gathered and the appropriate agency program is determined, or referrals are made to other community agencies. Although the new process may decrease the number of overall intakes, it increases client follow-through in services.

# PROGRAM REPORTS : Community & Justice Services Pillar

## Direct Accountability Program

The Direct Accountability Program runs out of the Oshawa Courthouse. It is an alternative to formal prosecution for adults 18+ who have been charged with a minor criminal offense, such as 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, accommodation frauds. It is at the discretion of the Crown Attorney for who is referred, and participation is voluntary.

To be eligible for DAP, the person charged must be willing to accept responsibility for the actions they led to the charge, and 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. Some sanctions DAP can assign include: restitution, community service work, charitable donation, attending a program, a letter of apology or a peace bond.

Program options include anger awareness, anti-theft and drug and alcohol awareness program. There is no waiting list for these programs and there is no cost to the participants.

Individuals meet with the DAP worker on their first appearance at the courthouse. The worker conducts an intake and assessment, then assigns a sanction and a time period for completion. Upon successful completion of the program charges are withdrawn.

For 2014/15, DAP served 495 clients, of which 95% completed the terms of their sanction. Two clients were subsequently hired on as full time employees at the location where they completed their community service work.

Many participants share that they are thankful for this alternative measure, and that they feel they have learned valuable lessons through this process.

## Direct Accountability Program Partners

The following have been essential community partners in the delivery of the program by providing opportunities for Community Service hours for program participants. But it goes beyond just being a place to complete a condition—these supporters play an important part of mentoring and guiding participants in decision-making. Through them, an individual learns more than a lesson of consequence, but takes away a new understanding of empathy and consideration for others.

Thank you for your gift of participation to help D.A.P. produce positive impacts in your community!

*St. Vincent Kitchen*  
*Bible's for Mission (Oshawa)*  
*The Eating Well Ministries (Oshawa)*  
*Wellspring Worship Centre - Willowdale*  
*The Stop Community Food Centre- Toronto*  
*East Scarborough Storefront Community Services*  
*Southside Worship Centre- Ajax ( Pastor Jason Luscombe)*  
*Salvation Army Thrift Store - Whitby*  
*Salvation Army Court Chaplain- Lorna Frost*  
*Jane & Finch Community and Family Centre— Toronto*  
*Art Thompson Iceplex - Pickering*  
*Ajax Community Centre - Ajax*  
*Durham City Basketball Association - Ajax*  
*The Refuge- Oshawa*  
*Salvation Army Food Bank - Ajax*  
*Uxbridge Arena & Recreation Centre - Uxbridge*  
*Firehouse Youth Centre - Bowmanville*  
*Muslim Association of Whitby*  
*Downtown BIA - Oshawa*

## Extrajudicial Measures

The Extra-Judicial Measures Program is designed for youth age 12-17. This pre-charge program is an alternative to youth being sent to court. Clients attend a 4-session anti-theft and anger-management groups, as well as one to one counselling sessions. Participants are able to meet with our staff in any of our offices.

Clients of EJM are often facing a number of issues, such as mental health, bullying, relationship and family challenges. Counsellors work with the youth to connect them with the best services possible in order to help them feel supported and to reduce the impact on the criminal justice system.

In 2014/15 the EJM program served 212 youth. During this past year, the *Ministry of Child and Youth Services – Youth Justice* division implemented a survey to give participants a voice on services that impact them, and to help service providers target areas for improvement.



The survey had 13 questions with a scale of 1 to 5. The higher the averaged score across all questions, the more the youth were expressing that the program met their needs. From all participants surveyed, our program scored 4.25/5.

## In Their Own Words: A Parent of an EJM Client

“I was so thankful that this Extrajudicial Measures (EJM) Program existed and that my teen would be given a second chance and that they wouldn’t have a record after completing the program. I think many teens make stupid life decisions during their teen years and if they could be given a second chance it would be much more successful in the long run for them.

Shortly after the one to one counseling started, JHS contacted me about a Multi Systemic Therapy program that they could offer to us. We had our first meeting six weeks later.



in that 6 month period and it was the beginning of a new and improved teen outlook on life as well as a new way to think about parenting.

With the continued support from JHS that we received from day one I am proud to say that my teen is enrolled in school and finishing

We were enrolled in the program for approximately 6 months and had home visits twice a week. Many issues were discussed and solved

grade 12 and happily employed and loving their job and this makes us extremely pleased. It is a real blessing that all of these programs exist and that the help is out there if you need it. I know without the second chance that my teen got with the Extrajudicial Measures Program and all that it lead to, the story that I am sharing with you now would not have the happy ending that it does.”

## Firehouse Youth Centre

The Firehouse Youth Center is a drop in Program for youth in Clarington ages 14 to 18 years. Staff provide a variety of supervised program activities. Youth are given leadership opportunities through involvement in the community such as community clean up, graffiti clean up, fundraising activities and more.

Community involvement brings out youth abilities, talents and leadership skills through participation in such events as the annual Fright Night and Battle of

the Bands. New this year was the development of the first “Mics on Fire” soloist singing competition for youth. This as an expansion of the existing Battle of the Bands event, turning the experience into a two-day event, hosted during Youth Week at the beginning of May. The new approach was well received, with 15 soloist participants and 10 youth event volunteers.

The Firehouse also partnered with Durham Regional Police Services, going in to schools to deliver anti-bullying and social media safety and awareness education.



## In Their Own Words: Firehouse Youth

“I want to say that I am very grateful for winning youth of the year award last year (December 2014). I never thought I’d be able to win this award. So now let’s go back to the very first day I walked through those doors.

I was going through so much and I wouldn’t talk. Everything was bottling up, until I broke. You would never see me smile or have a

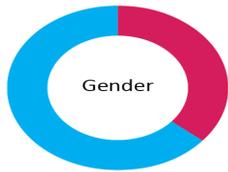
good day. I was always angry and getting into fights, every day for 2 years, all I could think about was ending it. With all the pain and anger I was feeling, I wanted it to just all end.

If I hadn’t come to the Firehouse and met Chris and Mark, I don’t think I would have changed. I am so grateful to have Chris and Mark in my life and be able to talk to them about anything. They have helped me through my worst and if I never met them and wasn’t able to talk to them I don’t think I’d be standing here right now.”

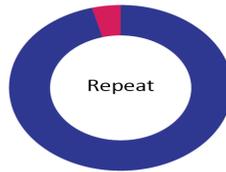
## Project X-Change By the Numbers

Total Number of Exchanges

# 8,638



64% Male  
36% Female

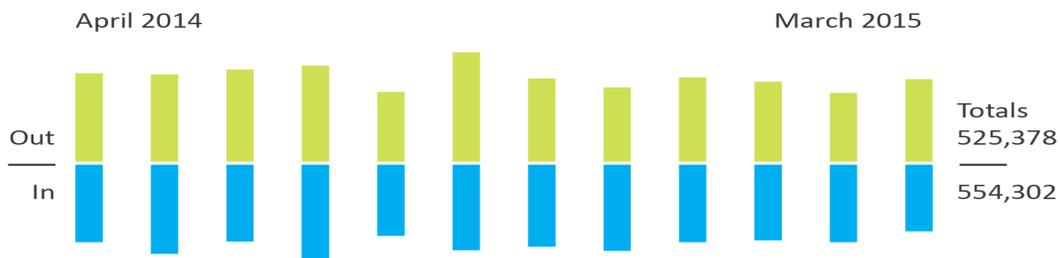


96% Repeat  
4% New

Average Age

# 37

### Needles Exchanged



## Harm Reduction

Our Project X-Change program is the lead agency in Durham for providing syringe exchange in office, through mobile outreach, as well as with partnering agencies in the community. We provide confidential access to harm reduction supplies such as clean syringes, inhalation kits, condoms and other basic materials that those struggling with addictions would need in order to stay safe and prevent infection and/or spread of blood-borne disease.

doctor prescribed pain relief Opioid medications in the form of Percocet, Morphine, Demerol, Oxycontin, and Fentanyl. Use and misuse is by individuals from all walks of life such as business people students, factory workers and the marginalized.

We continue to see a rise in the return rate of used syringes for proper disposal, which is currently over 94%. This means there are fewer used syringes on our streets and in our parks.

The Harm Reduction Program is currently developing a plan to bring Naloxone, part of an overdose prevention strategy, to Durham Region to help address the concerns of overdose that have recently plagued the Region.

Over the past several years we have seen a rise in the use of syringes. This could partly be attributed to the introduction of legitimate

## Youth In Transition

The Youth in Transition Program assists youth age 15-20 who are current *Crown Ward*, or *Continued Community Support for Youth* of Durham Children's Aid Society to transition successfully from care to independent living in the community. The program involves the development, implementation and evaluation of programming for youth as they are assisted in becoming responsible young adults in their respective communities.

Workers in the program create a positive, healthy relationship with youth to ensure they become engaged in their community and are able to reach their goals. Many of the participants are in need of community resources for employment, housing, education and counseling. Youth workers provide individual support with such things as budgeting,

medical appointments, LGBT resources, navigating the medical and mental health systems and resources for transgendering youth. Staff work with high risk youth, some of which have been involved in human trafficking, the youth criminal justice system, teen pregnancy, addictions and mental health. Staff ensure clients feel knowledgeable and supported in their community and journey to independence. Dealing with these diverse situations has increased the awareness and development opportunities for the staff and agency to better support the needs of our clients.

The YIT program continues to meet or exceed ministry targets, having served 32 clients with their journey to independence last year.

## In Their Own Words: A YIT Client

"I have been utilizing the John Howard Society since 2010 but have had a Youth in Transition (YIT) Worker since July of 2012. I was referred to this organization by my previous CAS Worker and my only goal at that time was to just print off resumes.

When I knew about all they offered and how eager they were to assist me I felt comfortable with using them for more than just their printing.

My YIT Worker would let other staff he worked with know that I was looking for a certain job and that if they found one as well to let him know. He was always taking me to job fairs and always



believing in my ability to lock down the job. Dane even talked to people and employers he knew personally or just from being a valued customer and I have been able to score interviews and a job from him putting in a good word for me.

Overall I have loved my experience with the John Howard Society and all that it has to offer. I don't think I would have become the accomplished, professional young lady I am today without the constant support from this wonderful organization.

Thank you for helping mold and educate me."

# PHOTO REFLECTIONS OF 2014/15



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