

John Howard Society of Durham Region

ANNUAL REPORT

April 2019 – March 2020

For Thought.:

- Entering 58 years of service to Durham Region
- Over 100 staff, students, and volunteers
- 10 points of service across Durham, including two residences, and office at the Oshawa courts
- Over 9,700 visits to our three youth centres
- Launched new “On-Point” community harm reduction program July 2019
- Over 450,000 syringes recovered for safe disposal
- Over 2,300 participants in employment training workshops
- Over 300 clients accessing Housing Resource workers each month



Main Office

75 Richmond St. W.
Oshawa, ON L1G 1E3
905-579-8482

www.jhsd.ca

Ajax

By Appointment
905-579-8482

Clarington

132 Church St.
905-623-6814

Whitby

#200, 114 Dundas St. E.
905-666-8847

Residences

Oshawa: 905-434-5388
Whitby: 905-668-4614



MESSAGE FROM THE EXECUTIVE DIRECTOR AND BOARD CHAIR

A Year of Reflection and Growth

We ventured in to this past year with an element of uncertainty. The General Motors Oshawa manufacturing site would close at the end of 2019 leaving our community to wonder about what was

- **“Our Ready-to-Go program, funded under the Federal Skills Link program for youth, was approved for extension...”**

lying ahead. It was evident that the impact of this decision would have far reaching consequences, many of which we wouldn't initially identify.

We are confident in our knowledge as an organization that the loss of employment, income and housing puts individuals and families at greater risk of involvement with the

criminal justice system. Our response early on was to reflect on the diverse needs of youth and adults in our community, build on our community partnerships and continue to grow our services in an ever changing community.

Over this past year, our longstanding Employment and Training Programs have expanded the range of employment and skills training offered in an effort to meet the range of youth and adult needs in the community. Our Ready-to-Go program, funded under the Federal “Skills Link” program for youth, was approved for extension and shortly thereafter, advised that a second youth project, would also be funded under the Youth Employment Skills Strategy (Y.E.S.S). Our Learning Alternatives team completed the writing of a *Retail Trade and Hospitality Sector Curriculum* in response to an identified need for sector specific training in the Region. These services are a solid enhancement to our existing Employment and Training pillar and we are confident that the quality of these essential supports will continue to have a positive impact on our community.

The Opioid Crisis continues to significantly affect our community. As members of the Region of Durham's Our Unsheltered Residents (O.U.R) Task Force, we have worked with our community partners to address the challenge of indiscriminately discarded needles and other drug paraphernalia in our parks and green spaces. After researching various program models together with the Region of Durham (Housing Services and Public Health) and the City of Oshawa,

the ON POINT Program was developed. ON POINT employs individuals with lived experience who provide insight and expertise to the success of the program while participating in employment and skills development training themselves.

For well over a decade, with the support of various community volunteers, the agency has been able to offer bread to the community at 3 of our locations on a weekly basis. This service is relied upon by many. We would like to make special mention of our group of dedicated bread pick-up and delivery volunteers. Thank you for your years of service and to all of our volunteers, many very talented people who return year after year to help with special events such as our annual Fright Night event at the youth centre.

JHS Durham wouldn't feel right without the opportunity to work with our list of college and university practicum students. We hope you benefit as much from the experience as all of our staff and clients do.

This past year, we were fortunate to have a total of 8 Canada Summer Job Students in our various locations and programs including the Clarington Youth Centres, Literacy Program, IT, Employment Program, Community Development and Administration. Two of those were able to stay on with the agency.

We would also like to take the opportunity to thank all of our donors of this past year. Once again, we are grateful for the ongoing support of the Home Depot Foundation, The Mississauga's of Scugog Island First Nation and SNC Lavalin. Your annual commitments to our Oshawa and Whitby Residential Programs, Holiday Hampers and Clarington Youth Centres respectively are appreciated.

In the final weeks of this fiscal year, we began to respond to the reality of the Covid-19 pandemic, deploy our non-essential program staff to work from home and implement processes in order to maintain the service delivery of our essential program in a safe and healthy way.

Dianna Eastwood
Ted Marks

Executive Director
Board Chair



VISION

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

MISSION

To reduce the impact of crime and its causes through a spectrum of effective prevention and intervention programs.

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.

A BRIEF HISTORY

The first official meeting of our branch took place in the 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 its first members; Rev. Fr. P. 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. In 1969 the agency was renamed to JHS Oshawa/Whitby to reflect the growing geographical area of service. The first permanent office opened in downtown Oshawa in 1974.

In 1984 we became John Howard Society of Durham Region after opening of our first satellite office in Ajax. New offices followed with Clarington in 1986, two Residences by 1992, and a Whitby office in 2001.

In 2009 an Administrative site was added in Oshawa, and our Direct Accountability program received space inside the newly built Oshawa court building.

In 2018, we opened two new youth centres in partnership with the Municipality of Clarington, one in Courtice and another in Newcastle.



BOARD AND GOVERNANCE

Board Members

Ted Marks	President
Sue Vanderkwaak	Vice President
Dave McLeod	Treasurer
Peter Stephenson	Secretary
Abb Gilbert	Director
Dean Bertrim	Director
Hugh Peacock	Director
Jim Monroe	Director
Kevin Armstrong	Director
Thom Park	Director
Lydia Antalffy	Director

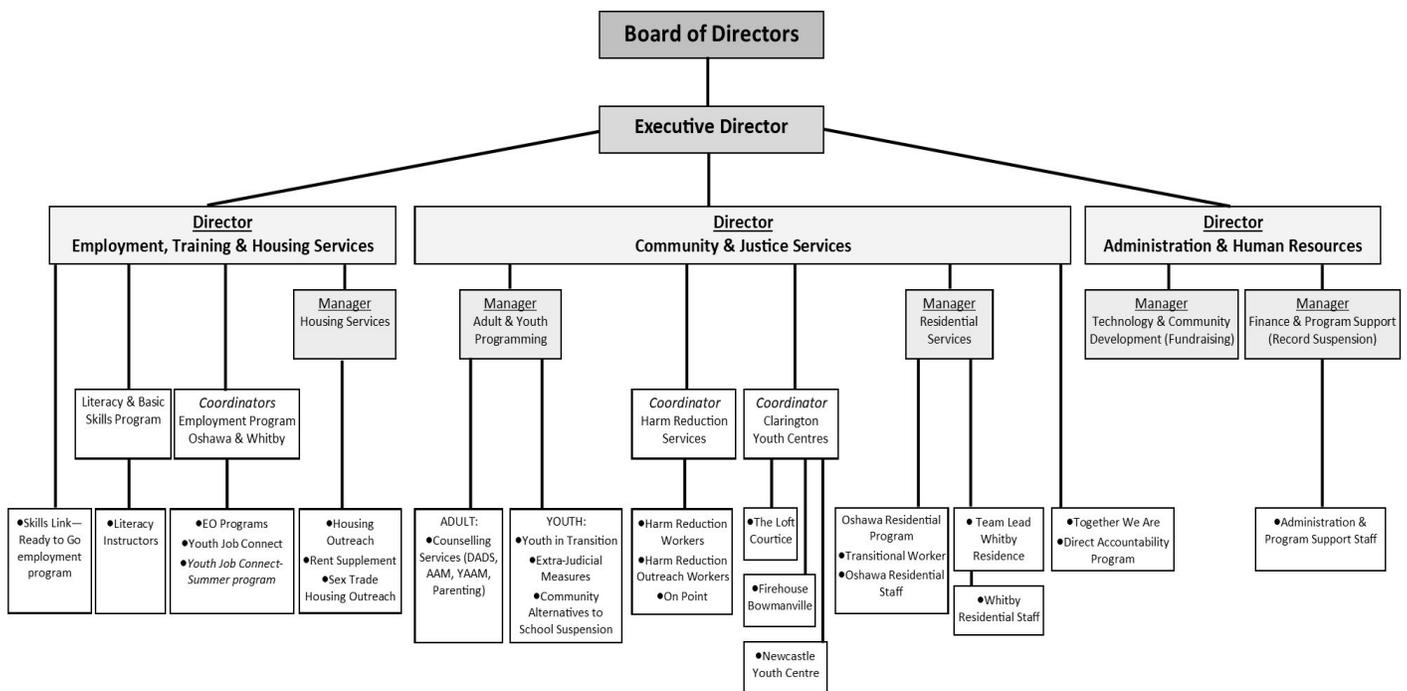
Every level of an organization has to function effectively to achieve the goals at hand. Coming from all parts of the community, these like-minded volunteers muster the best they have to offer to establish the plan that the rest of the team is to fulfill.

We're proud of our Board members, who bring decades worth of experience from sectors such as community justice, business, government, education, advocacy and more.

Thank you for working with, and for, our community and clients throughout Durham!

"You can do what I cannot do. I can do what you cannot do. Together we can do great things." ~ Mother Teresa

JHS Durham Organizational Chart

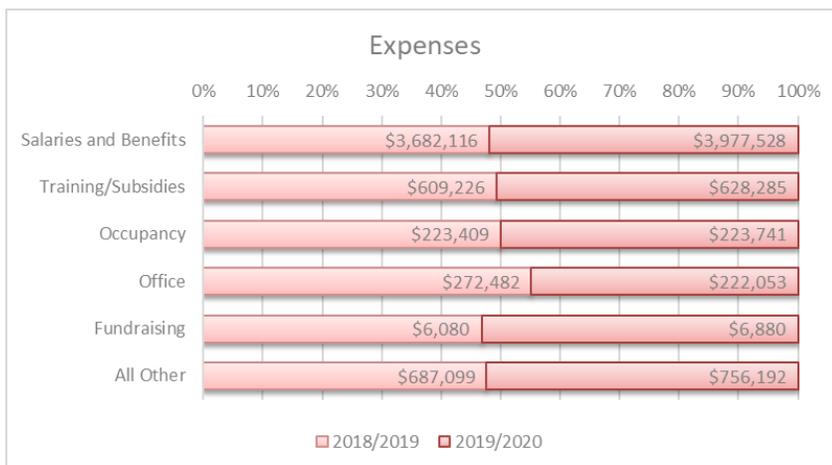
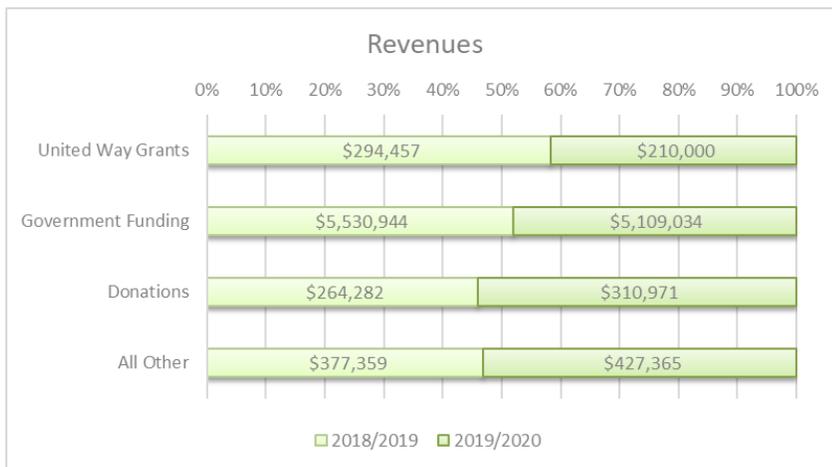




REVENUE	2018/2019	2019/2020
United Way Grants	\$ 294,457	\$ 210,000
Government Funding	\$ 5,530,944	\$ 5,109,034
Donations	\$ 264,282	\$ 310,971
All Other	\$ 377,359	\$ 427,365
Total Revenue	\$ 6,467,042	\$ 6,057,370

EXPENSES	2018/2019	2019/2020
Salaries and Benefits	\$ 3,682,116	\$ 3,977,528
Training/Subsidies	\$ 609,226	\$ 628,285
Occupancy	\$ 223,409	\$ 223,741
Office	\$ 272,482	\$ 222,053
Fundraising/Marketing	\$ 6,080	\$ 6,880
All Other	\$ 687,099	\$ 756,192
Total Expense	\$ 5,480,412	\$ 5,814,679

Earnings before amount refundable	\$ 986,630	\$ 242,691
Amount refundable to funders	\$ 552,835	\$ 76,508
Excess of revenue over expenses	\$ 433,795	\$ 166,183



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

Canada Revenue website also has our tax filing data <http://www.cra-arc.gc.ca>



A Word on Environmental Efforts—Green Team

A Green Team was created at JHS after being inspired by a workshop at the beginning of January about creating a more environmentally friendly workplace. JHS has begun implementing ways to reduce waste. Encouraging staff to use reusable cups and bottles, promoting recycling by staff and clients, providing accessible boxes for staff to place old batteries, pens, and markers that can be given to Staples to recycle. The Green Team worked on a campaign to promote litter-less lunches by offering a prize of reusable products. Some offices have moved to L.E..D. lighting to become more energy efficient and has made the switch to begin using eco-friendly cleaning products.

Community Alternatives for School Suspension

CASS is a partnership program with the Kawartha Pine Ridge School Board. On site, a teacher provides the academic support to students and our program facilitator provides the non-academic supports and programming to suspended or expelled students. Through one to one discussions and life skills groups, there is opportunity to address the thinking and behaviours that led to the suspension as well as provide support with the typical pressures of being a youth. Students also work on attaining their high school diploma hours and benefit from involvement / mentorship with our community partners.

This program is currently available in our Clarington office only, and runs from 9:00am to 2:30pm Monday through Friday for students who have been suspended for 6 days or more. In this past year:

- 48 participants (9% increase due to more expulsions involving more serious offenses)
- 10 students had been through the program once before

Counselling Services Groups

Group counselling programs are voluntary and accessible to individuals 16 and older who are self-referred, or referred from another community agency.

Adult Anger Management & Young Adult Anger Management: An 8 week program assisting individuals through group discussion, information sharing and activities to understand anger and develop productive communication and coping techniques.

Active Parenting – We deliver 3 programs. Parents of Teens, Parents of 5-12 year olds and Co-Operative Parenting. These services are designed to teach parents techniques that helps prepare their children to thrive and succeed through daily life challenges. In our Cooperative Parenting program, we shift the focus from the conflict of the co-parents to the best interest of the children.

DADS – An 8-week educational and peer supported program for dads experiencing separation or divorce to expand their support network, strengthen relationships with their children, and develop healthy interpersonal parenting and cooperative parenting skills.

In the past year, 22 groups were facilitated with a further six groups delayed due to the Covid-19 pandemic. 211 participants successfully completed groups with 19 delayed by the pandemic to be served through an online approach in the new fiscal year.

In addition, we delivered our Young Adult Anger Management program to a group of students through a partnership with Brock High School.

“I was in the dark but now I’m in the sunshine. Life is amazing for you and your kids when you ‘just let it go!’ Your children will thank you, trust me” ~ R.M.

“Anger is a complicated and joy-sucking issue. Realizing we can control it is so empowering.”



Direct Accountability Program

The DAP continues to provide service to eligible adults who have committed a minor criminal offence with the opportunity to have their charge withdrawn, providing they accept responsibility for their actions and complete a sanction. In 2019 some 443 persons participated in the program, roughly 85 % of participants successfully completed.

The increase in participants may be in part due to the cutbacks in Legal Aid, as more people who do not qualify for legal aid, and do not have the financial means to retain a lawyer seek to navigate the system; the DAP is a meaningful measure to divert many of those persons.

In 2018, JHS in partnership with DRPS, and MAG piloted the Adult Pre-Charge diversion program. The Pre-Charge program was offered to individuals who committed a shoplifting offence, the value not exceeding \$500.00. Following a 100 % successful completion outcomes, the program moved from the pilot stage and is now offered throughout the Region.

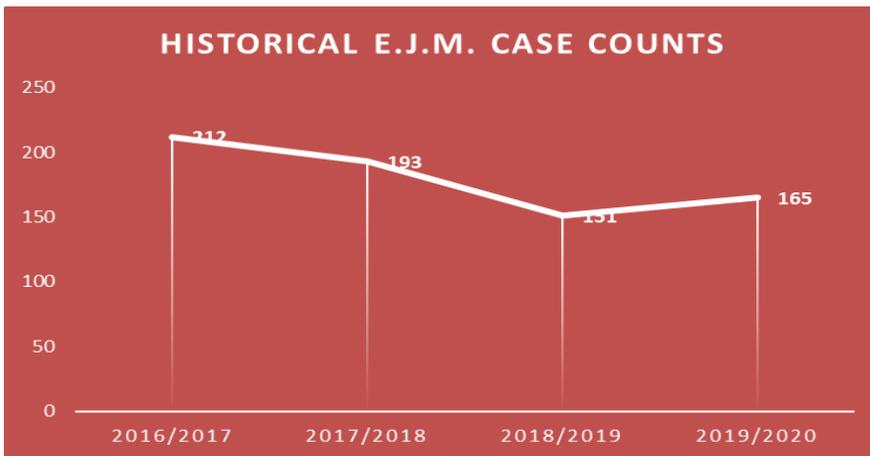


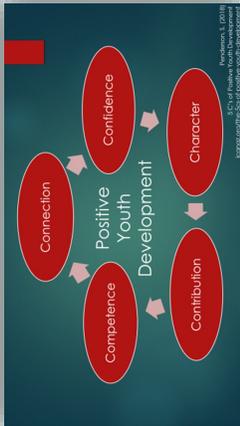
Extra Judicial Measures

EJM is a police-referred pre-charge diversion program designed for youth that fall under the Youth Criminal Justice Act as an alternative to the youth entering the court system. Referrals to JHSD engage in either an Anti-theft group, Anger Management group, or individual counselling. Youth are held accountable for their actions and given the opportunity to understand the impact of their behaviour to themselves, others involved and the community, and learn alternative ways of dealing with situations. Program staff also connect youth with community resources, such as employment, mental health and educational resources.

This past year saw an increase in referrals by about 9%, however, the overall trend has been a decline in referrals for the past several years. 100% of the youth referred, completed their measure.

“I realized that I have been blessed with this opportunity, it could have been taken to a far more serious punishment, and I'm truly thankful that I get to make amends. “ ~ D.A.P. client upon completion of the program





“The weekly summer trips gave my son something to look forward to as we had to work. Thank you!” ~ Clarington Parent

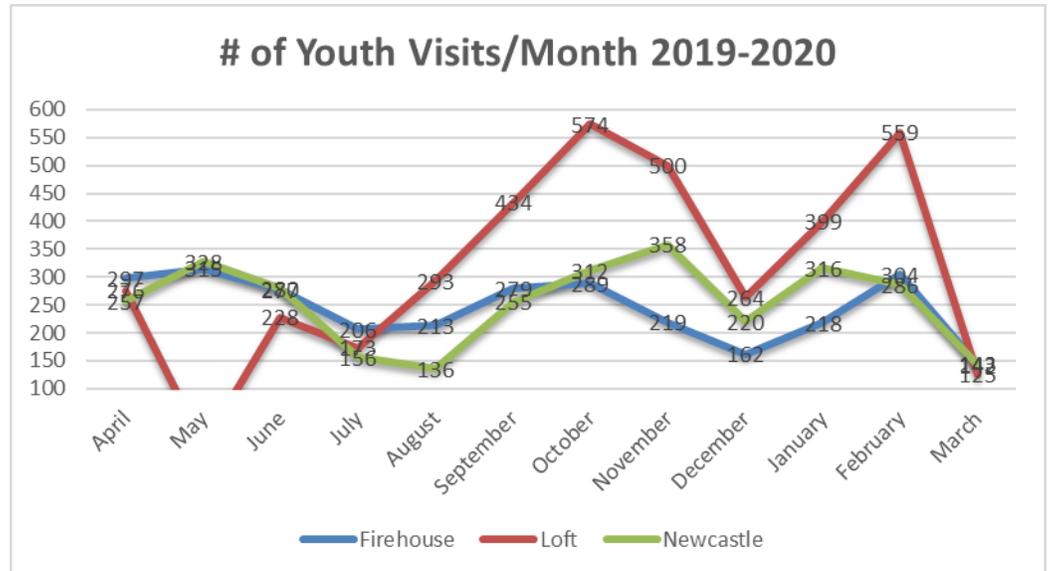


Clarington Youth Centres

The Firehouse Youth Centre in Bowmanville and now The Loft in Courtice and Newcastle Youth Centre (NYC) in Newcastle continue to operate with The Municipality of Clarington’s funding approval. All centres provide free afterschool drop in programs for youth between 12-18 years old. We developed safe and supportive spaces for youth to feel welcomed, engaged, and belong. The Clarington Youth Centres provide diverse social, recreation, and life skills based activities to nurture positive youth development.

The Clarington Youth Centres strive to foster the connection between our youth and community. We provide multiple volunteer opportunities throughout the year for youth to engage and be part of their greater community while exploring their strengths and interests. Some of these opportunities are developed by the staff and youth, and some are already in the community and we encourage youth to jump on board. Some of those opportunities include our annual Fright Night fundraiser, Great Balls of Fire Golf Tournament, Clarington Community Christmas Party, Mics on Fire, as well as community events such as Family Safety Day, Newcastle Harvest Fest, Bowmanville Applefest, and the Clarington Christmas Parade. We also have our #Reach reading program in partnership with the Clarington Library.

Our three centres provide unique programming but we were able to bring all three youth centres together for a dance, a 3 vs 3 basketball tournament, and a day of lawn games at Orono Park. Staff collaborated with Youth from The Pines Senior Public School on a diversity mural project as well as partnered with youth from the Bowmanville High School’s Gay Straight Alliance on a Graffiti Project. Therapy Dogs of Canada have been visiting on a monthly basis and we are excited as we continue to grow and support the youth across Clarington.



* At the time of print for this report, data for May 2019 visits at The Loft was unavailable.

Age Group	Firehouse	Loft	NYC
% Age 12-15	25	92	97
% Age 16-18	75	8	3

Harm Reduction Services

Harm Reduction, in one format or another, has been running at JHS since the early 90's. It helps "at risk" and marginalized individuals that are struggling with addiction, mental health, housing, stigma and discrimination issues.

Through our agency offices, our mobile outreach team, and community partners, clean supplies can be accessed by the public anonymously to reduce risks associated with substance use. Key among this effort is the safe exchange of used syringes, education, and updates for clients around current community hazards (i.e.: word of fentanyl laced products in the stream).

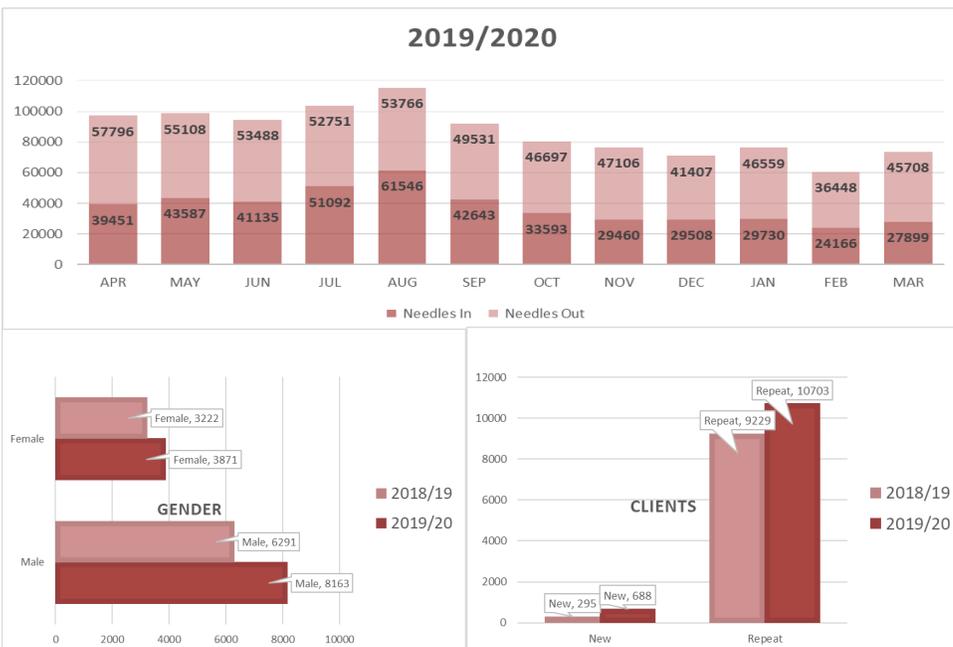
On-Point, a new service in partnership with the City of Oshawa, launched in July 2019 as another layer of protection for the broader public. This innovative program sees a full-time facilitator lead and support a team of part-time workers with lived experience in addictions and/or homelessness to specific zones across Oshawa to locate and remove items that have been disposed of indiscriminately. This includes syringes, tourniquets, cookers/spoons, and other types of paraphernalia. The successes through this first year have been significant, and include participants who have turned their lives around in huge strides. Finding stable employment, while helping improve community safety, played a vital role in empowering them, rebuilding their sense of worth, and recognizing they have good opportunities ahead of them to stabilize their lives.

In 2019/2020, overall syringe output was down slightly (-4%) compared to 18/19, which itself also saw a 3% decline versus 17/18. Meanwhile, the effects of Covid in March 2020 have already played a significant role in reducing the number of in-office interactions with clients as the Province went in to lock-down measures. Our team developed new exchange procedures to help ensure their safety and ours with physical distancing. We suspect to see a dip in the first quarter of 2020 for overall interaction, but a spike later as lock-downs ease. Our team is already working to put the message out there that clients can continue to access us through the pandemic. Our concern is clients fearing Covid such that they resort to extended/re-use of equipment, or shared equipment, which can lead to the spread of blood-borne illnesses.



On-Point Live Experience Worker Successes

- 1. One has since resigned from her position, as she acquired full-time employment. Due to this, was able to establish stable housing.**
- 2. After employment with O.P., another worker resigned to move to B.C to be closer with her family.**
- 3. During the Covid-19 pandemic, one worker signed up for courses to complete her Grade 12 diploma by June, and then aims to start college in January, leaning toward Social Work, so he/she can help others, as he/she has been helped in the past.**
- 4. Another worker is the final stage of completing her University degree.**
- 5. A worker is in the difficult, but exciting process of buying a house (or renting, if need be.)**





2012

Bill C-10, also called the “Safe Streets and Communities Act”, was passed. The term ‘record suspension’ replaced the term ‘pardon’.

The period of ineligibility for record suspensions following the completion of a sentence changed as follows:

*** 5 years for summary convictions**

*** 10 years for indictable offences**

The Act also deems a person ineligible for a record suspension if convicted of a sexual offence against a minor and anyone with more than three indictable offences that each carried sentences of two years or longer.

Record Suspensions

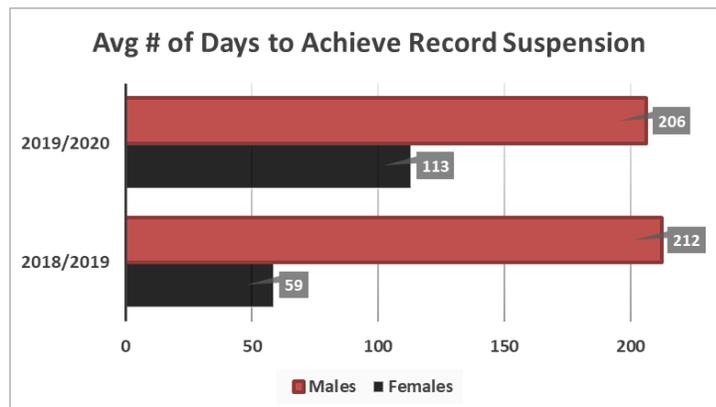
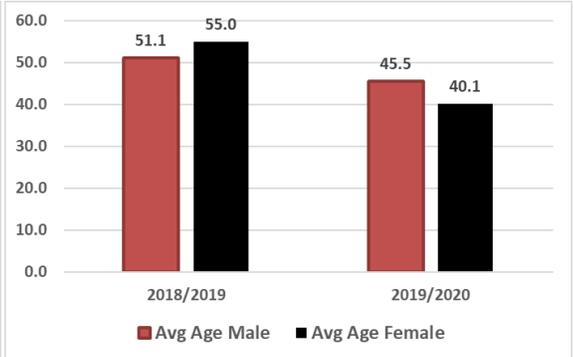
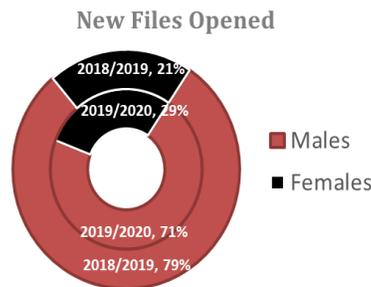
A criminal record can affect a person’s ability to acquire gainful employment, access to education opportunities, travel, adoption goals, and access to affordable housing. Applying for a record suspension from the federal government is complex and expensive. JHS staff help individuals navigate the many steps required.

In September 2019 Bill C-93 was passed. This legislation expedited the Record Suspension process for people convicted only of simple possession of cannabis and eliminates the application fee of \$644.88 and the waiting period to apply. People applying for cannabis suspensions are able to do so even if they have outstanding fines, as long as the rest of the sentence is completed.

Nationally, the parole board receives from anywhere from 11,000 to over 14,000 applications each year (according to the annual report to Parliament), with Ontario as the third highest source after Quebec and Alberta.

Once a record suspension is awarded, the record is sealed and may not be accessed without the permission of the Ministry of Public Safety. The Criminal Records Act applies only to records kept at the federal level.

As of March 2020, due to the COVID-19 situation, the Parole Board of Canada currently has limited capacity to process Record Suspension, Expungement and Clemency applications, which will result in delays in their processing.



Together We Are

In partnership with Side by Side Access Services, JHS facilitates an empowerment program for families with Black children. The program acknowledges and takes into account the diversity, strengths and challenges of parenting Black children in today's society.

Parents are provided a safe space to discuss topics such as historical trauma, parenting styles and, communication in the context of Black culture and experiences. Children, 6 to 11 years old participate in a parallel program with activities that reinforce pride in culture and identity.

This past year, five workshops were delivered to 30 parents and 52 children, in schools where strong partnerships have been established.

Program facilitators led a panel discussion with Black DDSB administrators to acknowledge representation and to discuss anti-Black racism in the Canadian education system and its effects on Black children. Parents had the opportunity to ask questions, express concerns and receive information about advocacy and how to navigate the school system with Black children. Administrators referred to a DDSB document (DDSB Compendium of Action for Black Student Success) that few parents knew existed, which addresses how the DDSB intends to implement change and create inclusive and equitable learning environments for Black children.

Parents have expressed the value the program has to their families, they reflect on what they have learned about culture, parenting, and education and the positive impact these discussions have on their relationships with their children and with the schools.



Youth In Transition

The YIT program works in connection with the Durham Children's Aid Society for reaching youth who have left their foster or group home settings voluntarily, and with youth who are approaching the age of 18 and no longer fall within the Children's Aid Society's mandate.

The program saw a 19% increase in clients served, with a high need for housing (both in obtaining suitable housing, and maintaining their housing once they have been placed). Youth seem to be facing more barriers so more intensive one to one work is being done by YIT counsellors to help them with access to food, health services, and counselling on the go.

The need of each individual YIT client is unique and diverse. When a worker first meets with a client, goals are established based on what the client wants to work on, and a plan is put into place in how to meet the goals. Some clients may need minimal support and can be exited quicker. For example, a client's only goal may be to navigate the registration process to apply to college and OSAP, they may already be housed and are doing fine in other areas of their life. A client in this situation can be exited quicker than one who may be dealing with anxiety and depression who may need support in knowing how to take public transit, may need to find a place to live, assistance with budgeting, may need support to attend court dates etc. A client like this can stay open for a lot longer. We had a few clients this past year that were exited quicker than the previous year. The previous year there was a wait list with a few clients waiting to be connected with a YIT worker. Last year we were able to provide service to all the clients referred by CAS, with no wait list. The situation varies from year to year depending on the needs of the clients.





“In March 2019, I was just laid off from my job of 13 years. I'm in my mid 30's so this was the first time in my life I've ever experienced a job loss, it was so foreign...their encouragement worked. I was able to get a job in a field I went to school for and could see the growth I could obtain by being a part of their organization. I would recommend any one because from reception to interns shadowing, everyone was warm, welcoming and dedicated to helping anyone who came on through their doors. “
 ~ D.P.

During 2019-20, our dedicated and knowledgeable teams have worked diligently to develop and implement a spectrum of employment and training programs and services that are responsive to the ever-changing labour market. We continue to adapt to the changing priorities and needs of job seekers, employer partners, communities and funding partners in a responsive and creative manner.

We have developed many innovative partnerships and recognize the value of creating unique program offerings with our partners. Staff is connected to the community through a variety of local, regional and provincial groups and committees. For example, during 2019-20, we have developed partnerships and collaborations with the Durham Legal Clinic Community Hub and several Durham District School Board Youth Hubs. As a result, we have been able to provide itinerant employment and training services to adults and youth who have accessed the hubs.

Emerging labour market conditions such as the Oshawa GM plant closure and the closure of several independent parts supplier plants have affected 4,000 + individuals in our community. In response to this mass layoff, we have worked collaboratively with all EO service providers, funders and community partners to ensure that an effective and coordinated community response has been implemented. This will continue to be a priority during 2020-21.

Most significantly, because of the global pandemic, our agency and program staff are now faced with challenges that have directed us to develop new strategies, program design and implement ongoing adjustment strategies. In the days ahead, we will work diligently to implement programing and services that align with an unprecedented global labour market.

Employment Services



Job Seeker Services

A range of services and supports offered to help adults and youth meet hiring, workforce development and educational attainment goals.

Services include Client Service Planning and Coordination, Resource and Information, Job Search, Job Matching, Placement and Incentives, and Job Training and Retention.

Employer Services

We have collaborated with 311+ local employers to provide services with hiring and workforce development. Services include free job fair support either on-or-off site, interview screening, boardroom space and employment certifications. Employment certifications and courses can include Working at Heights, Smart Serve, Food Safety Training, Computer Training, Personality Dimensions and Soft Skill Solutions. This year our team developed a Retail Trade/Hospitality curriculum that we have made available to employers in order to support workforce development in this sector.

Youth Job Connection

A year round program that serves youth aged 15 to 29 who are not in employment, education, or training by providing intensive support beyond traditional job search and placement opportunities to enhance job readiness and success.

55 Youth
 Received 60 to 90 hours of Pre-Employment Training & Participated in 51 job placements

Youth Job Connection

This program provides pre-employment training, summer job opportunities and part-time job placements during the school year to help school students, aged 15 to 18, make positive educational and career choices.

26 Youth
 Received 20+ hours of Pre-Employment Training & Participated in 22 job placements

Ready to Go—Job Skills Development for Young Adults

This program helps youth aged 15 to 30 overcome barriers to employment and successfully transition to the labour market. Youth can choose from a Customer Service/ Hospitality Stream or the Skilled Trade Essentials Stream. Participants have the opportunity to obtain certifications related within their chosen stream. Topics can include but are not limited to Essentials Skills Building, Soft Skills Development, and Employment Readiness Programs.

83 Youth
 Completed training and a workplace experience

The youth are paid to participate in five weeks of group based employability skills training, followed by a twelve week paid work experience. The purpose of the work placement is to provide participants with hands on experience within their chosen stream, while being supported by the Ready to Go Youth Counsellors. The desired outcome is that the youth are gainfully employed in their chosen stream or return to school for further training/education.

Literacy and Basic Skills

The Learning Alternatives Program helps adults and youth to develop and apply communication, numeracy, interpersonal and digital skills to achieve their goals. The program supports learners who have a specific path to successfully transition to employment, post-secondary, apprenticeship, secondary school, and increased independence.





Access to Housing

The housing team continues to fight the good fight to support residents of Durham Region to obtain and retain housing. Ten staff provide services out of our three regular office locations. There continues to be a severe shortage of affordable housing in Durham, therefore the focus of our work is homelessness prevention, including mediation with landlords, assistance with applications for Housing Stability Funds, and advocacy at Landlord Tenant Board hearings.

In our Housing Resource Centres we averaged over 300 visits per month plus the same number of phone calls. Our monthly ID clinics assisted approximately 125 individuals to acquire their birth certificates in 2019

We are also assisting 37 households to maintain their housing through the Durham Housing Benefit which is a rent supplement program. Along with financial supports, a dedicated housing worker assists clients with practical life skills for up to 60 months so the household becomes financially stable and self-supporting by the time the rent supplement is lifted.

The Sex Trade Housing Support Program continued to be extremely busy, receiving almost twice as many referrals as the single-staffed program had the capacity to serve. In total, STHS provided supported 20 women, with 18 further referrals who could not be served by the program.

We continue working with the Region and other housing services providers to address ongoing challenges with our mandated database. The HIFIS data system is used across Canada in order that the federal government can maintain an accurate picture of the national state of homelessness. Implementation of the newest iteration is on-going in 2020.

In Mid-March of 2020 the agency transitioned to remote working. Housing staff took home laptops and work cell phones and continued to provide intakes, homelessness prevention supports, landlord mediation, and housing search assistance, as well as facilitating applications for ID and Housing Stability funds.

We have continued to focus on coordinated access with our community partners and funders. This will remain a priority during the coming year, with a significant emphasis on pandemic priorities.



**300 / Month accessing
Housing Resource Centre**



**125 individuals assisted
with acquiring I.D.**

Residence Program

The Whitby Residential program opened its' doors in 1985 and provides support and programming accommodating up to six male youths between 16-18 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 other training programs including employment, job search and full or part time work either in the day, evening or overnight hours.

The residential Transition Worker maintains an intake schedule for new clients along with offering transitional support/follow-up to current and past residents when in need and includes housing search, community program referrals and various community meetings.

In 2019-2020, the residential program serviced 68 youth with 3982 bed nights utilized. Whitby Residence had an 87% occupancy rate for the two contract beds designated for Durham C.A.S. clients.

Over this past year there have been a number of improvements and challenges that have taken place at both residences.

- Last summer, the Residences went through a full bed bug containment protocol and spray process. The program has bed bug procedures in place, but the community at large was experiencing an issue. This was a catalyst for us to also do a purge at both houses.
- Also last summer, common areas of the Oshawa Residence were spruced up with new paint utilizing funds from the Home Depot Orange Door Campaign. Bedrooms are next to receive a new coat of paint in the summer of 2020.
- In December, the Oshawa Home Depot North Store donated \$400.00 in Christmas decorations to the Oshawa Residence. The donation consisted of a lighted Christmas tree including decorations along with Interior and exterior decorations and lights. The staff and youth were very excited and spent an evening decorating the house.
- The Oshawa and Whitby Residences over the course of the year attended an Argo's Football game with the Clarington Youth Centers and Oshawa Generals Hockey game due to donation of tickets.

Client Success Story—"BB"

BB moved into the Oshawa Residential Program in July of 2019. Upon her arrival and throughout her transition time into the program it was assessed that BB had limited life skills. The staff worked hard to build rapport in order to address all the issues such as hygiene, mental health, medication taking and budgeting.

For the first few months of BB's stay, she was running to the hospital every time she felt unwell and would stop taking her medication thinking this was the reason why she felt unwell. This behavior would take place two to three times a week. By the end of her stay BB was able to utilize the Residential staff and share through talk therapy how she was feeling instead of running to the hospital (No hospital visits in 3 months). She was able to regularly take her meds and needed no reminders.

BB attempted to start school in Sept. 2019 but found it was too much for her and her anxiety so she quit. In January 2020, she reapplied and was able to go and maintain daily attendance and shared that she was really enjoying her course!

Staff, BB and her external supports scheduled a meeting to discuss future goals/plans. Staff advocated that she try independence with support as she had learned the skills to do so and wanted to try it on her own. BB secured a place, and successfully moved on to independent living.



Decorations donated by Home Depot North Oshawa (Dec 2019)



FUNDERS, DONORS & VOLUNTEERS

“Don't wait for other people to be loving, giving, compassionate, grateful, forgiving, generous, or friendly... lead the way!”
— Steve Maraboli



Xmas Hampers with turkeys donated by Keller-Williams Realty, gifts from DRPS Food & Toy Drive

Funders

- Delta Bingo (Pickering)
- Durham Children's Aid Society
- Government of Canada— Homelessness Partnership Strategy
- Government of Canada—Youth Employment Strategy
- KPR District School Board
- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- Ministry of Education
- Ministry of Health—Long Term Care
- Ministry of Labour, Training and Skills Development
- Municipality of Clarington
- Region Of Durham
- United Way of Durham Region

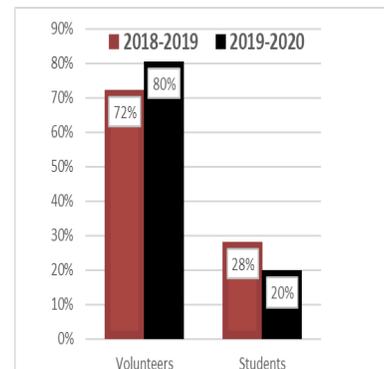
Donors & Sponsors

- Andy's Repair Center
- Apple Blossom Flowers Newcastle
- Apple Tree Dentistry
- Archibald Orchard
- Aspen Springs Dental
- Atkins Automotive
- Baker Tilly
- Baristophotography
- Bittmore Bar and Grill
- Booster Juice
- Boston Pizza (Bowmanville)
- Brimacomb
- Buddah Belly Bakery
- Buffalo Wild Wing
- Canadian Tire Motorsport Park
- Candz Print Inc.
- CIBC Bowmanville
- Cindy & Craig Real Estate
- Cineplex Odeon Clarington
- Clarington Toyota
- Country Harvest Catering
- Covanta
- Crio
- Crozier Mechanical Inc.
- CRS Rentals (Oshawa)
- Dom's Autoparts
- Durham Regional Police - Toy Drive
- Eldorado
- Frosty Johns Pub
- Gay Company Ltd.
- Greeley Renew & Refresh
- Hands On Music
- Henderson Automotive
- Herizon House
- Holiday Inn Bowmanville
- Home Depot (Oshawa)
- International Pool and Spas
- J.R. Freethy Architect
- Jungle Cat World
- Justin Berry Optical
- Keller Williams Realty
- Liberty Car Wash
- Liberty Dental Centre
- Long & McQuade Oshawa
- MAC Cosmetics
- Magic Portraits
- Makeup by Mikayla
- Manantler
- McGregor Pharmacy
- Meridian Credit Union
- Courtice
- Metroland Media Durham
- Moores (Oshawa)
- Motor City Tattoo Studio
- Municipality of Clarington
- Newcastle Cycling Club
- Newcastle Rona
- No Love Lost Tattoo
- Ohmyword Designs
- Ontario Power Generation
- Orange Theory
- Oshawa B.I.A.
- Our Valleyview Bed & Breakfast
- Par Four Equipment
- Pebblestone Golf Course
- Pita Pit Bowmanville
- Purdue Pharma
- Rotary Club Of Bowmanville
- Royal Oak
- Shoppers Drug Mart
- SNC Lavalin
- Sobey's Warehouse
- Square Boys Pizza Bowmanville
- Starbucks Bowmanville
- Stones Throw Pub
- SVS Marketing
- Terrens Wellness Centre
- The Massey House
- The Snug
- Therapy Dogs of Canada
- Tip Top Auto
- UPS Store Bowmanville
- Violet Door
- Women of the Moose Oshawa Chapter 1759
- Y's Wish

Volunteers

Grass-roots, community-driven programs excel thanks to the volunteers who join us to increase dramatically, the capacity of our outreach. They help out as wacky characters at events like our Firehouse Fright Night, as instructors in our Literacy program, as co-facilitators for our counselling groups and more. Just a single event can mean anywhere from 2 to 20 hours of their time and talent gifted to our agency to build, paint, write, teach, monitor, file or some other key task we need a hand with. Thank you for your generosity!

Abeigh Reason	Jacob Boddy	Megan Graham
Adam Koziorz	Jacqueline King	Michele Watson
Adriana Ziff	James Bickell	Morgan Cearns
Aislinn Hassall	Janet Rourke	Nathan Barnby
Ajit Bhat	Jay Hartwell	Olivia Teixeira
Alexa Goldie	Jeff Cohen	Patrick Carfored
Andrew Citron	Jeremy Arnott	Periya Karunamoorthy
Angela Mittoni	Jesse Littman	Quinn Robinson
Anika Abernethy	Jesse Lyle	Raeleen Forcier
Anja Sagan	Jesse Roher	Reese Canning
Audrey Roher	Joe Klein	Ruta Zurkevicius
Austin Stothers	Josey Klein	Samantha Hubbs
Brayden Paul	Josh Littman	Sara Littman
Brianna Iskric	Julie Jarrett	Sarah Dejong
Brooke Canning	Julie Lockington	Sarah Riggs
C. Ron Hooper	Kaleigh Smith	Sean Bohan
Charlotte Arnott	Kate Roher	Selina Wharwood-Alleyne
Cole Lugdon	Katelyn Davis	Sheri Gough
Connor Erb	Kathryn Hearl	Sherrie Gauthier
Darren Judd	Kelsey Cyr	Sidney Davis
Debbie Ford	Kevin Matthies	Solomon Shank-Davey
Dillon Hunter	Kian Bohun	Stefanie Brennan
Emma Roher	Kim Choonchu	Sue MacLeod
Emma Shaw	Kira Abernethy	Sunny Jing
Erik Ramsey	Laura Huntington	Timothy Yu
Evan Moores	Leah Jones	Tina Geraci
Gabriel Alves	Logan Merrett	Todd Ramsey
Grace Alves	Logan Moores	Tom Keen
Graeme Donnelly	Mallory St Croix	Tonya Dejong
Greg Nowell	Maria Carlucci	Vicky Milevski
Hailey Hallissey	Maria Scandale	Walter Mueller
Hannah Buck	Marlene Nowell	Wayne Holdbrook
Heather Adams	Mary-Ann Mercado	Wendy William
Jackson McMann	Matthew Smith	Zane Bohun

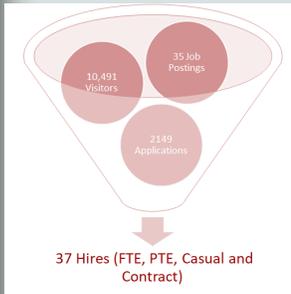


Placement Students

Addison Wheller
 Brelyn Whelan
 Caitlin Wittemeier
 Cassidy Cullicutt
 Eileen Hsieh
 Genelle Pollydore
 Hunter Rowe
 Janina Adduru
 Jared Kramer
 Julia Lansens
 Julianna Cogle
 Kaitlyn Lalonde
 Kaley Bernard
 Katie Strain
 Khalila Mohammed
 Kim Flores
 Krysta Southwell
 Lauren Black
 Mackenzie Prine
 Maria Scandale
 Morgan Cearns
 Orin Chowdhury
 Petra Lyon
 Samantha Penney
 Sarah Tamlin
 Shealyn Landrito
 Stella Tayim
 Stephanie Plant
 Tess Kosakowski
 Velly Mediviera



HUMAN RESOURCES



“You hire the best people you can possibly find. Then it's up to you to create an environment where great people decide to stay and invest their time.”
— Rich Lesser

A Year At JHS Durham

The goal of Human Resources at JHS Durham is to help play a part in the agency achieving its strategic direction, while ensuring employees, students and volunteers remain engaged and supported. Through its relationship with JHS Ontario, coordination of Health Benefits and Pension Plans are carefully managed and supported. JHS Durham has remained active with its involvement with provincial pension and benefit development and contributed extensively to the creation of many of its policies.

Highlights

- Hired 37 employees through full time, part time, temporary & casual contracts
- Received 97 applications for student placement; hosted 25 students in our programming and invested over 10,000 hours into their future
- As of March 31, 2020 our staff compliment was at 96 employees; an increase of 21 employees from last year. This was due to enhancements in many of our programs
- Successfully partnered with several academic institutions
- Continue to partner with Service Canada’s Canada Summer Jobs and hired and provided summer employment opportunities to 8 young adults.

Recruitment and Retention

This past fiscal year saw continued changes within our staffing compliment. Those changes occurred as a result of increased capacity, statutory leaves and departures. This provides opportunities for existing staff to experience different programming in the organization.

Our Applicant Tracking System (ATS) using BambooHR allow us to track these activities. These results reflect both internal and external opportunities.

Placement Students

JHS Durham proudly sees itself as a teaching and training organization for individuals coming up through secondary and post-secondary institutions. In the last year, over 100 applicants attended Information Sessions with twenty-five (25) students being accepted and placed within all our agency programs. This provided over 10,000 hours of investment into the skill development of these students and the social service sector in general. This fiscal year we saw an increase in Bachelor of Social Work students joining us. JHS has proudly partnered with the following institutions in the last fiscal year:

Durham College	Centennial College	Fleming College
George Brown College	Ryerson University	York University
University of Toronto	Trent University	

Into the Future

- Anticipating further growth in our staffing as a result of new projects and funding
- Continue to support and encourage training opportunities for staff
- Continue to provide mentoring opportunities
- Build upon our policies



"Communities with Brooms" downtown Oshawa cleanup, Apr 2019. Over 150 volunteers including Mayor, Council, MP and MPP



The Loft—artwork by the youth of Courtice, celebrating the growth and development of their new space, May 2019



North Oshawa Home Depot "Orange Door" Campaign, Jun. 2019



Our long-time "Greeter" in at the annual Firehouse Fright Night, Oct. 2019



Home Depot cheque presentation from winter "Orange Door" campaign, Feb. 2020



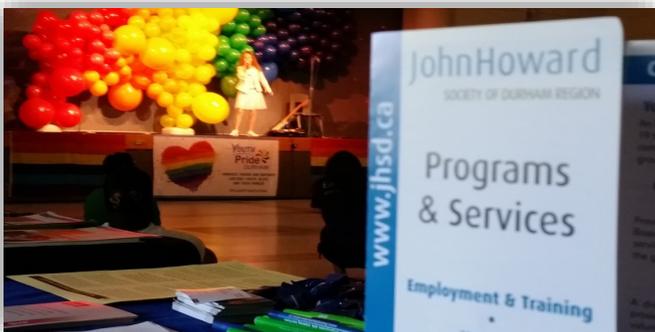
On-Point program, first day of community action, Jul. 2019



Boston Pizza cheque presentation from the "Boston Hearts" campaign, Sept. 2019



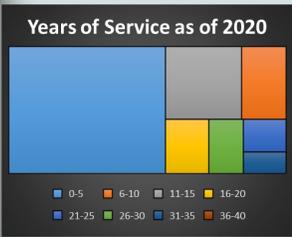
Cast in our annual Firehouse Fright Night fundraiser, Oct. 2019



Youth Pride event Durham, LGBTQ+ youth performers, D.D.S.B. headquarters, June 2019



Firehouse Youth Centre, Christmas dinner and Volunteer recognition awards, Dec. 2019



Staff End-Of-Year celebration, Dec. 2019



Staff appreciation event, Oct. 2019



Tea & Purse Auction fundraiser, Dec. 2019

*** = staff achieving 5, 10, 15, 20, 25, 30 or 35 years of service!**

Our Staff—Years of Service

Thank you to our exceptional staff! Each one gives their sincere care and attention to clients and colleagues every day. They work long hours, and many also volunteer yet more time for special events the agency hosts. The list of their actions, talents, and experience is long, and it reflects in the successful outcomes they achieve for clients on a daily basis.

31+

Maureen Bandola *
Joelle Morey

26-30

Dianna Eastwood *
Shelley Lawrence *
Maggie McCallum
David Smith

21-25

Pat Oliver *
Beth Whalen *
Maria Perrino

16-20

Paul Dobbs
Patti Harrington
Michelle Heald
Susan Maxwell
Christina Barrow

11-15

Veronica Breen *
Agatha Firek *
Rhonda Moser *
Beverley Oke-Hickey
Sabiha Abo
Rachel Shetler
Diane Westerman
Bernie Gardiner
Margaret Down
Mary Jo Mahon (ret.)
Cassandra Duncan
Glenda Leahey
Hillary Kozwolski

6-10

Dane Jeffrey *
Kelly Jackson
Chris Newman
Paula Matte

Samantha Frank
Tonya DeJong
Lisa Sklar
Megan Goodman
Laura Smith
Irene Siket
Sarah Kane

Up to 5

Michelle Neill *
Dory Strikwerda *
Abigail Maddocks
Danon Morey
Maxine Macdonald
Brigitte Shoerhuber
Christy Gaynor
Amanda Skyvington
Carissa Woolley
Natalie Leger
Priyan Raminhar
Kirsten Hansen
Stephanie Dilipochand
Monica Tembo
Olivia Cook
Lisa Cross
Shantel Plummer
Deanna Thompson
Mikaila Doyle
Stephanie Edozie
Alexandria Quinn
Shannon Taylor
Morgan Parker
Paul Paget
Bernadette Folk
Justine Westerman
Melanie Hope
Zachary Prescott
Jim Carson
Ryan Pappas
Mark Peart
Madelaine Bate
Addison Wheeler

Lori MacCalman
Victoria Companion
Kashauna Bailey
Josephine Afuwape
Leila Oreizi
Danika Marshall-Peters
Kristina Thirlwell
Kristen Fernandes
Lisa D'Sa
Katie Holliday
Brittany Haney
Elizabeth Devoe

Relief / Contract Staff

Alexandra Ramirez-Correa
Alyssa Peonidis
Arundhati Shukla
Christina Brown
Cody Bosnak
Colleen Munro
Crissie Wright
Dan DiPede
Derek Westerman
Emily Gagovski
Emily Smith-Deruchie
Emma Sweetman
Griffen Coleman
Holly Illies
Jake Benedet
Jessie Lumbard
Kalev Gonvick
Kimberly Marshall
Kristen Dormer
Manisha Roopnarine
Maria Scandale
Matt Brown
Mike Pitropov
Sara Bhatti
Saroya Tinker
Seyhan Kogukoglu
Shealyn Landrito
Stephanie Pattison