

JOHN HOWARD SOCIETY OF
DURHAM REGION

ANNUAL REPORT
2020-2021



Building our community together, from the ground up.

WWW.JHSD.CA

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

As we approach the end of our 59th year, we reflect not only on this past year, but the history of our organization in the community and the current need to respond to a diverse and changing Durham Region.

For the duration of 2020-2021, we have been fortunate to have the expertise and supportive guidance of our funders, all of whom acknowledged the challenges of continuing to provide our services to the community while simultaneously transitioning our delivery models to include a plethora of virtual programming.

As increased individual and family needs were identified by our staff teams, JHS Durham once again was fortunate to be the recipient of donations from partners including but not limited to Home Depot, Keller Williams Realty, Spin Master and SNC Lavolin. These generous donations allowed us to respond to those needs that were often exacerbated by the Covid 19 pandemic.

In the midst of the pandemic and emerging social justice movements, our commitment to our strategic planning process was strengthened. As we write this we are preparing to launch our Strategic Plan (2021-2024) that will guide our work over the next three years. Our planning process began in October 2020 with on line surveys for community partners, staff, volunteers and board.

This was followed by a virtual, all staff strategic planning session which culminated into three strategic priorities for JHS Durham over the next three years:

- **PRIORITY #1 - Responsive Programs and Services**
- **PRIORITY #2 - Inclusive, Healthy Workplace**
- **PRIORITY #3 - Accountable, Sustainable Organization**

This past year has been without a doubt, an extraordinary year for our organization. It is with sincere appreciation that we celebrate, and recognize first and foremost our staff team who have devoted many hours, positive energy and expertise consistently over this past year, even when it has been difficult to do so. You have kept our employment and training, community and justice and housing programs running strong for the individuals and families in our community.

In closing, we also thank our many community partners who have joined together in innovative ways to provide support and services in meaningful ways across Durham Region. We look forward to the next steps in this journey with you.

Edward (Ted) Marks
Chair, Board of Directors

Dianna Eastwood
Executive Director

VISION, MISSION, VALUES

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.

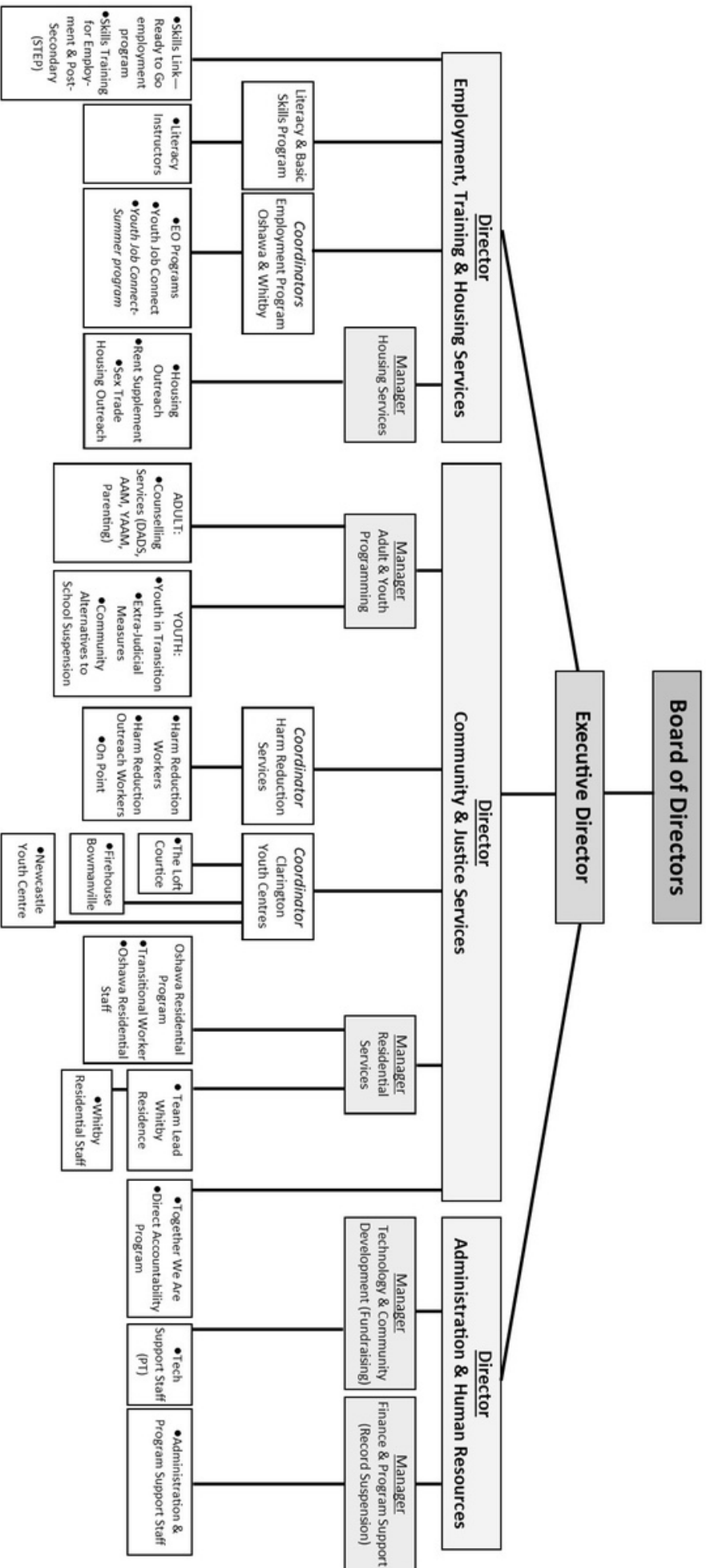
• BRIEF HISTORY

- 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 it's 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 & GOVERNANCE

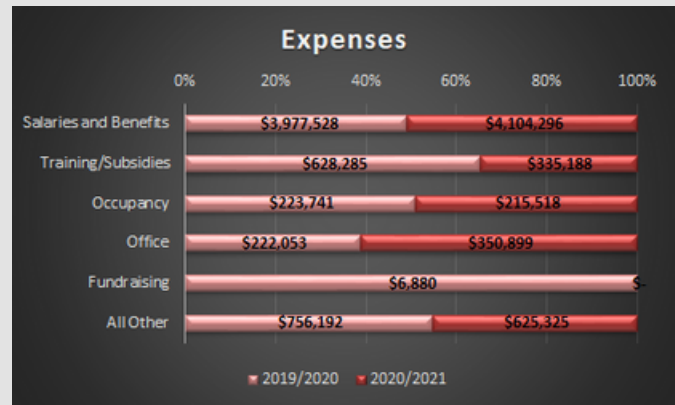
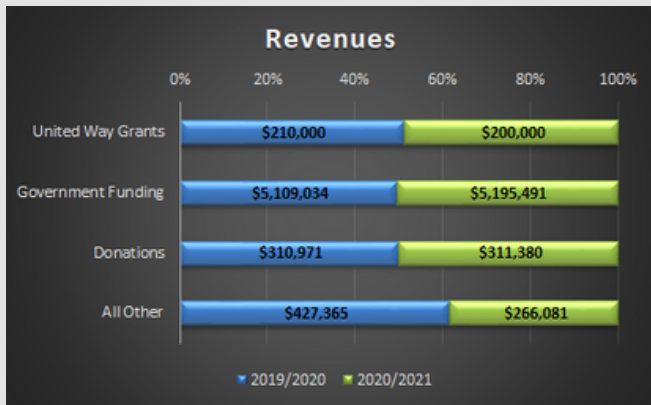
Our board is composed of volunteers from across the communities of Durham. This year, among other tasks, they have overseen the pivot to online service delivery, and the safe continuation of in-person services according to protocols approved by the local public health department. They also engaged in new diversity awareness and training to set a standard and culture into place from the top down.

JHS Durham Organizational Chart



- | | |
|-------------------------|-----------------------|
| 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 |

FINANCES



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

Our Canada Revenue tax filing is available from the CRA at <http://www.cra-arc.gc.ca>

Revenue	2019/2020	2020/2021
United Way Grants	\$ 210,000	\$ 200,000
Government Funding	\$ 5,109,034	\$ 5,195,491
Donations	\$ 310,971	\$ 311,380
All Other	\$ 427,365	\$ 266,081
Total Revenue	\$ 6,057,370	\$ 5,972,952
Expenses		
Salaries and Benefits	\$ 3,977,528	\$ 4,104,296
Training/Subsidies	\$ 628,285	\$ 335,188
Occupancy	\$ 223,741	\$ 215,518
Office	\$ 222,053	\$ 350,899
Fundraising	\$ 6,880	\$ -
All Other	\$ 756,192	\$ 625,325
Total Expense	5,814,679	5,631,226
Revenue - Expenses before Refundables	\$ 242,691	\$ 341,726
Amount refundable to funders	\$ 76,508	\$ 254,216
Excess of revenue over expenses	\$ 166,183	\$ 87,510

PROGRAM REPORTS - COMMUNITY & JUSTICE

Overall

Early in fiscal 2020, all our counselling groups had to move to an online format due to the public health lock downs. Our team adapted quickly to using the Zoom platform for delivery and overall this has been very well received by clients since they are still able to get their needs met with some reduced barriers to attendance. Remote clients in Durham Region did not have travel cost and distance to overcome, and those with children had less stress with planning for child care.

During COVID materials were couriered or emailed to clients. Even though in person groups are the preferred method of program delivery, there is a place for virtual attendance for clients who normally would not be able to attend due to distance, anxiety etc. Also, because of online delivery, DADS has seen a noticeable increase in registration from the previous year, 23 to 31 participants.

Community Alternatives to School Suspension

CASS provides non-academic programming to Public School Board referred students in Clarington that are serving long term suspensions or expulsions. The goal is for a successful transition back to school. Due to COVID with the frequent lockdowns and school closures, the program saw just 6 youth, because schools were less likely to suspend and expel students to add to the already present stress and anxiety students were experiencing. Clients were supported by phone, texting and Zoom. The CASS facilitator also provided virtual support to the youth in Clarington Youth Centre programs.

Parenting

Groups are offered for parents of 5-12 year olds, TEENS and parents who are separating/divorcing. Program focus is on strengthening relationships, communication and respectful discipline strategies at the various stages of the parent/child relationship.

Anger Management

A 20 hour, 8 week facilitator led group program that uses group discussion, information and activities to understand anger and develop productive communication and coping techniques.

DADS

Program for fathers experiencing separation or divorce who will learn to expand their support networks, strengthen relationships with their children, develop or strengthen interpersonal and parenting skills and improve strategies to cope during this transitional period.

CLIENT FEEDBACK

"I enjoyed taking the anger management course with yourself, co-facilitator, and random strangers. Those strangers turned into people we could relate to and thoughts we could learn from, we otherwise may not think of on our own. Also, the virtual zoom format is a game changer, I otherwise wouldn't have taken the course. Thanks to the John Howard Society and all others which make it possible for these programs to be offered."

"Hey folks. Thank you three, so much for a great 8 weeks (in DADS). You really poured your hearts and souls into our sessions and I'm sure I speak for all the guys in saying a big, heartfelt thank you....Thanks to your wisdom and our meetings, I'll be better able to handle what's upcoming."

"The information provided in DADS and Cooperative Parenting helped me focus on my child, and to move forward in a healthy way. This helped me gain more access to my son."

PROGRAM REPORTS - COMMUNITY & JUSTICE

My Experience and Success being a volunteer at the John Howard Society

Introduction:

My name is Walter Mueller. I was born in Toronto and have been living in the Durham region since I was 10. I come from a strong family unit, growing up with a younger brother and older sister. I have two children, four step children and two grandkids.

When I was asked to write about my volunteer work here at the John Howard Society, it all started when I was seeking help first.

After receiving the direction and support I needed, I had a compelling feeling to give back, for giving me this privilege to express my thankfulness in finding NEW strength in developing a proper foundation in my life.

My story

My story happened almost 11 years ago, when something went terribly wrong in my marriage. I know I am statistic, and there was nothing unusual about my case. I thought I was a happily married man of almost 20 years with two beautiful children You can call it the American dream, "A million dollar family" . The circumstance in how this marriage broke up is not important; the situation was irreparable. At that time, I was in shock. I became vulnerable, helpless and lost.

Everything in my life shattered; I felt completely and utterly ashamed, a failure, and not knowing where my life will take me. I was in a dark place, very deeply depressed.

John Howard Society

I went and consulted a psychiatrist. She directed me to a few agencies that I could seek help from. Salvation Army, Catholic Services and the other JHS.

This happened back in early September of 2007. Because I knew I needed help. I looked up JHS on the net and called them. They said that they were only taking up to 3 people for intake at certain times of the week. First come first serve.

I made a point of being early. On that particular morning, there was a line up and I thought my chances of getting an intake today might not be possible. I approached the front desk and gave them my name, they asked me to have a seat. Looking around the office gave me a sense that I might be at the right place.

Finally, they called out my name. The face of JHS was this kind and good man; Dean McDonald. I know that first impressions mean a lot, and I knew I didn't leave such an impression; my face was hanging down like a horse. Dean had this soft smile about him and directed me to his small office. He asked me, how could I help you? I told him I wasn't sure what I needed; all I knew was I needed help and all I wanted was to be rescued from the misery I was experiencing. I told him I was angry, and maybe I needed some anger management...I must have sat there and told him my story for about an hour.

Dean started to talk about his anger management courses and thought maybe this would be a suitable venue for me to get some direction. I found Dean to be very charismatic, and when he started talking, for those few moments, I forgot all my problems and soaked up all the pearls he shared with me. After another hour passed, we made an appointment to talk again the following week.

PROGRAM REPORTS - COMMUNITY & JUSTICE

When I came back the second time, while sitting in the waiting room, I silently sent out a little prayer and asked God to please help me. Trying to retain my tears and emotions, across from where I was sitting, I saw a whole bunch of pamphlets sitting in a rack, one stood out above them all, in bold letters, "Dads Aiming for Direction and Support"

This was truly amazing; I could hardly contain my emotions when I read "If you are a dad who is depressed, frustrated, lonely, confused, angry, or just need someone to talk with, this support group is for you."

I clutched onto the pamphlet and could not wait to talk to Dean. When he finally called me in, I could not contain myself and said,

"This is what I need!" He looked and smiled and said, "It is one of our 10 week courses... but I believe it has already started last week... but not to worry, I will talk to my good friend Jan Langlois who is running it... she might be able to slip you in"

My first day ... DADS

The following Thursday September 20, 2007, I walked into the Ajax JHS branch. I was told to come early, there two wonderful human beings greeted me, Jan Langlois. Jan put me aside and asked me questions and listened. The amazing part of it all was, she really cared.

I was in a fragile state, suicidal, lost and confused. I made a vow to myself to never miss a class. On November 15, I completed the course. But Jan knew I needed to come back. I was so glad she asked me. Without hesitation, I came back for another 10-week term. After that, I never stopped coming, I continued to learn and also shared my life story with others.

After attending DADS religiously for two years, Jan asked if I would like to be a volunteer (as she coined it, to be her poster boy) Without any hesitation, I replied, "Yes"

Paying it forward

Jan Langlois must have had a keen sense of what I needed by asking me to contribute and volunteer along side with her and her colleagues. It had given me purpose and direction. One of the key components was to pay it forward.

Since that first day, my life forever changed. I am compelled to say how thankful I am by taking the direction in coming to the JHS. I was able to learn a whole new level about life and myself. I fully realize that happiness in life is when one finds himself. The wonderful experiences feeling you are in a secure place in life not being afraid of tomorrow and enjoying each breath-taking moment. I believe this can happen for anyone when one opens the gates to internal change.

I'd like to address to the employees and volunteers of the JHS. As being a caregiver in any capacity, you probably are inundated with a lot of clients, colleagues, and family situations, which are neither pleasant nor positive. These things can be draining on your own personal lives... we are not immune to these things. Let me say, a heartfelt thank you. I salute you and want to let you know that you will receive your reward. It will come back to you. It can be a thankless job at times. You sow seeds in human lives that will produce self-esteem, by giving them a sense of self worth and purpose in life.

PROGRAM REPORTS - COMMUNITY & JUSTICE

Clarington Youth Centres

The Clarington Youth Centres are free, after-school drop in programs for youth between 12-18 years old with 3 locations across Clarington. We provide recreation and life skills based activities providing a safe space for youth to belong, connect, and get involved all while meeting the diverse needs of youth in our community.

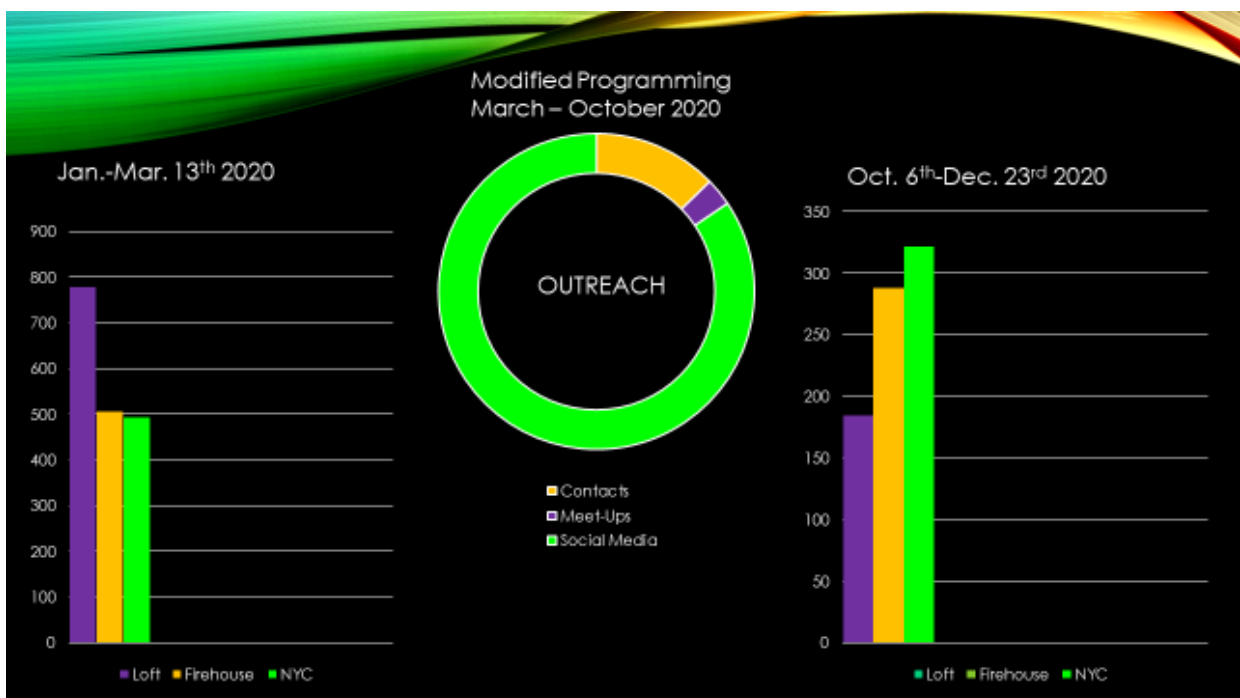


This past year our youth counsellors began providing outreach supports - vastly different from the drop-in centre model. The CYC team provided in-person wellness checks and small group meet ups as we saw an increased need for connection. A hybrid of both in-person and virtual programming has been maintained to continue to provide resources, support, and advocacy for youth.

The needs of our youth remained, and in many ways were complicated further due to the pandemic. Parent - Teen conflict, stable housing, food stability, mental health supports, isolation, transportation, employment, and education as well as a multitude of emotions due to social unrest, anti black and anti Asian racism were all factors impacting our youth. It was the change in community supports due to the pandemic that catapulted our need to become more accessible. Our team received cell phones and began providing phone/call/text wellness checks and small group meet-ups outdoors.

Our virtual programs have seen new youth registrations and partnerships. We have had more parents and guardians reach out to get their youth connected this past year.

What our team took away this past year is the importance of building healthy, authentic, and empowering relationships with youth who attend our spaces. Our intentional interactions with youth allowed us to stay connected during this past year, while apart.



PROGRAM REPORTS - COMMUNITY & JUSTICE

Harm Reduction Services

All Harm Reduction Services are available to "at risk" and marginalized individuals struggling with addiction, mental health, housing, stigma and discrimination issues.

Project X-Change is available Mon-Fri through:

- JHS offices in Whitby, Oshawa and Clarington
- 14 partner satellite sites such as the AIDS Committee of Durham, Pinewood, Pharmacies
- Our HRO Mobile outreach and CAREA
- Prx Mobile outreach from 6pm - 11pm.

Clients have free, anonymous access to sterile injection and inhalation equipment to help reduce the risk and spread of HIV/AIDS, Hepatitis B and C and other blood borne disease. Other supports such as instruction on safer use, safer disposal, referrals for treatment, STI and HIV testing, housing etc. are provided upon request.

Harm Reduction Outreach provides street outreach. It is a partner in providing Harm Reduction services to the Backdoor Mission Hub clients as well as 1:1 client assistance including referrals and practical supports.

On Point was created to assist in keeping Oshawa parks and green spaces safe and welcoming by seeking out, safely retrieving and disposing of needles and other drug paraphernalia that have been indiscriminately left behind. The program provides a supportive work environment for people who have lived experience with substance use, homelessness and mental health struggles. This allows them to give back to the community and work on goals to improve their housing and life situations.

The agency is also a designated Ontario Naloxone Distribution Provider, offering training to recognize signs and symptoms of overdose and how to administer Naloxone.

Year over Year Changes:

While we continued to provide service at the door and through mobile outreach, Covid forced some changes to the way we traditionally perform exchanges with clients. Where we could/would try to engage clients in conversations, look for opportunities to use motivational interviewing techniques etc., we were forced to keep interactions short and at arms length so to speak. The population's method of use changed to smoking substances over injection, as it provides some improved safety for dosage control. Our community sharps bins also enabled individuals to safely dispose of items outside program operating hours.

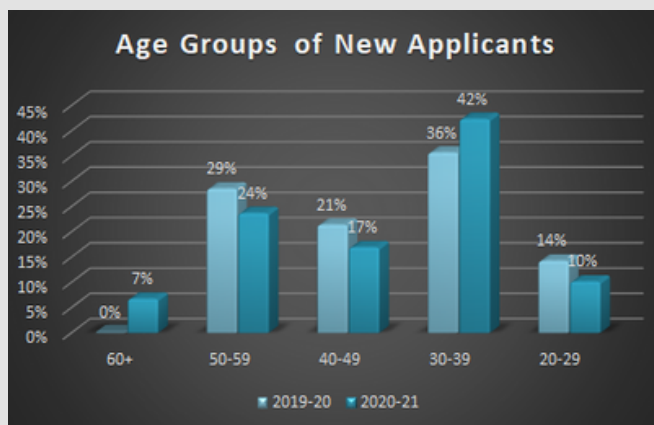
Item	2019-20	2020-21	Change vs Prior Yr	
			Amount	Percent
# of Exchanges	12350	8413	-3937	-32%
Needles In	453810	374634	-79176	-17%
Needles Out	586365	447072	-139293	-24%
Alcohol Swabs	766340	730130	-36210	-5%
Sterile Water	276963	227241	-49722	-18%
Filters	223555	183800	-39755	-18%
Containers -				
Large	61	12	-49	-80%
Med	1656	1077	-579	-35%
Small	925	900	-25	-3%
X-Small	1403	1225	-178	-13%
Glass Stems	23905	32755	8850	37%
Mouth Pieces	34209	47446	13237	39%
Chop Stick	16399	18270	1871	11%
Bowl Pipe	13769	15255	1486	11%
Screens	29538	34441	4903	17%
Lip Balm	4700	4033	-667	-14%
Condoms	35652	30092	-5560	-16%
Fentayl Strips	136	158	22	16%
Lubricant	30483	26715	-3768	-12%
Vitamin C	17221	8593	-8628	-50%
Staws	690	401	-289	-42%
Tourniquets	96198	93688	-2510	-3%
Cookers	180556	156828	-23728	-13%
Foils	25630	81408	55778	218%
Male	8163	4467	-3696	-45%
Female	3871	2449	-1422	-37%
Trans Male	2	1	-1	-50%
Trans Female	8	12	4	50%
New	688	458	-230	-33%
Repeat	10703	6373	-4330	-40%
Sex Trade Wrkr	507	120	-387	-76%
Avg Male Age	40.9	38.7	-2.2	-5%
Avg Female Age	39.8	36.7	-3.2	-8%
Milage	10992	13085	2093	19%
% Return Rate	77%	61%	7%	9.1%

PROGRAM REPORTS - COMMUNITY & JUSTICE

Record Suspensions

Persons carrying a criminal record face challenges in moving forward with their lives in the areas of employment, housing, education, adoption, and travel. Successfully acquiring a Record Suspension takes careful work to complete multiple steps, and can be costly. The Parole Board Processing Fee has increased twice since 2019, from \$631 to the currently being \$657.77. Persons that are 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.

Staff assist clients through the multiple steps required to complete the application process. Clients can also do it themselves and request that staff review their forms before they are sent to the Parole Board. During COVID most of the work has been done virtually. When an application is successful, the individual's criminal record is sealed and may not be accessed without the permission of the Ministry of Public Safety.



Together We Are

This empowerment program for families with Black children acknowledges the diversity, strengths and challenges of parenting Black children in today's society with an aim to address anti-Black racism.

Due to Covid-19, programming and materials were been modified to be delivered online. Families attend workshops to have discussions about historical trauma, parenting styles, communication and current topics in the context of Black culture and experiences. Parents engaged in conversations about raising Black children through the pandemic and Black Lives Matter movement; children, 6 to 11 years old participated in activities such as steelpan, discussions referencing books with imagery and experiences of Black children, and paint sessions that reinforce pride in culture and identity.

This past year, 15 workshops, 13 online and 2 in-person were delivered to 93 parents and 147 children. Families received grocery store gift cards to replace the traditional meal that would be provided in-person and to account for food security during the pandemic. The program has continued to build strong relationships with Black-owned businesses and community partners. We receive feedback about the value in having access to referrals and resources in the Black community, the positive impact the program has had on families and that parents enjoyed the workshops and would recommend them to other parents.

As of April 2021, this pilot which was delivered in a partnership, has now fully moved to Side by Side Family Services. It has been an exceptional opportunity to help grow this new service.

Client Experience Comments:

"My parenting methods as opposed to the way that I was culturally taught. I felt comfortable knowing that I was able to have these conversations in a safe place without judgement. Understanding the way my parents may have parented me and why I parent the way I do now."

PROGRAM REPORTS - EMPLOYMENT & TRAINING

During 2020-21 our program staff have been faced with unprecedented challenges and opportunities that have directed us to develop new strategies, program design and implement ongoing adjustment strategies. The global pandemic has impacted the labour market significantly, with staggering job losses, significant reduction in labour force participation, and business closures.

Our teams adjusted services as required over the past year to ensure that those who have been disproportionately impacted by the pandemic have received adapted services at a time when they are most needed. Particular emphasis was placed on life stability supports for participants engaged in our services. This may have included, access to technology to maintain contact with our teams to engage in job search and competency and skills development, housing supports, or access to mental health supports.

Although there was an urgent need during the fiscal year to redesign and deliver programs and services in new ways, our dedicated and knowledgeable teams continued to innovate and collaborate with our program stakeholders and partners. This included active participation in local, regional and provincial groups and committees within the Employment and Training sector, collaborations with local Chambers of Commerce, engagement with our provincial Employment and Training umbrella groups, collaboration with school boards, local community hubs, libraries, and regional employers.

As we launch into our next fiscal year, recovery from the pandemic and enhanced programming will continue to be our priority. Working alongside our funders, community partners, and employers, there will be a specific focus on evaluating and adapting program delivery to ensure it continues to meet the diverse needs of job seekers and an ever changing labour market, post-pandemic.

Programs and services delivered under the Employment and Training Umbrella include:

Employer Services

Pandemic impact on our employer partners across Durham Region has been significant during 2020-21. Employer engagement remained a priority as we supported businesses to remain operational during lockdowns and government restrictions. Working with our Essential Skills employers to meet hiring needs remained consistent during the year.

As the economy continues to recover, we will collaborate with local employers to support hiring and workforce development. Services include free job fair support either on-or-off site, interview screening, boardroom space and employment certifications in Working at Heights, Smart Serve, Food Safety Training, Computer Training, Personality Dimensions and Soft Skill Solutions.



Employment Services:

- 1,243 adults and youth participated in remote 1:1 services and workshops.
- 728 job seekers were provided resource and information services remotely.
- 6 job seekers assisted in accessing apprenticeship opportunities.
- 87% of individuals who participated in 1:1 services exited services into Employment or Education.

Youth Job Connection

- 28 youth received 60-90 hours of Pre-Employment Skills training in prep for employment or transition to further education.

Youth Summer Jobs

- 26 youth completed 20+ hours of remote Pre-Employment Skills training in preparation for summer or after school employment.

Learning Alternatives

- 112 learners received 1:1 remote training.
- 192 learners participated in remote workshops.

STEP

- 62 Youth participated in Employment Skills Training and a Quality Employment opportunity.
- 31 Employers mentored and supported youth in the Quality Employment opportunities.

PROGRAM REPORTS - EMPLOYMENT & TRAINING

Employment Services

A range of services and supports designed to help adults and youth meet employment and educational goals. Services include Client Service Planning and Coordination, Resource and Information, Job Search/Matching, Placement and Incentives, and Job Training and Retention.

Youth Job Connection

A year round program that serves youth aged 15 to 29 who are not in employment, education, or training. The program provides intensive pre-employment training and case management to enhance job readiness and success, followed by a job placement opportunity with the goal of longer term attachment to the labour market or access to further education.

Youth Job Connection Summer

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

Literacy and Basic Skills

The Learning Alternatives Program supports adults and youth. The program facilitates upgrading of foundational Essential Skills in order to support successful transition to employment, postsecondary, apprenticeship, secondary school, or increased independence. Individualized training plans are developed to determine the best path to achieve the desired goal.

Skills Training for Employment and Post-Secondary (STEP)

In August 2020, our agency launched a brand new program under the federal government's Youth Employment Skill Strategy (YESS). This project was introduced with the intention of building on our previous project, Ready to Go. It aims to provide flexible services tailored to each individual, broadened eligibility, and enhanced supports to help young Canadians in developing skills and gaining experience necessary to successfully transition into the labour market.

The STEP program helps youth aged 15-30 to navigate through the labour market and to successfully transition into sustained employment. These objectives are attained by supporting the needs of all youth, especially youth facing barriers to develop skills, knowledge and networks through education, skill development and meaningful work experiences. Case management is embedded into service delivery model. Youth participate in paid employment services and/or skills training for up to 7 weeks, followed by a 12 week quality employment opportunity.

Ready to Go—Job Skills Development for Young Adults

This program supports youth aged 15 to 30 overcome barriers to employment, develop a broad range of skills and knowledge in order to participate in the current and future labour market and to promote education and skills as being key to labour market participation. The youth are paid to participate in five weeks of group based employability skills training, followed by a twelve week paid work experience. After 2.5 years of successfully facilitating this project, it was wound down in July of 2020 and subsequently replaced by the STEP project, an initiative of the Youth Employment Skills Strategy.



- 162 youth participated in the project.
- 94% attained employment, were linked to further education, or enhanced their employability skills.

PROGRAM REPORTS - HOUSING SERVICES

Housing Program

The Housing Program provides support with assisting clients to secure affordable housing, eviction prevention and mediating with landlords in order to maintain current tenancies. We also provide support and advocacy with the Landlord & Tenant Board, assistance with obtaining birth certificates, and with filling out forms and applications. A rent supplement program assists a limited number of households to stabilize their housing while they progress toward self-sufficiency.

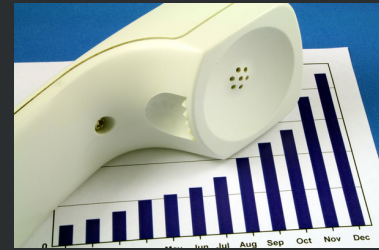
The Sex Trade Housing Support Program helps support male, female, and transgender individuals who are involved in the sex trade or who occasionally trade sex for cash, shelter etc and who are homeless or are at risk of becoming homeless. Assistance can include all the supports of the Housing Program as well as life skills, social supports, and connecting to employment and education.

The Housing & STHS team have spent the pandemic mostly working from home on their phones and laptops, with one staff person in each office every day. Our resource centres are closed to the public.

JHS had staff stationed part-time at the Back Door Mission Hub to assist individuals whose needs cannot not be adequately addressed virtually. Staff had to stay on top of a rapidly changing landscape where services that did not exist one week were up and running the next, and where procedures and protocols in this program and with community partners were constantly evolving.

The pandemic made life very difficult for our clients who now cannot access supports and services in the community that they used to, or they must access them in a different, less helpful way. Any kind of appointment-based services such as addictions and mental health supports or the legal clinic are very difficult or impossible to access. Services like libraries, with computer access and washrooms and simply being an indoor place to sit, are no longer reliably available as pandemic restrictions ebb and flow. Evictions were put on hold for a time which created confusion for tenants and for landlords, then a flurry of panic and activity when the evictions resumed.

The pandemic made the rental market tighter and tougher for our clients, but 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.



Between the...

- 3 agency offices,
- 2 services (Housing & STHS)
- 800 requests were fielded per month by staff over telephone, in person at the door, or via email requests.

Housing Statistics

- Every year, at least 90% of applications made to the LTB are from landlords.
- 7,084 eviction hearings in Nov. 2020.
- 8 minutes is the average length of a hearing during an LTB online “express eviction block.”
- 47% of sitting adjudicators were appointed during the COVID-19 pandemic, in preparation for the LTB’s eviction “blitz.”

Data from:

www.evictionsontario.ca

PROGRAM REPORTS - HOUSING & RESIDENTIAL

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 youth 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 programs overall receive funding from the Ministry of Children, Community and Social Services, Durham Region and Durham Children's Aid Society.

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 2020-2021, the residential program serviced 59 youth with 3012 bed nights utilized. The Whitby Residence program had a 96% occupancy rate for the two contract beds designated for Durham Children Aid Society clients.

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

- COVID-19 has brought a new element to the Residential Program changing the way youth receive service. COVID-19 procedures became in some ways the new Life Skill that both residents and staff had to learn and adapted to. The program changes affected the delivery of service from intake right through to how the youth conducted themselves inside and outside of the residence. The intake process shifted to phone and virtual from individual 1-1 appointments. The staff presented group life skills daily and individually, so that the youth maintained being interested and motivated. Art supplies and games were purchased and tech devices supplied by JHS to keep youth stimulated and moving forward with programming.
- Due to the stay at home orders, the youth that came through the program this year were highly successful in virtual school and in completing virtual employment programs.
- There have been 4 high school graduates, 3 youth that obtained credits, 2 moving on to their last year of school and 3 youth that applied, were accepted and attended college.
- There were 5 youth that found meaningful employment and 10 youth that successfully completed JHS employment programs.
- Ideal Railings donated \$1500.00 of in kind service providing an installing an oak railing at the Whitby Residence stairs leading up to the second floor.
- Graham Porter donated two guitars (acoustic and electric) to the residence program for the youth to utilize.
- Steve Garner donated \$500.00 at Christmas that was spent on gifts for the youth.

FUNDERS, DONORS

Funders

Delta Bingo (Pickering)
City of Oshawa
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

Covanta
Durham Pallett
Gary Bradshaw
Graham Porter
Home Depot (North Oshawa)
Ideal Railings
International Association of Firefighters 465
Keller Williams Realty
Lexi Lemons
Mississaugas of Scugog Island First Nation
Moores (Oshawa)
Ontario Power Generation
Oshawa B.I.A.
Shawn Vieau
Sheet Metal Workers-Local 30
SNC Lavalin
Spin Master Toys
Square Boy Pizza - Bowmanville
Stapleton Farms
Steven Garner
Women of the Moose, Oshawa Chapter 1759

Volunteers

A Gift of Art Gallery	John Murray
Alexa Goldie	Lawson Kirkton
Amanda Skyvington	Mackenzie Van derDuim
Bronwyn Gauley	Mark Robinson
Brook Canning	Vicky Milevski
Destinee Bruce	Walter Mueller
Genelle Pollydore	
Janet Rourke	

THANK YOU

JHS has been serving Durham since 1962, and our work could not have taken place without the financial, material, and time supports of from you, our funders, donors and volunteers. In the most difficult of times, over decades, and this past year, you have stood strong with us.

Your gifts mean we can help a youth get that important first job start developing real world work experience, that an individual can find the stable housing they need, and a parent can enhance their communication skills for working with their partner and raising their children.

Investing in the foundational needs of our communities, you help to set the stage for a healthy, safe, engaged Durham Region, where each person can find their role, and achieve their goals.

Thank you for your support, active involvement in our service delivery, and role as an ally, giving a voice to youth, adults, individuals and families all over Durham Region.

HUMAN RESOURCES

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 has contributed extensively to the creation of many of its policies.

HIGHLIGHTS

- Hired 35 employees through full time, part time, temporary and casual contracts
- Received 72 applications for student placement; hosted 10 students in our programming and investing over 5,000 hours into their future.
- As of March 31, 2021 our staff compliment was at 111 employees; an increase of 15 employees from last year. This was due to enhancements in many of our programs.
- Successfully created and trained all staff in new covid-19 related policies.
- Continue to partner with Service Canada's Canada Summer Jobs and hired and provided summer employment opportunities to 8 young adults.

RECRUITMENT & RETENTION

Recruitment and hiring in 20-21 brought about some unexpected changes to our practices. We saw that we had to quickly mobilize to a virtual approach. The transition was seamless. Although we saw a significant increase in the number of views to our postings there was a decrease in applicants looking for work. We experienced a 40% decrease in applications. Noting from local media, this could be as a result of the CERB benefits being made available to those out of work. 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. 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, 72 applicants attended Information Sessions with ten (10) students being accepted and placed within all our agency programs. This provided over 5,000 hours of investment into the skill development of these students and the social service sector in general. This fiscal year we saw a significant decrease in applications and internal capacity. This is due to covid restrictions placed by the schools and our ability to train and supervise a student in a remote workplace setting. JHS has proudly partnered with the following institutions in the last fiscal year:

Durham College
Ryerson University

Centennial College
York University

Fleming College
University of Toronto

George Brown College
Trent University

INTO THE FUTURE

- Anticipating further growth in our staffing as a result of new projects and funding
- Focus on Diversity, Equity and Inclusion in the JHS Durham hiring processes
- Build upon our policies



TECHNOLOGY

A year at JHS

JHS takes great pride in being a grass-roots, direct service agency. Behind the scenes, technology has played an important part to ensure staff have the tools they need to record, analyze, and report on program activity. Safe, secure, reliable storage and backups are critical to the operations of every team. The agency also provides on-site public access to computers in our employment resource rooms, adult literacy class, the school suspension program, and all three youth centres.

Our technology had to pivot quickly to best serve clients during the pandemic. The ability to work remotely was already in place for some staff, and we were able to ramp up access to all staff within a few days of the first lock down. This did introduce technical support challenges. Staff working from home had different Internet providers, speeds, line quality, modem and router settings and much more. It was a large set of variables to overcome for ensuring each staff has consistent access.

Our entire organization had to come to grips with deploying learning at least one new tool (Zoom) to host group programs and one to one sessions. Many had to learn secondary services such as Citrix, MS Teams, and others for meetings and presentations with other agencies. Staff were exceptional at diving in and adapting, exploring new software, asking for help when needed, and supporting each other.

When the first lock-down began, our phone system was not suited for re-directing calls to staff working from home. To ensure clients could reach staff directly, we added many new cell lines. In 2021 the agency will launch a new phone system which replaces 6 separate systems, bringing all 10 locations into one service. No matter which office a client calls, a client will be able to reach staff in office or off-site. It is a major change for our entire organization that will, like Zoom, put some extra work on our staff to adapt to a new way of doing business with cloud-based phone services.

We were able to reduce the number of physical servers from 9 to 7, and virtual servers from 5 to 4, reducing our carbon footprint and electricity needs. We updated all servers to Windows Server 2019 which provides better Wide Area Network performance.

Finally, with clients unable to access computers in libraries, or even our own locations, we recognized the need to develop a set of devices we could loan out to people for specific program areas. Our employment team invested in refurbished laptops in order to provide equipment to clients that had no other means to participate in online training and workshops for the STEP and YJC programs. Upon return, the devices are inspected, cleaned, and prepared for distribution to the next group of participants.

Technology Bits

Equipment:

- Over 80 desktops
- Over 100 laptops
- 38 tablets
- 52 cell phones
- 7 servers

Data and Speeds:

- The agency has over 350 gigabytes of mail, calendar and website content
- Over 70,000 data records (anonymized) for harm reduction exchange tracking since 2014.
- Each office has transfer speeds of 100mb download, and 20mb of upload performance

Changes in the Last Year:

- Over 70 laptops purchased to accommodate staff working from home, and clients needing to borrow technology if they did not have their own
- Nearly doubled the number of cell phones in 2020 to enable staff to work off-site during the pandemic. New phone system coming in 2021 will slowly remove the need for these extra lines as we move to a cloud phone service.

OUR STAFF

Social work is a rewarding, yet demanding and stressful field. Our staff employ their ingenuity, perseverance, and compassion to respond to a wide range of client needs on a daily basis. It could be dealing with matters that dip in to the legal realm, acting as a negotiator between parties, and/or a crisis intervention and prevention resource. The work doesn't really end by Friday or the end of regular business hours, and many go beyond this to also volunteer themselves in so many other capacities, simply because they want to do more to help. Thank you for the most outstanding of gifts, your own precious time to be here, each day, for the health, wellness and betterment of our community.

30+

Maureen Bandola
Joelle Morey
Dianna Eastwood
Shelley Lawrence
David Smith *

25-29

Pat Oliver
Beth Whalen

20-24

Maria Perrino
Paul Dobbs *

15-19

Patti Harrington
Michelle Heald
Susan Maxwell
Christina Barrow
Veronica Breen
Agatha Firek
Rhonda Moser
Beverley Oke-Hickey *
Sabiha Abo *
Rachel Shetler *

10-14

Diane Westerman
Bernie Gardiner
Margaret Down
Cassandra Duncan
Glenda Leahey
Hillary Kozwolski
Dane Jeffrey

* = staff achieving a milestone year of 5, 10, 15, 20, 25 or 30 years

5-9

Samantha Frank
Lisa Sklar
Irene Siket
Sarah Kane
Michelle Neill
Dory Strikwerda
Evan Winslow
Danon Morey *
Mike Pitropov *
Christina Brown *
Maxine Macdonald *
Christy Gaynor *

4 or Less

Amanda Skyvington
Carissa Woolley
Mikayla Witherspoon
Natalie Leger
Matthew Brown
Jake Benedet
Tyler Cattafi
Curtis Grill
Kirsten Hansen
Stephanie Dilipochand
Monica Tembo
Olivia Cook
Lisa Cross
Shantel Plummer
Deanna Thompson
Mikaila Doyle
Mikaila Doyle
Stephanie Edozie
Alexandria Quinn
Jim Carson
Shannon Taylor
Morgan Parker
Paul Paget
Bernadette Folk
Justine Westerman
Emily Gagovski
Melanie Hope
Zachary Prescott
Ryan Pappas
Mark Peart
Alexandra Ramirez-Correa
Kelly McKeown
Seyhan Kogukoglu

4 or Less

Madelaine Bate
Brandon Cote
Addision Wheeler
Lori MacCalman
Victoria Companion
Kashauna Bailey
Ashleigh Arnold
Nate Lacasse
Andrea Guy
Sara Bhatti
Josephine Afuwape
Leila Oreizi
Danika Marshall-Peters
Kristina Thirlwell
Kristen Fernandes
Lisa D'Sa
Justin Petley
Derek Westerman
Katie Holliday
Brittany Haney
Elizabeth Devoe
Emma Sweetman
Rebecca Bump
Shealyn Landrito
Tess Kosakowski
Brellyn Whelan
Shanique Reid
Brooke Gascoyne
Connor Horn
Faith Begbie
Keely Wallace
Duztin Leonard
Reena Kainth
Gena Little
Alexandria McIntosh
Samantha Penney
Roma Jacob
Nicole Morency
Orin Chowdhury
Paige Hope
Andrea Rampersad
Catriana Harrington
Allison Clayton
Catherine ThompsonMatthews
Riley Adams
Andrea Zylstra
Catherine Miranda