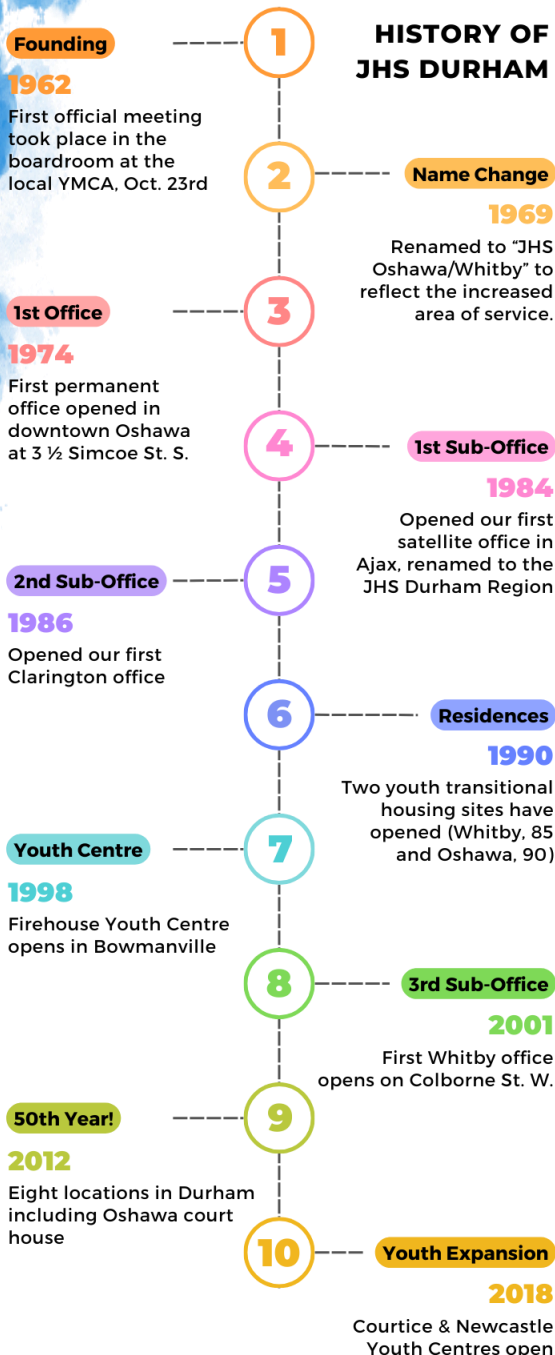


john howard society

2023-2024 Annual Report

Durham Region

TIMELINE



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.

905-579-8482

www.jhsd.ca

Oshawa Office

75 Richmond St. W.
Oshawa, On L1G 1E3

Whitby Office

#114 – 200 Dundas St. E.
Whitby, On L1N 2H7

Clarington Office

132 Church St.
Bowmanville, On L1C 1T5

The Loft Youth Centre

1595 Prestonvale Rd.
Courtice, On L1E 2P1

Newcastle Youth Centre

1780 Rudell Rd.
Newcastle, On L1B 1G8

Message From the Board President & C.E.O.

Board Members

Sue Vanderkwaak	President
Kevin Armstrong	Vice President
Dave McLeod	Treasurer
Peter Stephenson	Secretary
Ted Marks	Director
Jim Monroe	Director
Leanne Everson	Director
Lydia Antalffy	Director

It is with great pleasure that we share our achievements in this year's 2023-2024 John Howard Society of Durham Region's Annual Report. Over the past year, we have continued to uphold our vision, mission, and core value statements. We remain committed to reducing the impact of crime and its causes by providing a spectrum of effective prevention and intervention programs, as highlighted in our report.

As our community continues to recover from the events of the previous pandemic years, we have prioritized maintaining our existing relationships and establishing new ones with community partners. We are proud to collaborate and deliver services in various spaces,

including public libraries, local health and social service hubs, and networks that have allowed us to expand our reach.

This year has seen significant changes in both our employment and housing services, with the introduction of model and service system transformation in our community. Despite expected challenges, we remain committed to delivering the highest level of service to our program users.

In support of our Strategic Planning Goals to be an Inclusive Healthy Workplace, we have engaged in an organizational health assessment. While we recognize the importance of supporting those who use our services, we are equally mindful of the importance of supporting our team and embracing the opportunities this process will offer going forward.

As we continue our work in the areas of equity, diversity, and inclusion, we are grateful to both our external advisory and our internal EDI committees. Their commitment to anti-racist and anti-oppressive approaches provides us with opportunities to identify areas of growth and learning and to explore enhancing EDI further for the benefit of our staff, service users, and the overall community.

We are particularly proud of the dedication and hard work demonstrated by our Board of Directors. We thank you for your unwavering leadership, guidance, and support.

Equally, we are grateful to our donors, volunteers, and community partners. You form a dynamic team and enable us to go further every year. Many volunteers join us year after year, dedicating weekends to signature fundraising events like the Clarington Youth Centres' "Fright Night" and helping out with packing and delivering hampers for our MSIFN-supported Holiday Hamper Program.

We extend heartfelt gratitude to our staff, with whom we have made significant strides in promoting safer communities and fostering opportunities for individuals to grow and thrive.

This year, we had the good fortune to celebrate the retirement of Maureen Bandola. Maureen retired from JHS Durham on December 31, 2023, after nearly 39 years of service. Maureen was instrumental in the success of many JHS Durham programs, and she will be missed. Maureen, we wish you well!

As we reflect on the past year's accomplishments, we invite you to join us in our commitment to continuing our work into the future.

Dianna Eastwood

C.E.O.

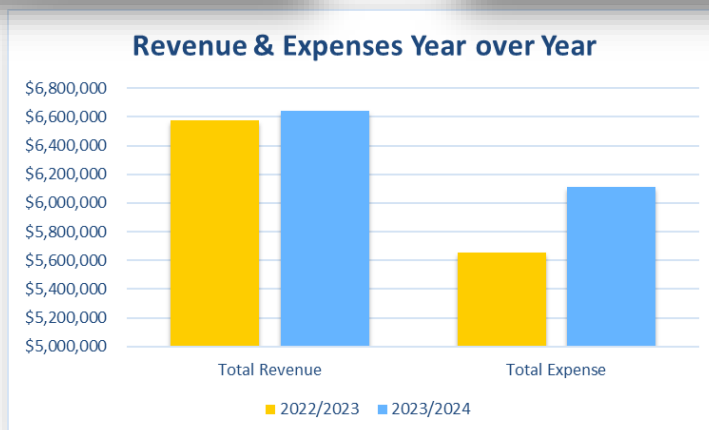
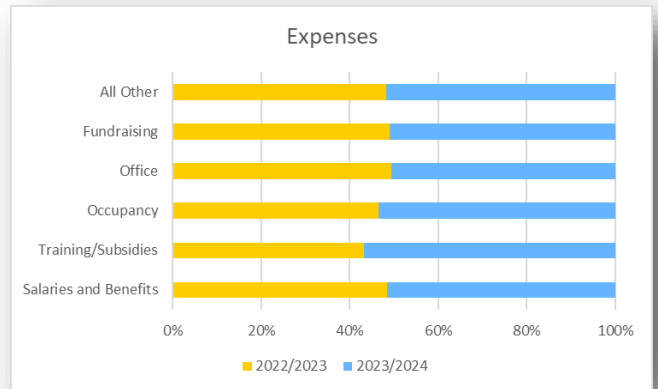
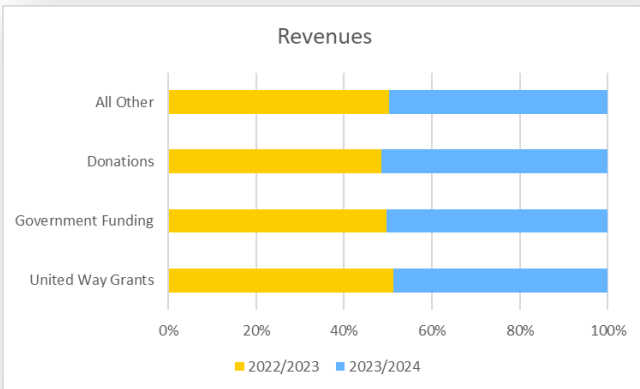
Sue Vanderkwaak

Board President

Financial Summary

Revenue	2022/2023	2023/2024
United Way Grants	\$ 200,000	\$ 190,000
Government Funding	\$ 5,597,627	\$ 5,652,512
Donations	\$ 379,402	\$ 404,425
All Other	\$ 400,659	\$ 396,383
Total Revenue	\$ 6,577,688	\$ 6,643,320
Expenses		
Salaries and Benefits	\$ 4,062,349	\$ 4,320,927
Training/Subsidies	\$ 344,716	\$ 452,760
Occupancy	\$ 226,526	\$ 260,179
Office	\$ 339,208	\$ 347,094
Fundraising	\$ 6,240	\$ 6,480
All Other	\$ 678,881	\$ 725,368
Total Expense	\$ 5,657,920	\$ 6,112,808
Revenue - Expenses before Refundables	\$ 919,768	\$ 530,512
Amount refundable to funders	\$ 509,235	\$ 416,062
Excess of revenue over expenses	\$ 410,533	\$ 114,450

Fully detailed, audited statements are posted on our website at www.jhsd.ca



Program Reports: Community & Justice

- **Record Suspensions:** Offers confidential support to individuals to navigate their criminal record and the process of obtaining record suspensions (formerly Pardons). Subsidies are provided to those assessed as eligible.
- **Community Service Order:** Facilitates court-mandated community service with local non-profits for adult clients, aiming to reduce re-offending by increasing self-awareness. Partnered with JHS City of Kawartha Lakes & Haliburton.
- **Extrajudicial Measures:** Youth are referred from DRPS to pre-charge group and individual diversion programming to address the impacts of their behaviour/charges and learn coping strategies and community supports.
- **Youth in Transition:** Provides tailored support to individuals transitioning out of CAS care while they navigate independence. Referrals from Durham Children’s Aid Society.
- **Community Alternatives for School Suspension:** In partnership with KPRDSB, provides non-academic supports to long-term suspended and expelled students.
- **Counselling Groups:** Offers in-person and virtual classes for DADs, Anger Management, Parenting (5 to 12 Year Olds, Teens, and Co-operative parenting options). Referrals from professionals and self-referrals.
- **Direct Accountability Program:** Adult diversion provides alternatives to formal court for minor offenses, utilizing community-based sanctions for pre-charge (from Durham Regional Police) post-charge and pre-sentence (from the Crown) referrals.

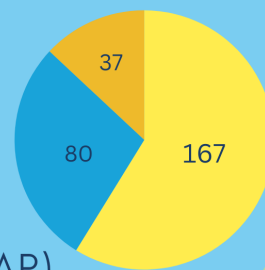
COMMUNITY AND JUSTICE SERVICES

INDIVIDUALS SERVED:

- 150 NEW RECORD SUSPENSION CLIENTS
- 31 RECORD SUSPENSIONS GRANTED THIS YEAR
- 118 COMMUNITY SERVICE ORDER (CSO)
- 140 EXTRA-JUDICIAL MEASURES (EJM)
- 19 YOUTH IN TRANSITION (YIT)

31 COMMUNITY ALTERNATIVES TO SCHOOL SUSPENSION (CASS)

284 GROUP PARTICIPANTS



COUNSELLING SERVICES

(ACTIVE/COOPERATIVE)
PARENTING
ANGER
MANAGEMENT
DADS

DIRECT ACCOUNTABILITY PROGRAM (DAP)

Calendar year	# of Referrals	Referral Type			Sanction Options			
		Class I Offence	Class II Offence	Community Service Hours	Donations	Restitution	Letters of Apology	Attend MAG Program
2023	399	73%	36%	39%	18%	30%	<1%	31%
2022	261	81%	28%	6%	18%	40%	6%	31%

*A participant can be assigned more than one sanction option.

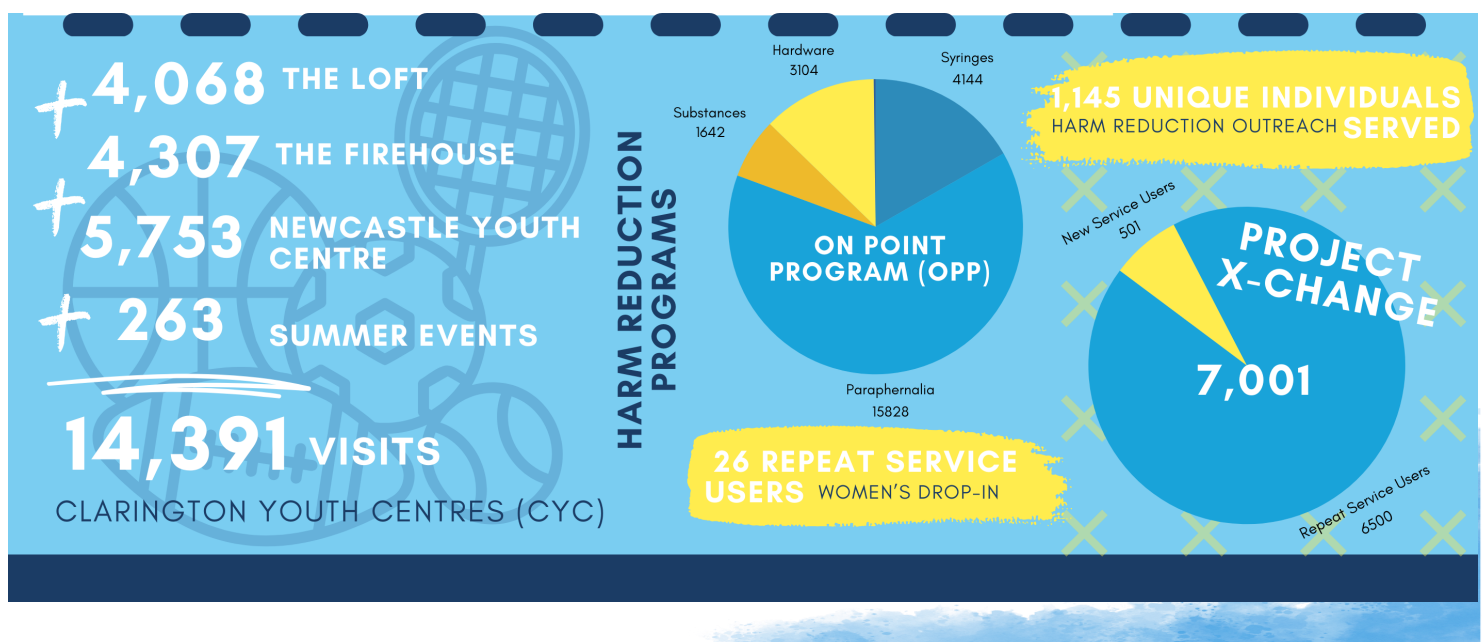
Program Reports: Community & Justice

- **Clarington Youth Centres:** Offers a safe, free, supervised drop-in space for youth aged 12-18 with activities under our 5 programming pillars promoting positive youth development, connection, and engagement.
- **Harm Reduction Outreach:** Broadens the harm reduction approach by providing street outreach and public awareness as well as client assistance, referrals and practical supports.
- **On Point Program:** Employs workers with lived experience to safely recover drug paraphernalia to reduce public health risks and educate the community through safe disposal efforts while they explore their goals and increase their employability skills under the guidance of the program facilitator.
- **Project X-Change:** Provides access to harm reduction supplies, education, safe disposal of paraphernalia, and connects individuals to community supports. Partners with other organizations in Durham to increase access opportunities.
- **DREAMS:** Women's Drop-In Program is geared to support sex workers, trafficked individuals and street involved women by providing them with access to a safe space, food, shower, laundry facilities, brief solution focused counselling and warm transfer referrals to community partners as requested.
- **John School:** is a sex buyer accountability diversion program designed to address and bring awareness of the impact of prostitution on families and the community including the sex worker, with referrals generally coming from lawyers, crown attorneys and probation officers.

Reflections:

This past year marked the 5th anniversary of two of our youth centers, The Loft (opened September 2018) and NYC (December 2018). We are grateful to the Municipality of Clarington for their unwavering commitment to the health and well-being of our youth, fostering a strong partnership since the opening of the Firehouse Youth Centre in 1998.

Our long-running "Firehouse Fright Night," now in its 16th year, was held for the third consecutive year at Watson Farms. This event saw record-breaking participation with over 1,500 attendees and 145 volunteers. These successes were made possible by Paul Watson's exceptional generosity in donating the use of his property, and his family's enthusiastic participation in our promo trailer and event. As we move forward in 2024, the Clarington Youth Centres will continue to meet the diverse needs of our community's youth through our centers and events.



Program Reports: Employment & Training

- **Employment Services:** Provides individualized 1:1 assistance from an Employment Advisor to explore education, apprenticeship, and career options, as well as job placement and retention support.
- **Youth Job Connection/Youth Job Connection Summer:** Programming for youth that provides paid pre-employment training and full-time or part-time work experience opportunities, with ongoing support from program staff. The program wound down Dec 31st, 2023 as services for youth were integrated into our new service delivery model.
- **Learning Alternatives Program:** Works with adults 19+ with academic upgrading to support their transition to employment, education, apprenticeship, or independence through personalized learning plans and flexible scheduling tailored to their needs and goals.
- **Skills Training for Employment and Post-Secondary (STEP):** Supports youth aged 15-30 in navigating the job market, fostering sustainable employment or return to education through training and practical work experiences, and offering up to 7 weeks of paid skills training followed by a 12-week job placement.

Reflections:

As part of the ongoing transformation of Employment Ontario programs, in May 2023 our Employment Services contract management transitioned to a consortium comprised of The Regional Municipality of Durham as the lead agency, along with the Durham Workforce Authority and Durham College.

We are proud to be part of a service delivery network who are committed to the vision, “To foster a thriving, inclusive labour market, where job seekers are empowered to acquire new skills, secure and maintain meaningful employment; and employers can access the necessary skills and resources to create job opportunities, driving economic prosperity.”

EMPLOYMENT AND TRAINING SERVICES

INDIVIDUALS SERVED:

48 YOUTH JOB CONNECTION (YJC)

17 YOUTH JOB CONNECTION: SUMMER (YJCS)

110 LEARNING ALTERNATIVES PROGRAM (LAP)

5,900 JOB SEEKER SERVICE EMPLOYMENT SERVICES (ES) – OSHAWA AND WHITBY

841 INDIVIDUALS PARTICIPATED IN WORKSHOPS

SKILLS TRAINING FOR EMPLOYMENT AND POST-SECONDARY (STEP)

52

YOUTH SERVED

75%

EMPLOYED OR RETURNED TO SCHOOL

Program Reports: Housing Services

- **Housing Services:** Assists clients in securing affordable housing, preventing evictions through mediation with landlords, providing support and advocacy with the Landlord and Tenant Board, and organizing ID clinic days to obtain Canadian birth certificates.
- **Youth Residences:** Provides transitional housing for youth in 2 locations, Whitby and Oshawa (13 beds). The focus is on further developing individual supports and independent living skills, utilizing a staffing model to support the transition to successful independent living.

Reflections:

Last year, the staff at the Home Depot of North Oshawa once again, selected our Youth Residence to receive the proceeds from both the summer and winter Orange Door campaigns. From the June and December events, they raised nearly \$16,000 in donations thanks to the hard working store staff that engage with and encourage their customers to support community agencies like ours. We appreciate their continued choice to work with us, to help the youth we serve to become independent, self-reliant, and strong future leaders in our community.

In Housing, our quick service offerings, which provide essential assistance without requiring case management, play a crucial role in ensuring housing stability. By collaborating with community agencies, we bolstered our efforts to provide holistic support for our clients. Looking ahead, we aim to expand our outreach and enhance service accessibility to address the growing need for stable housing solutions in our community.

HOUSING SERVICES

INDIVIDUALS SERVED:
**9,638 RESOURCE
ROOM VISITS**

INCLUSIVE OF PHONE,
IN PERSON, AND
EMAIL INQUIRIES

**1,389 UNIQUE
INDIVIDUALS SERVED**

- HOUSING PLACEMENT
- HOUSING LOSS PREVENTION
- ID CLINICS
- OESP

75

YOUTH SERVED

3,695 BED NIGHTS

RESIDENTIAL SERVICES

To A
homeless
YOUTH...
HOPE
is an
ORANGE
DOOR

Home Depot Orange Door campaign [Jun]



Canada Day Lakeview Park [Jul]



Overdose Awareness Day [Aug] ¹



Overdose Awareness Day: Memory Bench [Aug] ¹



Firehouse Fright Night cast (one of four nights) [Oct]



Maureen retirement (38yrs)[Nov]



Clarington Youth Centre gala evening [Dec] ¹



CYC Gala [Dec] ¹



Staff Appreciation [Dec]



Staff Service Awards [Dec]



DRPS Youth Conference [Mar]

Program Reports: Administration

Reflections:

Delivering dozens of successful programs and services is possible due to our robust infrastructure of support staff, technology, dedicated personnel, and volunteers. For example, this foundation enables our team to handle over 66,000 phone calls annually, with an average answer time of just 11 seconds and an average call duration of just under 6 minutes. This efficiency demonstrates our commitment to quickly connecting clients with the best resources to meet their needs and promptly addressing their concerns.

Our Tax Return help, through the Canada Revenue Agency for the CVITP (Community Volunteer Income Tax Program), is available for a limited time each spring and managed by a single individual. It has proven to be a crucial financial resource for low-income individuals and families. This free service ensures timely tax return submissions, enabling clients to receive the benefits and credits they deserve—amounting to over \$2.6 million this year alone.

Our success is further bolstered by the many volunteers and placement students who expand our capacity to serve. We are grateful that so many students choose to work with us, contributing to the positive and measurable impact we make on the residents of Durham.

ADMINISTRATION

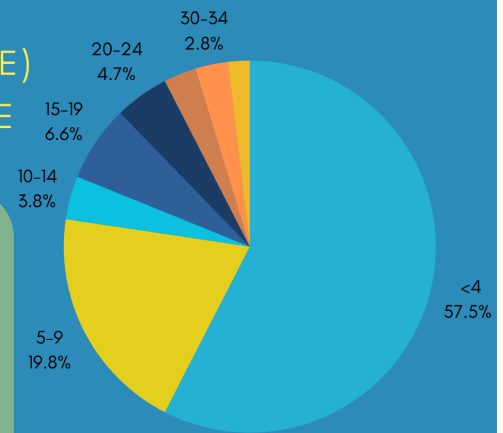
PHONE STATS

40,937 INBOUND CALLS

25,288 OUTBOUND CALLS

181 CALLS PER DAY (AVERAGE)

842 HOURS OF HANDLE TIME



STAFF YEARS OF SERVICE

343 TAX CLINIC
INDIVIDUALS SERVED
SOME FILING FOR MULTIPLE YEARS

\$2,650,724
RECEIVED BY SERVICE USERS THROUGH REFUNDS AND ANNUAL CREDITS

9 PLACEMENT STUDENTS HOSTED

145 EVENT VOLUNTEERS

RECRUITMENT

49 JOB POSTINGS

1,438 APPLICATIONS

39 STAFF HIRED
FULL-TIME, PART-TIME, CASUAL, AND CONTRACT

Our Supporters

The successful delivery of our grassroots community services is thanks to the consistent support from funding providers at local, regional, provincial, and national levels. Thank you for your continued confidence in our spectrum of strategies to address the fundamental needs in our local communities. Your generous contributions enable us to make a lasting impact and produce meaningful change for families and individuals across Durham Region.

Funders

- Canada Revenue Agency (CVITP)
- Delta Bingo (Pickering)
- Durham Children's Aid Society
- Government of Canada—Youth Employment & Skills Strategy
- John Howard Society Kawartha Lakes & Haliburton
- John Howard Society Peterborough
- Kawartha Pine Ridge District School Board
- Ministry of the Attorney General
- Ministry of Children, Community & Social Services
- Ministry of Health—Long Term Care
- Ministry of Labour, Immigration, Training & Skills Development
- Municipality of Clarington
- Region Of Durham
- United Way of Durham Region

Donors/ Sponsors

The following generous supporters have helped us to extend the capacity and function of our services, through gifts of material, services, space, time, and/or further financial support. For example, they may have aided our ability to provide over 70 seasonal hampers helping 193 individuals in need in December, or supported our annual "Firehouse Fright Night" event that raises funds for our youth centres. Thank you for choosing to invest in our efforts; we know you could select any number of charities, and we appreciate your trust in our vision and mission.

- A Gift of Art
- Bowmanville Highschool
- Covanta
- Home Depot North Oshawa
- International Association of Firefighters 465
- Jungle Cat World
- Keller Williams Realty
- Long and McQuade
- Marks Work Warehouse
- Metro
- Mississauga's of Scugog Island First Nation
- Motor City Tattoo
- Municipality of Clarington
- Ontario Power Generation
- Rona Newcastle
- Rotary Club of Bowmanville
- Sheet Metal Workers Local 30
- Shoppers Drug Mart
- SNC Lavalin
- St. Stephens Highschool
- Staples
- SunSpace Sunrooms
- Toys for Tots
- TTR Transport
- Watson Farms
- Women of the Moose Chapter 1759

Volunteers

We extend our heartfelt thanks for your incredible dedication and hard work. Your contributions to our events—setting up, running activities, and cleaning up afterward—have been invaluable. You have supported group programs and shared vital information with our clients, significantly impacting their lives. Many of you have dedicated dozens of hours, with some being with us for over a decade, including many staff members who volunteer their time beyond regular hours. Your commitment and passion are truly inspiring. We couldn't achieve the reach and outcomes we do without your generous gift of time. Thank you for making a difference every day.

- Abby Hamilton-Diabo
- Ace Landry
- Adam Baskie
- Addy Maharaj
- Aiden Hawley
- Aiden Moser
- Aiden Quigley
- Alana Watson
- Alec Domonsky
- Alexis Dwyer
- Alexsa Calhoun
- Alyssa Egan
- Amber Brown
- Amber Vibert
- Andrea Zylstra
- Angela Mittoni
- Annabella Argyle
- Anthony Cristini
- Ashley Xiong
- Austin Abbott
- Autumn O'Donnell
- Avi Wright
- Barbara Cooper
- Bella White
- Ben Hillier
- Beth Whalen
- Bethany Tomkins
- Brayden Paul
- Braydon Calvert
- Brooke Bray
- Brooke Gaudet
- Caden Manikas
- Caeden Jones
- Caitlin Tremblay
- Carissa Garner
- Carson Hart
- Carter Greer
- Charles Kane
- Charlotte Jones
- Cheyenne Rossiter
- Cheyenne Scott
- Ciara Coe
- Claire Whittick
- Colin Jewett
- Conaully Russell
- Dane Leudke
- Darroch Gordon
- David Macdonald-Kerr
- Debbra Kurhan
- Dianna Eastwood
- Domenic Cristini
- Donna Franklin
- Dylan Godson
- Ellie Tsotos
- Emerson Parrott
- Erik Isherwood
- Erika Mirsch
- Eva Aldsworth
- Faye Kozlowski
- George Richardson
- Grace Watson
- Gracie Larocque
- Hannah Cameron
- Hannah Sperling
- Heather Colleran
- Hillary Kozlowski
- Hudson Taylor
- Jacob Boddy
- Jake Benedet
- James Bickell
- Jason Robinson
- Jazmine Bouwmeester
- Jenna Spark
- Jeremy Hartwell
- Jesse Lyle
- Jessiah Nation-Williams
- Jessica Benedet
- Jewel Ren
- Jonathan Hamilton-Diabo
- Jordyn Froats
- Josie Klein
- Julie Jarrett
- Kamini Jagdeo
- Katelyn Davis
- Keira Gazdik
- Kelly Ng
- Kent Watson
- Kian Bohun
- Landon Denelzen
- Lauren Roelans
- Leah Reid
- Lilah Kozlowski
- Lillian Russell
- Logan Boddy
- Logan Moores
- Lola Brear
- Lucas Catalano
- Maddison Taylor
- Madelyn Falle
- Madison Broderick
- Madison Cargill
- Madison Darnley
- Mark Bouwmeester
- Matthew Stanisz
- Megan Noble
- Melody May
- Michael Phelan
- Mya Darnley
- Myla Franklin
- Natalee Boag
- Nevaeh Riegert
- Nicholas Cristini
- Nicholas Repol
- Nicole Michael
- Noah VanRoosmalen
- Owen Dunn
- Owen Goode
- Owen Smith
- Patrick Chung
- Patsy Hamilton-Diabo
- Paul Dobbs
- Paul Paget
- Paul Watson
- Peyton Alexander-Michael
- Rhonda Moser
- Roegan Buckley
- Ryder Turner
- Sahvana Dawson
- Sam Walchuk
- Samantha Burgess Sheen
- Sarah Kielly
- Sheri Pereira
- Sidney Davis
- Sierra Cameron
- Sophia Fleury
- Sophia Taylor
- Sophie Kneilands
- Sophie Synard
- Spencer Tutkoluk
- Sydney Mendez
- Tammy Bouwmeester
- Veronica Breen
- Woytek Kozlowski
- Zachery Hoskin
- Zane Bohun

Our Staff

Our deepest gratitude for you, our staff, for your hard work and dedication over the past year. Many of you have gone above and beyond, volunteering at our events and putting in extra hours to support our mission. Your commitment to meeting clients where they are at, and helping them achieve real success, whether in small steps or large milestones, is truly inspiring. You've played a crucial role in assisting individuals with finding safe housing, securing employment, and navigating difficult periods in their lives. Your compassion and perseverance make a huge difference.

4 Years or Less

April Powell
Chelsey-Ann McLeish
Diya Swaroop
Geralda Bray
Cameron Wilson
Kay Pypher
Cheyenne Scott
Tyler Cattafi
Breanne Monteiro
Chloe Hickey
Vithushan Krishnasamy
Jesse Arias
Steve Bromley
Jenna Spark
Bianca Perry
Kingsley Ikechukwu
Yoshima Singh
Sarah Grassl
Juan Bermudez
Muskan Srivastava
Wendy Lavigne
Ethan McGrath
Jahdine Allen-McFarlane
Misirat Akande
Patrick Chung
Nizar Faraj
Monique Mara
Alex Taylor-Cole
Natalee Boag
Dylan Godson
Ariel Callwood
Janet Wallace
Emma Sim
Tara Dolby
Alex Gurr
Kimberley Reid-Parnham
Elceta Gayle
Tyne Markle
Janette Thompson
Evans Oppong
Sarah Kirkpatrick

Mark Mayne
Susan Geboers
Matthew Stanisz
Kamini Jagdeo
Brianna Rayson
Lucas Catalano
Catherine Thompson-Matthews
Savitry Autar
Shanique Reid

5 to 9 Years

Justin Petley*
Lisa D'Sa*
Sara Bhatti*
Victoria Companion*
Paul Paget
Stephanie Pattison^
Curtis Grill
Deanna Thompson^
Shantel Plummer
Emily Smith-Deruchie
Jake Benedet
Natalie Leger
Mikayla Witherspoon
Carissa Garner
Christy Gaynor
Christina Brown
Evan Winslow
Dory Strikwerda^
Danon Morey^

10 to 14 Years

Sarah Kane*
Irene Siket*
Samantha Frank
Dane Jeffrey

15 to 19 Years

Hillary Kozlowski
Dan DiPede

Margaret Down
Bernard Gardiner
Beverley Oke-Hickey^
Rachel Shetler
Rhonda Moser
Veronica Breen

20 to 24 Years

Christina Barrow*
Susan Maxwell
Michelle Heald
Patti Harrington
Paul Dobbs

25 to 29 Years

Maria Perrino*
Beth Whalen
Patricia Oliver

30 to 34 Years

David Smith
Shelley Lawrence
Dianna Eastwood

35+ Years!

Joelle Morey*
Maureen Bandola^

* = Staff that have or will achieve a milestone of 5, 10, 20, 25 or 35 years by December of 2024

^ = Staff that have retired or left during the last year