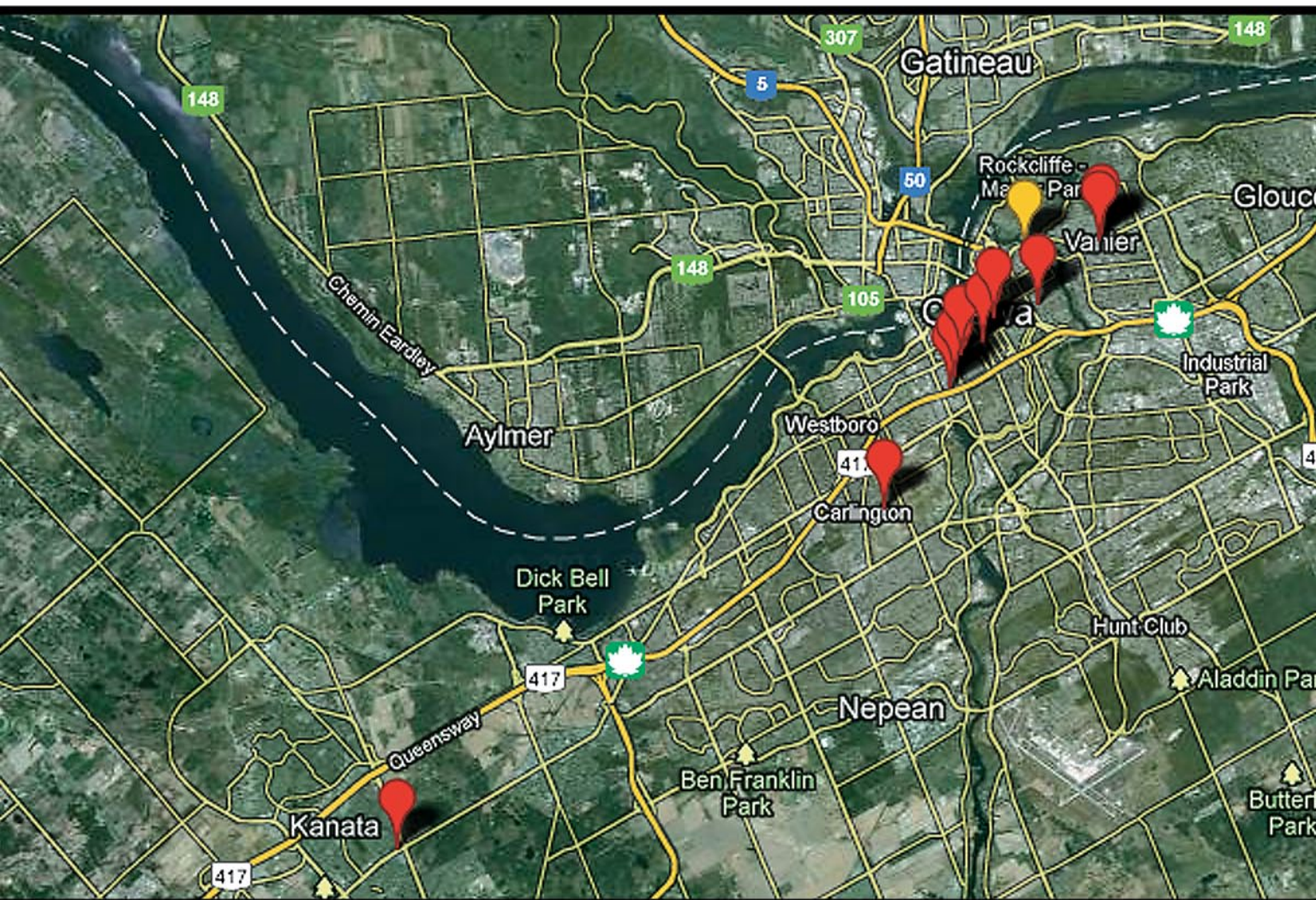


JohnHoward

SOCIETY OF OTTAWA

Effective, Just and Humane Responses
to Crime and Its Causes



Annual Report
2012-2013



Each year we strive to improve our capacity to deliver services that prevent crime, reduce poverty and build self-sufficiency. Annual improvements depend upon the guidance of an informed Board of Directors, the skill of dedicated staff members, and the hard work of our clients who strive to be law-abiding and productive.

We are fortunate that our experienced Board members have been able to balance somewhat competing interests. The expense of moving our west-end Employment and Training site to a more suitable but more expensive location in Kanata, combined with an absence of base increases in provincial funding levels, had to be balanced with fair and sustainable compensation in our budget framework. Financial pressures also had to be balanced with the necessity of contributing to a reserve fund to support the need to develop housing and reintegration supports. The success of this astute balancing act is evident in the ability to manage a one-time deficit in the Employment and Training department and the successful renovation of the young men's residence to create 25 self-contained apartments, while approving a thoughtful cost of living staff compensation policy.

We are also fortunate to have retained the services of so many skilled and enthusiastic staff members. They have been successful in motivating our clients to take the difficult steps required to improve their situations and have established the value of investing in JHS services to our funding sources. This past year featured significant advances in expanded housing and supports for youth, expansion of the Choices school support initiative, opening of a more accessible Community Employment Resource Centre, and an expansion of housing supports for adults leaving custody.

All of our efforts are directed towards helping people who are either referred to JHS or solicit our assistance on their own. Participating in JHS services requires effort, sacrifice and determination. We are fortunate that so many individuals with a troubled past make the effort to build a better future. We salute their efforts and commit to working along with them and all of our community partners in education, housing, police, courts, health, and corrections and community services.

Rita Thompson - President

Don Wadel - Executive Director

CORE VALUES

1. We believe that every individual has intrinsic worth and has the right to be treated with dignity and respect. 2. We believe in the potential of all human beings and in their capacity for growth and change. 3. We believe that all individuals have the right to live in a safe and peaceful society and that justice is best served through measures that resolve conflict and promote the reparation of harm. 4. We believe that individuals are responsible for their own actions and must be held accountable for those actions. 5. We believe that the root causes of crime are found within communities and that the solutions to crime are also found in communities. 6. We believe in serving community needs by cooperating and collaborating to achieve a healthy and safe society.



Board of Directors

Board of Directors

Rita Thompson — President
Investment Advisor

Tim Farr — Vice President
Public Safety Portfolio (retired)

Dennis Gauthier — Treasurer
Benefits/Pension Advisor

Bruce Simpson — Past President
Defence Counsel

Sheila Arthurs — Director
Department of Justice (retired)

Robert d'Arras — Director
Teacher

Jane Fjeld — Director
Youth Services Bureau

Mitch Houle—Director
Ottawa Police Service

Emile Therien—Director
Canada Safety Council (retired)

Vicki Grisim — Director
Professor, Algonquin College

Erin McCuaig — Director
University of Ottawa, Criminology

Ginette Drouin-Zimola — Director
Lawyer, Family Law

Service Awards

5 years of service

Craig Santos
Zoran Dujkovic
Elliot Luijkenaar
Neil Bouchard

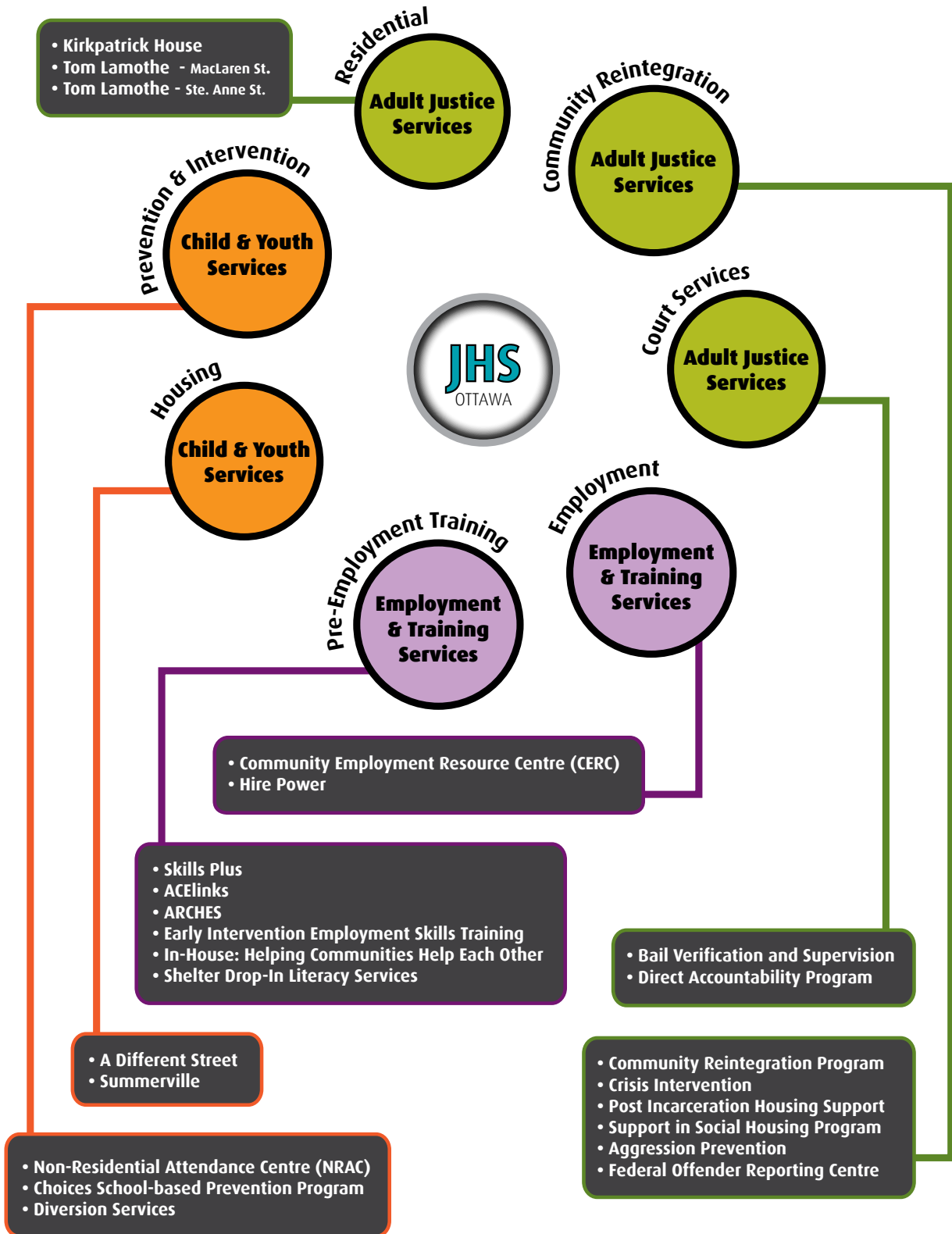
10 years of service

Neally Thompson

Funders

In order to carry out our Mission and to provide effective services, the Society relies on funding from the following sources:

- Algonquin College
- Children's Aid Societies
- City of Ottawa
- Client Rental Payments
- Correctional Services Canada
- Crime Prevention Ottawa
- Donations
- Ministry of the Attorney General
- Ministry of Children and Youth Services
- Ministry of Community Safety and Correctional Services
- Ministry of Training, Colleges and Universities
- Rideauwood Addiction & Family Services
- United Way/Centraide Ottawa



SERVICES



Adult Justice Services



Kirkpatrick House Team

Residential

Kirkpatrick House Community Residential Facility for Federal Parolees

Kirkpatrick House is a community residential facility located in Centretown Ottawa. It provides a home for offenders released on day parole, full parole, statutory release, and escorted and unescorted temporary absence passes. There are 22 beds (8 double rooms and 6 single rooms). The single rooms are assigned by seniority based on the date of admission. Residents must adhere to the house rules and regulations, complete assigned chores, and abide by their designated curfew, which is based on a graduated curfew system. Residents are expected to maintain employment and/or follow an academic program. In the period April 2012 to March 2013 the Kirkpatrick House Team assisted 50 men with their community re-integration.

Tom Lamothe Residence MaLaren – Transitional Apartments for Federal Parolees, Provincial Probation Clients, and Drug Court Participants

Located in the Centretown area of Ottawa, this residential program provides twelve, self-contained bachelor apartments for federal parolees, provincial probation clients and drug court participants who are homeless and require supportive transitional housing. The program provides a structured and safe environment in which participants can work on their recovery from alcohol and drug abuse, upgrade their education, find meaningful work, and secure long-term affordable housing. The average stay for a resident is three months with the focus of the program being community stabilization and securing a safe, affordable, housing in the Ottawa area. In the period April 2012 to March 2013 TLR MaLaren served 50 justice-involved clients.

Tom Lamothe Residence Ste. Anne – Community Residential Facility for Federal Parolees

This residential program provides twenty-four, self-contained bachelor apartments to federal offenders who require a supportive living environment while they transition from incarceration to independent, pro-social, community living. The program focuses on community re-integration, employment and or education, and community treatment. Residents are expected to maintain employment and/or follow an academic program or participate in a treatment plan. Supports for residents include case-management planning, crisis, motivational and supportive counselling; literacy and academic upgrading; pre-employment and employment supports, and daily living and life skills programming, including financial guidance and maintaining pro-social attitudes and behaviour change. Successful re-integration of offenders into the Ottawa community is the goal of the

program. In the period April 2012 to March 2013 TLR Ste. Anne assisted 50 men with community re-integration services.

Community Reintegration Services

Community Reintegration Program at Ottawa Carleton Detention Centre

The program provides inmates in the Ottawa Carleton Detention Centre with assistance in obtaining personal identification including birth certificates, Ontario Health Cards, and social insurance cards. In addition, JHS staff conduct substance abuse assessments to facilitate acceptance into treatment programs for inmates who will be facing addiction issues at the time of their discharge. For those inmates on remand facing mental health issues, JHS staff liaise with the correctional psychologist, mental health nurse, and JHS crisis and housing workers to develop release plans. In order to address the key housing needs facing many ex-prisoners, a comprehensive inventory of housing resources that includes pre-screened rooming houses is maintained. Funding is provided by the Ottawa Carleton Detention Centre. In the period April 2012 to March 2013 this program served 360 clients.



TLR MaLaren Team

Crisis Intervention

The majority of the crisis service clients have been involved with the criminal justice system and face housing, addiction, and mental health issues. The goals of the program are to respond directly to the client's presenting need (i.e. food, shelter, transportation, financial, housing, mental health, emotional needs), support them through their crisis and then motivate them to address identified core issues through treatment or other interventions on an individual basis. In the period April 2012 to March 2013 975 individual clients were assisted with their crisis needs.



Community Reintegration Team

Post Incarceration Housing Support Program

This program responds to the need within the City of Ottawa for a program to divert those who are being released from the Ottawa Carleton Detention Centre and the Ottawa Court House (and other detention centres and jails in Ontario) from the shelter system. The JHS Housing Support Worker visits clients at the Ottawa Carleton Detention Centre and at the Ottawa Court House, and meets with service users at the JHS main site. The program runs from 8:30 am to 4:30 pm, Monday to Friday, on a one on one basis. In the period April 2012 to March 2013 the program assisted 203 homeless clients.

Support in Social Housing Program and Rooming House with Supports Program

In partnership with Ottawa Community Housing and the City of Ottawa, JHS Ottawa, (using a housing-first model), supports homeless men to access and maintain housing with Ottawa Community Housing and works to improve the quality of their lives. In the period April 2012 to March 2013 the program assisted 35 clients to find secure housing.

Aggression Prevention Program

This free program assists clients to recognize, challenge, and replace aggressive responses to their anger with pro-social expressions of anger. Each participant completes an initial one hour intake assessment. The program runs twice a week for two hours with a total of 8 sessions. Letters of completion are provided for Children's Aid Society, probation, court, and the JHS Bail Program. In the period April 2012 to March 2013 - 91 men attended the program.

Federal Offender Reporting Centre

The JHS Federal Offender Reporting Centre opened on November 15th 2009 at the Tom Lamothe Apartment Building located in Centre Town. The Reporting Centre is a program for Federal Offenders on conditional release. The purpose of the Reporting Centre is to complement the work of the Ottawa Parole Officers by providing additional supports and supervision to high risk/high need individuals who do not have a residency condition, but still present a management risk in the community. The Reporting Centre offers increased supervision, particularly during the evening and week-ends, as well as case management services to support correctional plan compliance

Court Services

Bail Verification and Supervision Program

This program, in operation since May of 2005, is open to individuals 16 years of age and older who are facing outstanding charges in the Ottawa Criminal Court and have minimal financial or social supports. The two main goals of the program are to increase the court appearance rate, and to ensure comprehension of court ordered conditions. In addition, individuals may be referred to other community service agencies to address additional issues such as addictions, employment, and educational upgrading. The program is delivered at four locations: The Ottawa Courthouse, JHS' main office, Cornwall Courthouse, and JHS' satellite office in Cornwall. Supervision appointments are scheduled until the individual's court matters are resolved. Initially, following an assessment, clients are required to attend weekly appointments but the supervision schedule can later be adjusted. Eligibility is based on the number of prior criminal convictions for failure to comply with conditions. Clients are mandated by the Court to participate in the program. The program is funded on an ongoing basis by the Ministry of the Attorney General. In the period April 2012 to March 2013 the program served 418 clients.

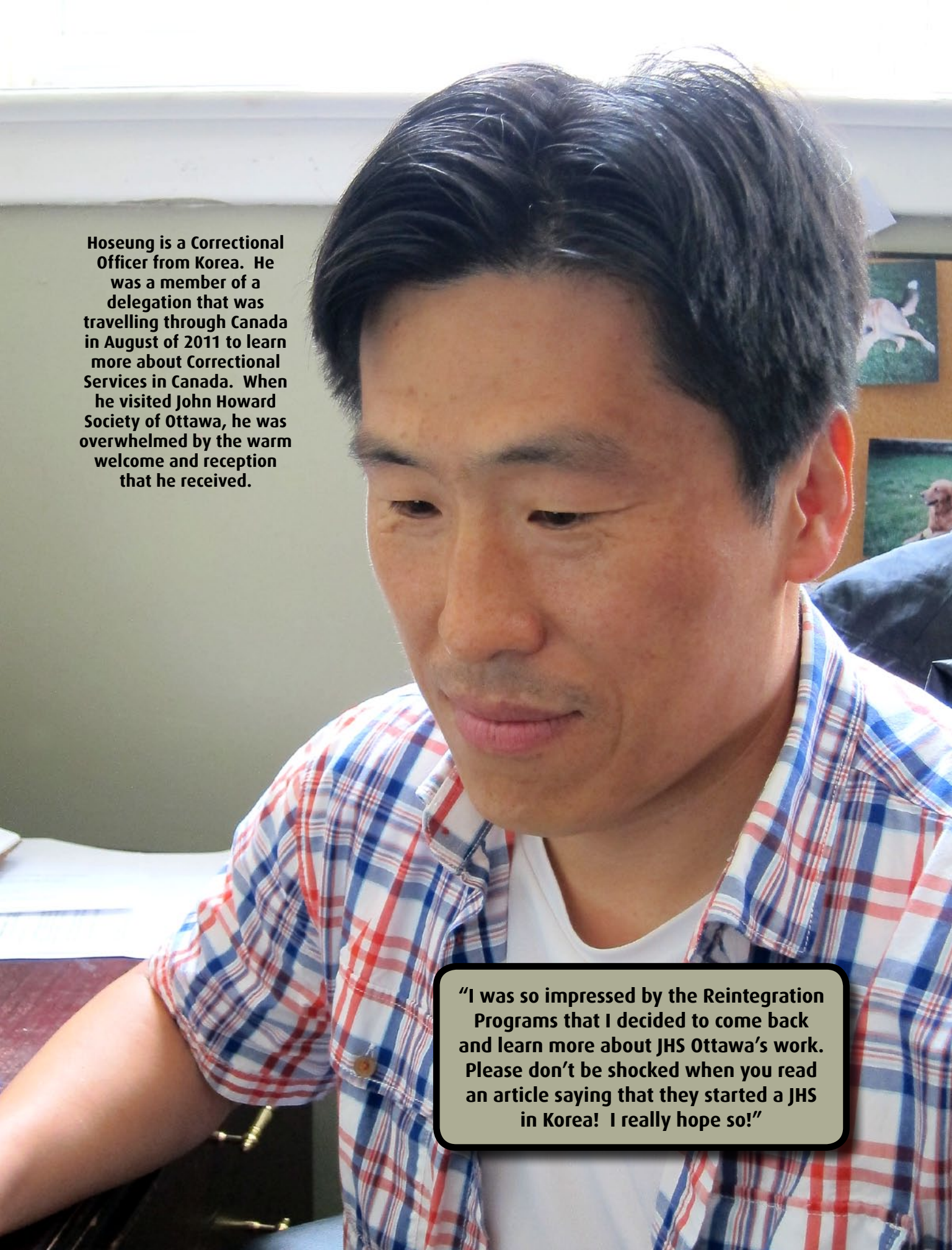


Bail Verification and Supervision Team

Direct Accountability Program

JHS Ottawa in partnership with the Ministry of the Attorney General and the Ottawa Court House provides alcohol and drug misuse/addiction and anger management programming for low-risk, first-time offenders, to address the underlying issues that contributed to their offending behaviour. Referrals are made by the Elizabeth Fry Community Adult Justice Worker at the Ottawa Court House. In the period April 2012 to March 2013 the program successfully diverted 87 clients out of the criminal justice system.






Hoseung is a Correctional Officer from Korea. He was a member of a delegation that was travelling through Canada in August of 2011 to learn more about Correctional Services in Canada. When he visited John Howard Society of Ottawa, he was overwhelmed by the warm welcome and reception that he received.

"I was so impressed by the Reintegration Programs that I decided to come back and learn more about JHS Ottawa's work. Please don't be shocked when you read an article saying that they started a JHS in Korea! I really hope so!"

This year E&T had the support of 20 volunteers & student placements that are invaluable to the delivery of all of our programs and services. It is our hope that they gain from us as much as we gain from them and we thank them for their immense contribution.



"I chose JHS because I knew I would be working directly with people and because its mandate is in line with my own beliefs about needing to help individuals who have experienced hardships in their lives. I have found my time here immensely rewarding in terms of knowing that I'm helping people make changes in their lives"



Employment & Training Services



CERC Team

This service area went through significant changes this year; specifically the relocation of our Employment Services from Bell Corners to Kanata. Our Employment and Training director moved on from JHS shortly after the relocation, which brought more change to the CERC team. Although this was a year of “change” the CERC staff team and manager Kristy Gress managed it with the utmost integrity and stepped-up to the challenge. A special thank you to Kristy for her commitment and dedication to our Employment service site and to Jan Goatcher for her support with Hire Power and the pre-employment programs.

Community Employment Resource Centre & Hire Power Services

After more than two decades in Bells Corners, last year the Community Employment Resource Centre (CERC) moved to its new Kanata location. In July we will be celebrating our one year anniversary at 415 Hazeldean Road.

We are really enjoying our new space and we continue to offer the same great services in a larger and more accessible environment for clients. CERC offers Employment Ontario programs and services and serves all Ontario

residents who are looking for employment and training; as well as Ontario employers who are seeking candidates to fill their open positions.

The new site provides access to services for everyone in the community and better serves the larger surrounding areas such as Kanata, Stittsville, Carp, Richmond, North Gower all the way to Constance Bay.

CERC also has a new and interactive website (www.cercottawa.ca) that allows clients to sign up for workshops, information sessions, apply for current job postings and access different employment related templates to assist in their job search.

In our last fiscal year CERC and Hire Power Services welcomed 1,957 people through our doors at the Resource and Information level and we closed 828 assisted clients. 79 percent of those clients were closed to a positive outcome (employed &/or training).

We have a strong success rate for our Second Career clients. 75 client applications were approved for this Employment Ontario program that provides funding for College level education for laid off workers unable to find sustainable employment.

Pre-Employment Training (PET)

The Pre-Employment Training (PET) Programs provide essential skills training to prepare individuals for their transition to employment, further education and training and movement towards personal independence goals. PET Programs supported almost 700 individuals in 2012-13.

On-site Programs provide more formalized skills-building programs funded by the Ministry of Training, Colleges & Universities. We served 115 individuals in these programs.

We were successful in implementing two new initiatives from the Ministry this year. The Ontario Adult Literacy Curriculum Framework

(OALCF) which is a competency-based framework that supports the development of adult literacy programming delivered through the Literacy and Basic Skills Program. The Employment Ontario Information System, Case Management System is used to support the case management for clients which involves documentation of learner plans, tracking of client progress against milestones and recording of outcomes and follow-ups.

Skills Plus

Skills Plus had an excellent year exceeding funding targets for Customer Satisfaction (Customer Service), "Your agency is exceeding the Customer Satisfaction core measure and learners have provided positive feedback about the services they are receiving" and Learner Suitability (Effectiveness) "You are committed to developing and strengthening an Information & Referral process through your active membership of the Literacy & Basic Skills Network and with the partnerships built with other Employment Ontario and Community Agencies." Increased Service Coordination with our on-site Employment Services Program, Hire Power, ensured a quality service for our clients that allowed for a more successful transition for our learners with an employment goal path. On-site Employment Services also make appropriate referrals to Skills Plus to deliver services that enhance client success in the workplace. "JHS as an organization has the ability to provide a multitude of programs and services and are able to assess their clients efficiently and effectively."

ACElinks

This year, ACElinks identified a gap for opportunities for creative student engagement experiences in the classroom and collaborative learning outside the classroom. We were successful in securing funds from Algonquin College's Student Retention Program. With these funds, we were able to fully engage students in their communities by improving awareness and encouraging involvement in broader issues. They were also more able to make connections between course objectives and real world applications.

Drop-in Literacy Services

Our off-site Programs include “drop-in” literacy services for those who do not wish to register in a formalized program and respond to an identified need in our community. They are open to people who are homeless or at risk of becoming homeless, including individuals living in poverty, facing mental health issues and/or addiction issues and other challenges. Our off-site programs include Shepherds of Good Hope; Supportive Living, Managed Alcohol Program and Men’s Shelter, Centre 454, Cornerstone Women’s Shelter and Salvation Army. We served 71 individuals in these programs.

In-House: Helping Communities Help Each Other

This year we secured funding from the City of Ottawa for our project In-House: Helping Communities Help Each Other. A partnership between JHS, Lowertown Good Neighbours Community House & MacDonald Manor. This is our first project in a community housing setting and we were successful in many ways to help individuals connect to their community, feel more integrated and live more independently. We have found that these projects have a lasting positive effect in the community and are hopeful for future opportunities of this kind. We served 62 individuals in this program.



PET & Hire Power Team

ARCHES


We completed the second year of our United Way funded program ARCHES, a program that connects individuals with mental health and addiction issues back to the workforce. Our success in the Royal Ottawa location of this program was such that the Integrated Forensics Program approached us to see if we could provide services for their clients. Because of our expertise at JHS with the barriers that these clients face, we were confident with our resources and took on this challenge and we were successful in placing many clients.

We had phenomenal success with our advocacy piece of the program this year engaging in broader community development activities and working alongside other organizations to break down stigmas about mental health and help remove the barriers and discrimination that people in recovery frequently face. We connected with 165 community members that represented a cross-section of business and professional industries. We were successful in seeking job mentoring and trial job experiences from this group. We also engaged 83 employers this year; 80% felt that they better understood the needs of employees with mental health and addiction issues and 66% felt that they were more aware of the value of employees with mental health and addiction issues after our work with them.

“ARCHES has shown them that they do have the ability to return to the workforce and they are not destined to a life of unemployment.” We served 401 individuals in this program.

Early Intervention Employment Skills Training

Our Early Intervention Employment Skills Training provides services to individuals participating in Drug Treatment Court and is facilitated at Rideauwood Addiction & Family Services. We served 43 individuals in this program.



We focus on services that
prevent crime, reduce poverty
and build self-sufficiency



Child & Youth Services



A Different Street - Housing Program

It was another busy year in this service area and incredible how quickly time passes. Major announcements of renovations and expansions to both our youth residential sites meant added demands on all staff and management. I would like to congratulate the ADS Manager, Mark Routliffe, and the entire team for their dedication to program continuity during a major renovation of ADS this year. And, as this fiscal year comes to an end, the Summerville Coordinator, Alison Newson, is experiencing the same busyness as Summerville prepares for a large expansion project. Alison and the team are up to the task as their commitment to our young women is unwavering. I would also like to thank Jessica Charron, Coordinator at NRAC, for her dedication to this service during a year with significant staff change. And last but not least, I want to commend Haleigh Guest for her incredible work on growing our prevention and early intervention programs, including Choices and Diversion Services under contract with Ottawa Boys and Girls Club. All the staff and managers in CYS work so very hard for the youth in our community. Well done.

Christine MacIntosh
Director, Child & Youth Services

Prevention and Intervention Services

Non-Residential Attendance Centre (NRAC)

NRAC's eighth year in operation continues to be a proven and effective service for youth involved in the justice system. During this reporting year, 75% left the program with a positive change in their overall dynamic risk levels and 65% left the program with an increase in their protective factors and strengths. Services continued at the Central site in Vanier and the West end office moved with the Community Employment Resource Centre to the new Kanata location. NRAC Central went through a renovation last summer with a retrofit to the main floor providing a better space for the youth and staff at Saint John Bosco Achievement centre. Some changes in staffing brought in two new additions with Alex Dyck and Judith Fox Lee joining the team. Thank you very much to the NRAC team for their continued dedication to their clients and their efforts in maintaining strong and positive relationships with other community partners. Thank you to the ongoing support from the Ministry of Children and Youth Services, Youth Justice Division.

"I could use what we did in group in real life because it makes you stop and think"
- 17 year old male client



NRAC Team

Choices School-based Prevention Program

Choices is currently in its fourth year of operation, through our on-going partnership with the Ottawa Catholic School Board (OCSB). This program is funded in part by Desjardins Caisse Populaire, Ottawa Community Foundation and the Catholic Education Foundation of Ottawa. During the 2012/2013 academic school year (September 2012 – March 2013), Choices delivered prevention services at three OCSB sites: Immaculata High School, St. Paul's High School and St. Patrick's Intermediate School. As of March 31, a total of 53 referrals were made by school administration and 40 students participated. The average group attendance rate was 84% with a total of 10 groups completed.

"Our Student Services department has emphasized some of the successes of the Choices program. They have seen a decrease in referrals to the school administration among the boys participating in the group while our girls' session is involved in effective dialogue around building and sustaining healthy relationships. Another benefit is the increase in positive social interactions among the participants in Choices and their peers and staff members. The John Howard Society has become a strong partner in our efforts to provide positive social outlets for the students at St. Patrick's Intermediate school. The program is mutually beneficial and we look forward the continued opportunities for our students."

Sean Kelly, Principal
St. Patrick's Intermediate School

Diversion Services

Our service contract with the Ottawa Community Youth Diversion program, administered through the Boys and Girls Club, allowed JHS to play a role again this year in supporting youth with pre and post charge diversion. Throughout the year, two groups and seven individual contracts were provided for both males and females.



Staff from Summerville, NRAC and AJS with Police Chief at “sleep-out for youth” fundraiser. JHS team raised close to \$ 9,000 for ADS program

Youth Housing Services

A Different Street Housing

ADS provides supportive housing to young men who are homeless or unstably housed and either at-risk or already involved in the justice system. This year ADS was successful in its bid to conduct a major renovation of the building, retrofitting two-bedroom units to all bachelor units on three floors. Through the Investment in Affordable Housing (IAH) program administered through the City of Ottawa, capital funds were provided for this construction. For a five-month period, the ADS program relocated to another JHS property while the building was under construction. Despite this disruption, ADS managed to serve 21 young men with affordable, stable housing with on-site supports. Close to 3,000 hours of direct service to the young men were provided. Additionally, ADS housed 30 youth who required emergency housing, in partnership with the City of Ottawa. Congratulations to the entire ADS staff team for all the extra work and effort it took to relocate and run a program during construction. Thank you to our committed

funders—City of Ottawa, Ministry of Children and Youth Services and United Way Ottawa, and to our partner, Eastern Ontario Youth Justice Agency.

Summerville Supportive Housing

Summerville provides supportive housing to young women (and their children, if required) who are homeless or unstably housed and either at-risk or already involved in the justice system. Of the 13 young women who made Summerville their home this year, 11 stayed for six months or longer; and, while stably housed, were able to achieve employment and education goals. This year, 72% of the young women were working or in school while living at Summerville. Summerville was also able to refine its application process by joining the Social Housing Registry of Ottawa. Given the ongoing needs of youth who are unstably housed or homeless, JHS also applied and was successful in its bid to expand Summerville by 10 units. This work will commence next fiscal year. Thank you to all the staff at Summerville who continue to support our young women to reach their full potential. And, thank you to our committed funders—City of Ottawa and United Way Ottawa—for their ongoing support.

“My stay at Summerville was amazing. I lived there for 2 years and I wouldn’t be the person I am today without all the support and kind people who helped me. It provided me with stable and secure housing and I had people who believed in me and helped me be successful”

“Co-locating for part of the week with colleagues from the John Howard Society of Ottawa during 2012-13 has been an exciting and great learning experience for me. The knowledge and creativity is remarkable and energy, enthusiasm, and good will abounds.”

**Catherine Latimer,
Executive Director,
John Howard Society of Canada**

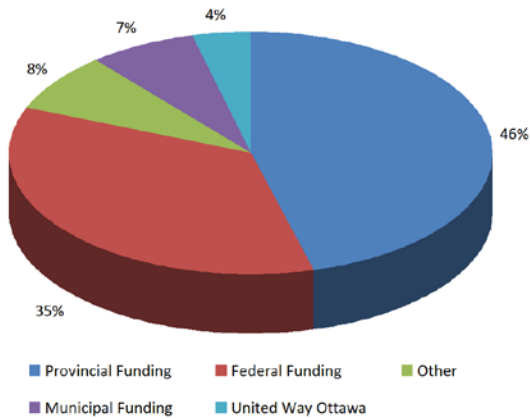




John Howard Society of Ottawa - Operations

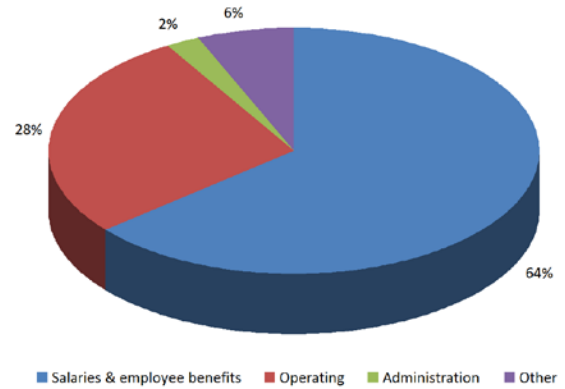
Year ended March 31, 2013

Revenue Sources



Provincial Funding	\$3,025,202
Federal Funding	\$2,317,965
Other	\$ 507,378
Municipal Funding	\$ 468,314
United Way Ottawa	\$ 262,623

Expenses

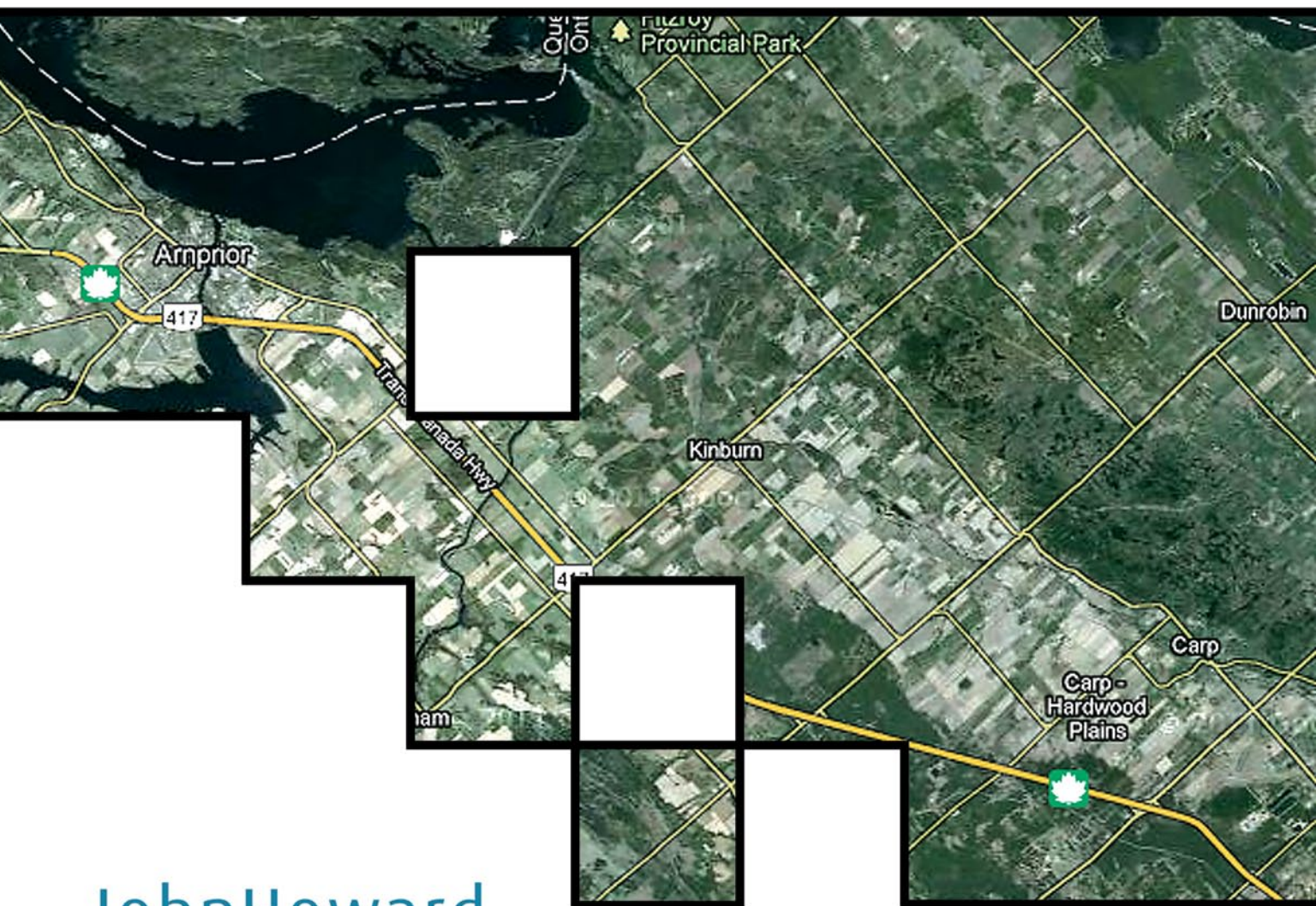


Salaries & Employee Benefits	\$3,903,802
Operating	\$1,679,322
Other	\$ 382,290
Administration	\$ 140,678

Financials

John Howard Society of Ottawa
Financial Position
31-Mar-13

	2013	2012
ASSETS	\$	\$
Current assets		
Cash	23,050	
Trade and other receivables	689,747	1,085,594
Prepaid expenses and deposits	67,264	66,464
Current portion of loans receivable	102,830	41,550
	<u>882,891</u>	<u>1,193,608</u>
Long-term		
Long-term portion of loans	158,761	12,900
Term deposits	1,053,669	895,241
Tangible capital assets	5,594,502	4,906,126
	<u>7,689,823</u>	<u>7,007,875</u>
LIABILITIES		
Current liabilities		
Bank indebtedness		197,699
Trade and other operating liabilities	613,770	842,930
Deferred contributions - operations	322,118	377,298
Current portion of long-term debt	331,099	83,608
	<u>1,266,987</u>	<u>1,501,535</u>
Long-term		
Deferred contributions - tangible capital assets	3,310,682	2,538,256
Long-term debt	551,865	883,211
	<u>5,129,534</u>	<u>4,923,002</u>
NET ASSETS		
Capital reserve	417,619	409,294
Contingency reserve	154,809	151,588
Acquisition reserve	1,067,265	396,043
Unrestricted	920,596	1,127,948
	<u>2,560,289</u>	<u>2,084,873</u>
	<u>7,689,823</u>	<u>7,007,875</u>



JohnHoward
SOCIETY OF OTTAWA

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