

# JohnHoward

SOCIETY OF PEEL-HALTON-DUFFERIN

ANNUAL SERVICE REPORT 2017-18



*Our Community Includes Everyone*

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## EXECUTIVE DIRECTOR MESSAGE

Our staff is an energetic group of highly skilled and dedicated professionals who are committed to “Making a Difference” in the lives of our clients. They deliver the “best-of-its-class” services and programs in our communities. The commitment and compassion of our staff and volunteers is the key to our agency’s continued success. It is this success, along with supportive funders, that has had a steady impact on the growth of the John Howard Society of Peel-Halton-Dufferin over the last thirty-nine years. All of these successes have allowed this organization to develop solid roots and to become an integral part of our communities.

Once again, we would like to thank all Board members, our dedicated staff and the volunteers for their ongoing support in the pursuit of our collective vision: “Our Community Includes Everyone.”

Darren Pennock,  
Executive Director

John Howard Society of Peel-Halton-Dufferin

# BOARD OF DIRECTORS

## Executives

### President

Patricia E. Anderson

### Vice-President

Keith Gilbert

### Treasurer

Keith Gilbert

## Members

Pauline Wainwright

Peter Wood

Rafiq Rokerya

Stephen Parker

**JohnHoward**  
SOCIETY OF PEEL-HALTON-DUFFERIN

# STAFF

## Administration

Darren Pennock  
Executive Director

Donna Murray  
Office Manager

Sandra Villneff  
Office Assistant

## Peel

Kathryn Lynch, Branch Manager

Adrienne Hendricks-Dick  
Amrit Chahal  
Amy Whittaker  
Cassandra Crooks  
Catherine Wiggins  
Cindy Wong  
Dhamia Smeikle  
Halisha Johnson  
Hasina Arghastani  
Janell Brown  
Jessica Willow  
Jessica Woods

Joshua Regisford  
Kallea Hudson  
Karina Bridgemohan  
Kirija Balachandran  
Kristie Seepaul  
Kulwant Bangar  
Laura Shepheard  
Lloyd Connell  
Melissa Coelho  
Melissa John  
Melissa Udit  
Michelle Lewis

Nicole Gabbidon  
Nicole van Veen  
Ophelia Barnes  
Patricia Veloso  
Rema Brar  
Sarah Baksh  
Sarai Echeguia  
Sarita Manbahall  
Shanika Gordon  
Shelly Gill  
Tara Pearce  
Tashana Phoenix-Smith

## Halton

Lorna Mitchell, Branch Manager

Amy Vorstadt  
Carmen Leighton  
Cassandra Cardwell  
Eric Pepper  
Iain Leithead

Jeffrey Solomon  
Hollee George  
Kara Hart  
Katie Howse  
Kelsey Courvoisier

Olivia DiFresca  
Penny Kressler-Willes  
Tracie McGrath-Levis

## Dufferin

Jillian Cunningham

Lee Moreland



## MISSION STATEMENT

**Empower people. Reduce crime.**

## PRINCIPLES

In a healthy community everyone has the potential to become responsible and law abiding members of society.

Individuals are responsible and accountable for their actions, however there are social conditions which increase the likelihood of crime occurring.

For those at risk, an effective crime prevention/intervention strategy would offer those at risk an opportunity for empowerment.

Foster dignity, respect, and compassion with our clients.

Evidence, not fear should inform crime prevention.

## STRATEGIC GOALS

- 1) promote and encourage individual well being through services to persons at risk of committing crime;
- 2) promote and provide alternative responses to those involved with the Criminal Justice System;
- 3) be informed of and respond to the nature and extent of crime in the community and its social context;

## PRIORITIES

- Provide resources, education, and intervention to promote well-being and accountability.
- Encourage our clients to become active and contributing members of the community.
- All resources are applied using research based data to reduce crime.

## PROGRAM & SERVICE DESCRIPTIONS



### Bail Verification and Supervision Program

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- Providing the judiciary with a clear plan of supervision as an alternative to a remand in custody for individuals seeking bail releases, either directly from bail courts or through other judicial process.
- Supporting individuals through assessment and case management of personal circumstance, and providing comprehensive community supervision while individuals await resolution of their court matters.
- Educating, empowering and supporting the individual's ability to make the necessary changes to reduce recidivism.
- Providing case management support for the mentally ill offender, in partnership with Canadian Mental Health Association, Peel, in the successful completion of Mental Health Diversion.

### Community Services Program

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#### **Communde (COMMunity Mobilization and Engagement Strategy):**

- Is a partnership of community-based agencies and the Halton Regional Police Services
- The principal objective is to identify individuals, families or groups in Halton communities, who are at an acutely elevated risk of victimization or offending.
- With the purpose of encouraging and supporting community involvement and social development to achieve a sustainable effect of overall safety, security and wellbeing of its residents and visitors.
- The Halton Branch along with community representatives and the police meet weekly to identify those at elevated risk and to develop comprehensive interventions to mitigate the risk.



#### **Healthy Partner Relationship Program:**

- A 10 week therapeutic group program designed to reduce the risk of relationship violence.
- Men who engage in, or are at risk of engaging in controlling behaviours are eligible for the program.

#### **Goals**

- Improve the ability to regulate emotion and resolve conflict in a respectful manner.
- Learn to identify controlling behaviours.
- Teach the impact of controlling behaviours on partners and families.

### **Housing Support Service:**

- Provide advocacy for tenants
- Compile a master housing list at market rent
- Mediate between landlord and tenants
- Recruit landlords



### **Individual Counselling:**

- Provides individual counselling and crisis support to individuals experiencing employment, housing, financial, mental health, addiction, relationship, parenting or self-management problems. This may occur via short-term or long-term case management.
- Assistance to obtain basic needs, identification, documentation, etc.
- Assistance through direct service, advocacy and/or referral to appropriate service providers.
- Available to males and females, youth or adults and includes both voluntary and mandated clients.



### **Institutional Services:**

- Promotes a just, humane and effective prison system through community education and identification of individual and system abuses that lessen the opportunity for prisoner progress.
- Working one-to-one with inmates and families to prepare for successful release and reintegration to their community.
- Working to ensure humane and lawful treatment of prisoners by Canadian standards and International standards prescribed by United Nations conventions.
- Available in-person at Maplehurst Correctional Complex and Ontario Correctional Institute. Via the phone with all Federal and Provincial Institutions across Canada.
- Post release supports are also available.
- The Halton Branch provides Aboriginal specific programming and counselling services to remanded and sentenced inmates held in Maplehurst through a Native Institutional Liaison Officer assigned full-time to Maplehurst Correctional Complex.



### **Life Skills Workshop:**

- Life Skills Workshops promote the development of the skills needed to successfully manage all aspects of life: self, family, community, career, and leisure.
- Typical topics include problem solving, communication skills, goal setting, conflict resolution, managing change, and employment planning.
- Experiential learning techniques such as role-playing, structured exercises and small group discussions are used to facilitate learning and behaviour change.





### **PATCH “Peel Alternatives to Choosing Hospitalization” Project:**

- Collaboration of multiple organizations working together to provide comprehensive supports within the Brampton community.
- PATCH clients are anyone who is: Homeless or almost homeless, uses the Hospital Emergency Department for non-medical emergencies, mental health, addictions or social issues.



### **Peel Works – Needle Exchange Service:**

- The goal is to prevent the spread of Hepatitis B, C and HIV/AIDS among injection drug users while using a Harm Reduction philosophy.
- Safe and confidential access to injection equipment, safe sex practices and proper disposal containers.
- Information for safer drug use and safer sex.
- Referrals for support and treatment.
- Free and confidential.



### **Resolve Anger and Emotion Management Program:**

- Teaches participants self-monitoring and self-management skills that allow them to reduce the intensity, frequency and duration of their anger and emotional episodes.
- Available to voluntary and mandated female/male adults and youth.
- An assessment is required to determine eligibility for participation.



### **Resource Centre:**

- Self-directed access to community services, resources and information.
- Free access to computer, internet, printer, fax, photocopier and phones.
- Local newspapers, job postings and housing information.
- Resource and outreach support.



### **Voicemail Service:**

- Provision of a personal telephone number where messages can be left and retrieved through a customized password, from any telephone, to individuals who qualify, at a nominal cost.
- Qualification is based on an assessment of need.

## Direct Accountability Program

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- The Direct Accountability Program is an alternative to prosecution for eligible individuals over the age of 18 years with no or limited prior involvement in the adult court system who are charged with minor offense(s).
- The Crown Attorney will recommend the program to the court as a sanction.
- The program involves accused persons being held accountable through community-based sanctions such as community service hours or participation in a psycho-educational group.
- If the accused person successfully completes the program the Crown Attorney will withdraw the charge(s).

## Employment Services Program

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- Employment Services offers a range of services and resources to respond to the career and employment needs of individuals and the labour needs of employers.
- The program consists of 5 components which can be accessed in a flexible and interactive style.
- Upon registering for the Employment Services program, an individual will receive a comprehensive service assessment; this allows staff to make consistent and efficient decisions about how best to assist the individual.
- The Resource Centre is available to everyone and is designed to be a comfortable environment in which to do labour market research i.e. job searching, interviewing, training, education.
- The more in depth components include one to one assistance from an Employment Counsellor; job searching, matching and incentives, mentoring and coaching.
- To access these components one must be out of school and work on a full time basis, however, exceptions are possible so we encourage individuals to seek out all their options.
- Employer participation is critical to the success of the program. The team works to engage employers in on-site activities, hiring and training our job seekers and promoting job maintenance.
- Employers can post jobs within the centre, hold job fairs, conduct on site information sessions and interviews.

### Canada-Ontario Job Grant

The Canada-Ontario Job Grant is a cost sharing opportunity made available through Employment Ontario. The goal is to support workforce development and encourage employer involvement in training. Through employer-led skills training, the grant also provides individuals with the skills necessary to maintain employment and advance in their careers.

## Culinary Training for Youth

Culinary Training for Youth provides opportunity to learn about the culinary industry from the inside. A total of 16 weeks is dedicated to in-kitchen experience, employment readiness and on the job training. The program is delivered in partnership with Good Food Brampton.



## Halton Youth Attendance Centre Program

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- A provision of the Youth Criminal Justice Act, this Non-Residential Attendance Centre assists youth in conflict with the law accept responsibility for their actions while helping them to become positive, pro-social contributing members of their communities.
- Young people participate in programs appropriate to their assessed needs, such as anger management, anti-violence programs, life skills, counselling, peer relationships and employment readiness.
- Programs may also include contact with families and community resources to support the young person.
- Young people who do not participate as required may be returned to youth court for further action.



## Halton Youth Justice Committee Program

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- The Halton Youth Justice Committee involves victims and communities in finding ways to help young people who have committed minor offences be accountable for their actions.
- A Youth Justice Committee meeting brings together a young person between the ages of twelve and seventeen who is alleged to have committed a low-risk offence, his or her parent(s) or guardian(s), the victim, and trained members of the community. Together, they negotiate an appropriate way (sanctions) for the young person to make amends for his or her actions.
- Typically, sanctions include an apology, community service hours, an essay or research assignment, and attendance at workshops, such as shoplifting prevention or anger management.

# PROGRAMS & SERVICES

<b>PROGRAMS 2017-2018</b>	<b>PEEL</b>	<b>HALTON</b>	<b>DUFFERIN</b>
<b>Community Services Program</b>			
Commande	N/A	27	N/A
Dufferin Housing Help Centre	N/A	N/A	N/A
Healthy Partner Relationships	N/A	5	N/A
Housing Support Services	97	N/A	N/A
Individual Counselling	148	113	N/A
Institutional Services*	79	145	N/A
Life Skills Workshop*	145	131	N/A
PATCH	150	N/A	N/A
<b>Peel Works - Needle Exchange Service:</b>			
Visitors	1847	N/A	N/A
Needles In	1694	N/A	N/A
Needles Out	38,838	N/A	N/A
Safe Inhalation Kits	1604	N/A	N/A
Resolve Anger & Emotion Management Program	45	30	N/A
Resource Centre/Brief Services	16,051	734	N/A
Voicemail Service	31	N/A	N/A
<b>Direct Accountability Program (DAP)</b>	N/A	267	N/A
<b>Employment Services Program</b>			
Employment Support	615	N/A	N/A
Job Matching - YEF*	55	N/A	N/A
Resource Centre*	8458	N/A	N/A
Culinary Training for Youth	54	N/A	N/A
<b>Halton Youth Attendance Centre Program</b>	N/A	103	N/A
<b>Halton Youth Justice Committee Program</b>	N/A	70	N/A
<b>Bail Verification and Supervision Program</b>			
Stats for this program are collected and reported jointly for all three Regions			
Verifications		1680	
Supervision		980	

\*N/A - Not Available in that Region/County

**\*NOTE:**

These numbers reflect unique individuals served, but do not reflect that often our services are used many times by these individuals which exponentially increases our number of service hours.

## CLIENT PROFILE



### 2017-18

Male	72%
Female	28%
Non-Specified	2%
Youth	33%
Adult	66%
Senior (65+)	2%
Education - Less than Grade 12	34%
Education - Post Secondary/Trade	30%
Marital Status - Single	74%
Citizenship	92%
Non - Citizenship	11%
Disability (self disclosed)	10%
Income - Employment	35%
Income - ODSP/OW/EI/Pension/No Income	59%
Residence - Permanent	59%
Residence - Non Permanent	41%

# VOLUNTEERING AT JOHN HOWARD SOCIETY

Volunteers are an integral part of our operations. Our volunteers are comprised of students, retirees, parents, grandparents, and other community members. Each day they make a significant difference in the lives of people in our communities. This could mean working directly with male and female clients, youth and adults, providing support and advocacy, serving on Committees or participating as a member of the Board of Directors. These responsibilities, and the men and women who perform them, are vital to the success of the John Howard Society of Peel-Halton-Dufferin and its clients. For information on how you may be able to contribute to the work of JHS, please contact us.

<b>CLIENT RELATED AND PROGRAM SUPPORT</b>	<b>PEEL</b>	<b>HALTON</b>	<b>DUFFERIN</b>
Volunteer Hours	816	796	0
Number of Volunteers	32	31	0
Student Hours	1977	1359	0
Number of Students	14	4	0



# FUNDING

In addition to the ongoing core funding support we receive from the United Way and the Provincial Government, JHS relies on the generosity of individuals, families, staff, corporations, foundations, service clubs, community groups and other agencies/organizations to augment our capacity to respond to the needs of children, youth and families. Many of the successful innovative programs offered at JHS on an ongoing basis today, were once originally supported as pilot projects through donations and fundraising efforts supported by people, foundations and organizations like those listed on these pages.

Every donation – large or small, monetary or gift-in-kind, helps individuals and their families to successfully make it through difficult times.

On their behalf, we thank you.



Ministry of the  
**Attorney General**



Ministry of  
**Children and Youth Services**



Ministry of  
**Training, Colleges and Universities**



Fondation  
Trillium  
de l'Ontario



Our audited financial statements may be obtained by request.

## LOCATION OF PROGRAMS AND SERVICES PROVIDED

	PEEL	HALTON	DUFFERIN
<b>Bail Program</b>	✓	✓	✓
<b>Community Services Program</b>			
Commande		✓	
Healthy Partner Relationship Program		✓	
Housing Support Service	✓		
Individual Counselling	✓	✓	
Institutional Services	✓	✓	
Life Skills Group	✓	✓	
PATCH	✓		
Peel Works: Needle Exchange	✓		
Resolve Anger and Emotion Management Program	✓	✓	
Resource Centre/Brief Services	✓	✓	
Voicemail Service	✓		
<b>Employment Services Program</b>			
Employment Support	✓		
Job Matching	✓		
<b>Direct Accountability Program (DAP)</b>		✓	
<b>Halton Youth Attendance Centre</b>		✓	
<b>Halton Youth Justice Committee Program</b>		✓	

## DONATIONS

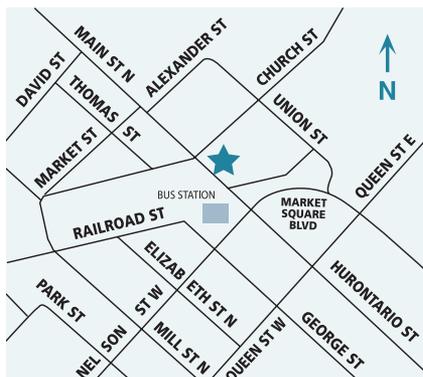
If you would like to make a monetary donation to the organization, you can do so at any of our locations (cash, money order or certified cheque only). You can also mail your money order or certified cheque to our head office.

*All donations are greatly appreciated.*

Income tax receipt will be issued for non-mandated donations.

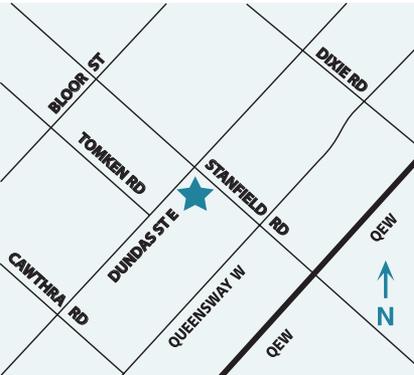


# LOCATIONS & CONTACT INFORMATION



## Brampton (Head Office)

134 Main Street North  
Brampton, ON L6V 1N8  
t: (905) 459-0111  
f: (905) 459-5864  
e: [brampton@johnhowardphd.ca](mailto:brampton@johnhowardphd.ca)



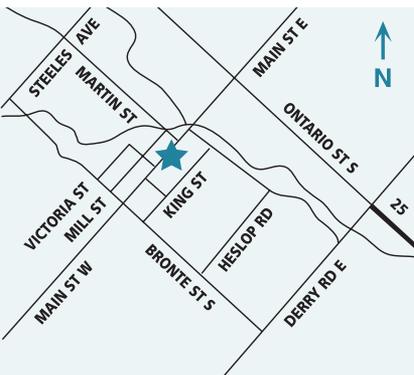
## Mississauga

1090 Dundas Street East, Suite 107  
Mississauga, ON L4Y 2B8

t: (905) 275-9117

f: (905) 275-9403

e: [mississauga@johnhowardphd.ca](mailto:mississauga@johnhowardphd.ca)



## Milton

193 Main Street East

Milton, ON L9T 1N7

t: (905) 864-1306

f: (905) 864-1307

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*Our Community Includes Everyone*

