

ANNUAL SERVICE REPORT 2018/2019

JohnHoward

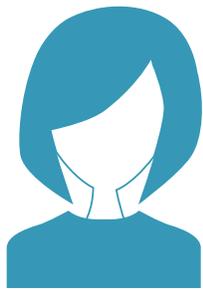
SOCIETY OF PEEL-HALTON-DUFFERIN

Our Community Includes Everyone

“Thank You for allowing
a space where everyone
can feel welcomed”
~ RESOURCE CENTRE



“You helped
me save my relation-
ship and helped me to
be a better man.”
~ INDIVIDUAL
COUNSELLING



“Words are not enough to express my gratitude.
I believe it was a life changing experience and
it all went so fast.”
~ RESOLVE

“You helped
me see what I
was capable of
becoming”
~ EMPLOYMENT
SERVICES



“It only takes one person to
make a difference – thank you
all for being that one person”
~ WORKSHOP



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(French version of 2018/2019 service report available upon request)
(Version française du rapport de service 2018/2019 disponible sur demand)

BOARD OF DIRECTORS 2018-2019

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Pauline Wainwright

VICE-PRESIDENT

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TREASURER

Keith Gilbert

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Stephen Parker

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CHIEF EXECUTIVE
OFFICER

Keith Kacsuta

CHIEF OPERATING
OFFICER

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OFFICE MANAGER

Sandra Villneff

OFFICE ASSISTANT

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Alexandra Simas
Medeiros

Amrit Chahal

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Dhamia Smeikle

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Kara Hart

Karina Bridgemohan

Katelyn O'Neil

Kathryn Lynch

Katie Howse

Kristie Seepaul

Kulwant Bangar

Laura Shepheard

Lee Moreland

Lloyd Connell

Lorna Mitchell

Melissa Udit

Nadia Konon

Nickeita Jones

Nicole Gabbidon

Nicole Van Veen

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Ophelia Barnes

Patricia Veloso

Penny Kressler-Willes

Rema Brar

Sarita Goordial

Shade Waheed

Shanika Gordon

Shelby Caetano

Shelly Gill

Tanya Colangelo

Tara Pearce

Tashana Phoenix-Smith

Tracie McGrath-Levis

COO MESSAGE

After completing my first full year at the John Howard Society Peel-Halton-Dufferin what truly stands out the most is the remarkable effort and teamwork carried out by the staff. They are a truly dedicated group that is committed to not only the best for their clients but for each other. They always help support one another and assist clients and programming when needed. This is truly the foundation of running a great organization and the success that accompanies it. This is not the easiest field and client base to work with, but the sacrifices that each and everyone makes should be applauded and rewarded. At this moment I would also like to take the time to acknowledge our clients, because they are the reason that we come to work every day. Through their struggles and time spent here provides us with hope and optimism to truly create change and impact their lives.

This past year also marked great change within the agency, with a commitment to building a strong future. The agency went through an organizational restructuring aimed to promote and empower the staff and the Society as a whole. These changes marked the beginning of moving The John Howard Society of Peel-Halton-Dufferin in a bigger and thriving agency aimed at delivering programs across three vast regions, which is no easy task. The John Howard Society as a whole is the largest agency that works within the criminal justice field in all of Canada, and it is with this fact that we should feel proud about what we do and use this as a catalyst to promote our work and agency. My commitment is going to be to grow and expand the programs and services to reach and assist more in our communities. I have spent over 15 years in other John Howard Societies across Ontario, and even though the location may change, the values and ideals still remain the same. I can confidently say that we have not reached our full



“ THIS IS NOT THE EASIEST FIELD AND CLIENT BASE TO WORK WITH, BUT THE SACRIFICES THAT EACH AND EVERYONE MAKES SHOULD BE APPLAUDED AND REWARDED. ”

potential yet, and from what I have witnessed, the capacity within our 3 regions to grow remains evident.

I want to take this moment to thank everyone that has added to the success of the John Howard Society of Peel-Halton-Dufferin. Firstly, to all of our gracious funders who provide us the means and opportunities to carry out the mission and valuable work carried out by our agency. Without you, all of our success would not be realized. Also, to all of our hard-working dedicated students and volunteers, your continued time and efforts are greatly appreciated and valuable to our programs and clients. Lastly, I would like to acknowledge our dedicated Board of Directors who have guided, steered, and provided valuable oversight for the agency over the past year. Their commitment and support of the agency is greatly appreciated.

Keith Kacsuta

CHIEF OPERATING OFFICER

John Howard Society of Peel-Halton-Dufferin

PRESIDENT MESSAGE

After reflecting on the last year, it is evident that it has been a year of great change, growth, and success at the John Howard Society of Peel-Halton-Dufferin. Now it is a time to truly recognize the staff for their hard work and dedication, and to acknowledge the great programs that the agency offers. I would also like to thank all of our funders and donors who continuously provide the valuable support needed to make a difference in our communities. To the Board of Directors of The John Howard Society of Peel-Halton-Dufferin, your guidance, support, and passion for this agency is truly appreciated. I look forward to another great year of hard work and success

There were some major milestones, achievements, and changes that happened this year. Most noticeable was the retirement of three long standing staff members who have served this agency for many years in key leadership roles and who have single handily been responsible for the growth and success of many aspects of the organization. I would like to recognize Kathryn Lynch, Lorna Mitchell, and Iain Leithead for their hard work, leadership and dedication to the John Howard Society of Peel-Halton-Dufferin. With the loss of these key leadership roles, the agency set out to restructure its organizational and management structure. We are excited to have added the positions of Chief Operating Officer and Program Delivery Manager to the staff team. These two individuals will be responsible for helping to shape and lead the agency into the future. We are excited for these changes and the energy and growth potential that these key staff members possess.

Following the theme of change, it is with great excitement to announce that the agency will have a new home starting in October 2019. We purchased a new building on 44 Queen street which will give us the opportunity to grow and provide extra financial stability for years to come.

“...IT IS EVIDENT THAT IT HAS BEEN A YEAR OF GREAT CHANGE, GROWTH, AND SUCCESS AT THE JOHN HOWARD SOCIETY OF PEEL-HALTON-DUFFERIN.”

Over the past years there has been a steady population growth in all of our regions which has also coincidentally lead to our client base increasing as well. Our numbers have steadily grown throughout the years and if this trend continues there will be even more in the years to come. That is why I am proud of the services we offer and look forward to the new innovations in programming that the agency will introduce in the future.

One great example of programming that needs to be mentioned is our Peel Alternatives to Choosing Hospitalization. (PATCH Program) This is a truly unique on of a kind program in the region that is only offered by the John Howard Society of Peel-Halton-Dufferin. Since the time of its inception which was funded by the Region of Peel, it has grown into the large successful program today, which has generously been funded for three years by The Ontario Trillium Foundation. This initiative was a partnership with the local hospitals aimed at reducing the amount of emergency room visits and to provide follow up case management services to help provide supportive housing to those involved in the program. This program was valuable and held in high regards by hospital staff and social workers, and as the 3-year Trillium cycle is coming to an end the agency is optimistic about continuing and growing this program.

Lastly, once again I wish to thank our staff for all the valued work that they do on a daily basis and the dedication from our board and last but not least our funders.

Pauline Wainwright

PRESIDENT

John Howard Society of Peel-Halton-Dufferin

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.

SERVICE DESCRIPTIONS

BAIL VERIFICATION AND SUPERVISION

Supporting individuals through assessment and case management of personal circumstances and providing comprehensive community supervision while individuals await resolution to their court matters.

DIRECT ACCOUNTABILITY PROGRAM (DAP)

An alternative to prosecution for those over 18 years old with no or limited involvement with the law who are charged with minor offence(s). Accused persons are held accountable through community-based sanctions such as community service hours and participation in educational groups.

HALTON YOUTH ATTENDANCE CENTRE

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.

HALTON YOUTH JUSTICE COMMITTEE

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.

COMMANDE (COMmunity Mobilization and Engagement Strategy)

A partnership of community-based agencies and the Halton Regional Police Services. The goal is to encourage and support community involvement and social development to achieve a sustainable effect of overall safety, security and wellbeing of its residents and visitors.

PEEL ALTERNATIVE TO HOSPITALIZATION (PATCH)

Collaboration of multiple organizations working together to provide comprehensive supports within the Brampton community. Available to those are: Homeless or almost homeless, uses the Hospital Emergency Department for

non-medical emergencies, mental health, addictions or social issues. PATCH is a 3 year funded program that will be ending on November 30, 2019.

HOME FOR GOOD

A multi-agency collaborative approach to supported housing using a Housing First Model. The goal of the program is to support individuals who have a history of extended and repeated homelessness to find and maintain a home.

INDIVIDUAL COUNSELLING

Provides short-term individual counselling and crisis support to individuals experiencing employment, housing, financial, mental health, addiction, relationship, parenting or self-management problems.

INSTITUTIONAL SERVICES

Working one-to-one with inmates and families to prepare for successful release and reintegration to their community. Available in-person at Maplehurst Correctional Complex and Ontario Correctional Institute. Via the phone with all Federal and Provincial Institutions across Canada.

RESOLVE ANGER & EMOTION MANAGEMENT PROGRAM

A 12 week program teaching participants self-monitoring and self-management skills that allow them to reduce the intensity, frequency and duration of their anger and emotional episodes. *Fee for service/sliding scale optional

HEALTHY PARTNER RELATIONSHIP PROGRAM

A 10 week therapeutic group program designed to reduce the risk of relationship violence. The goal is to improve participants' ability to regulate emotion and resolve conflict in a respectful manner. *Fee for service/sliding scale optional

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. The service allows for safe and confidential access to injection equipment, sharps containers, information and referrals as appropriate.



SERVICE DESCRIPTIONS CONTINUED

VOICE LINK

Affordable access to a messaging system; individual phone number, greeting and message pick up. Numbers are leased at a rate of \$12.00 per 3 months.
*Numbers leased through Central Neighborhood House

RESOURCE CENTRE

The Resource Centre is available to everyone and is designed to be a comfortable environment to do labour market research, job searching, interviewing, training & education opportunities.

EMPLOYMENT SERVICES

A range of services and resources to respond to the career and employment needs of individuals and the labour needs of employers. Services include employment counselling, job searching, job matching, incentives, mentoring and coaching. Employer participation is critical to the success of the program. Employers are engaged in on-site activities, hiring and training our job seekers.

CULINARY TRAINING FOR YOUTH

Participants in the 16-week CTN program obtain hands-on in-kitchen experience, employment readiness skills and on the job training. Available to youth who have an interest in the culinary field. The program is delivered in partnership with Good Food Brampton. *Culinary Training for Youth- Program ended Dec 31st, 2018

CULINARY TRAINING FOR NEWCOMERS

Participants in the 16-week CTN program obtain hands-on in-kitchen experience, employment readiness skills and on the job training. Available to newcomers 18 years and over, settled in Peel in the past five years and have a desire to work in the culinary sector but lack the necessary skills. The program is delivered in partnership with Good Food Brampton.

PROGRAMS & SERVICES

COMMUNITY SERVICES	PEEL	HALTON	DUFFERIN
Commande		✓	
PATCH	✓		
Home For Good	✓		
Individual Counselling	✓	✓	
Institutional Services	✓	✓	
Life Skills Workshops	✓	✓	
Peel Works	✓		
RESOLVE (Anger/Emotion)	✓	✓	
Healthy Partners	✓		
Voice Link	✓		
Resources/Brief Service	✓	✓	

EMPLOYMENT SERVICES

Direct Service	✓		
Job Matching	✓		
Resource Centre	✓		
Culinary Training - Youth	✓		
Culinary Training - Newcomers	✓		
Bail & Verification & Supervision	✓	✓	✓
Direct Accountability Program		✓	
Halton Youth Attendance Centre		✓	
Halton Youth Justice Committee		✓	

JHS STATISTICS

4 SERVICE DEPARTMENTS



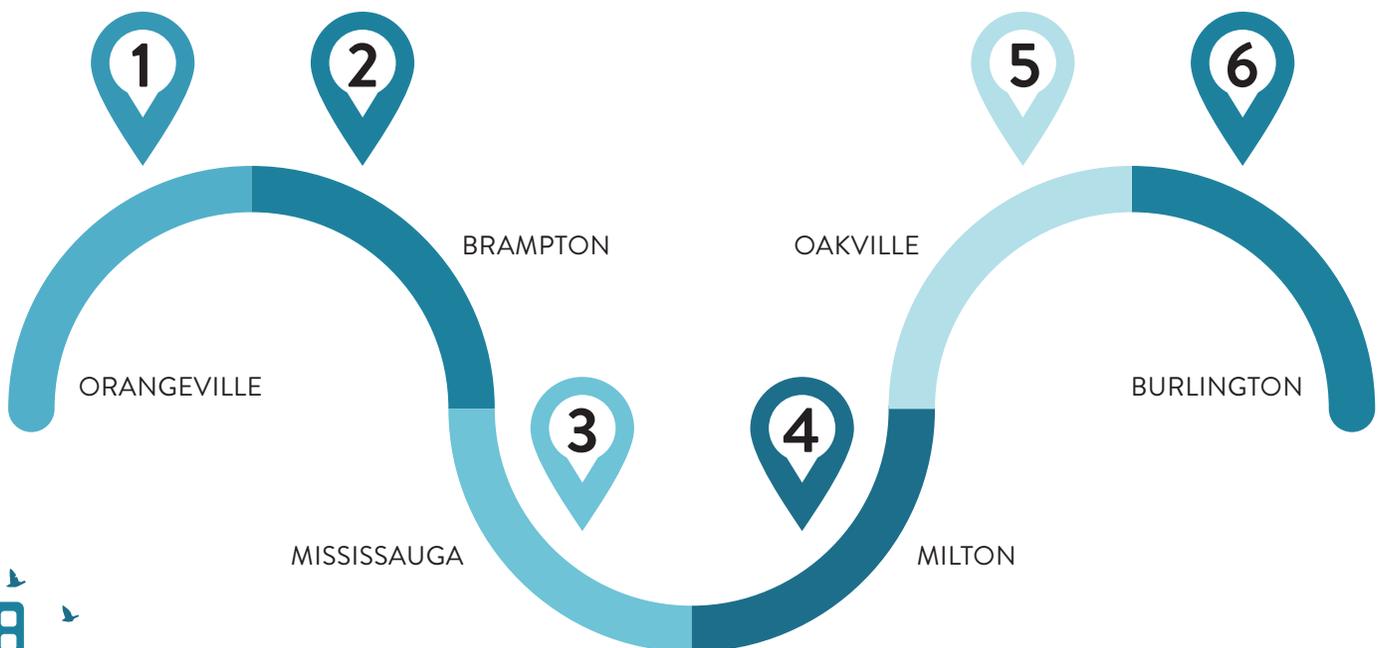
COMMUNITY SERVICES

JUSTICE SERVICES

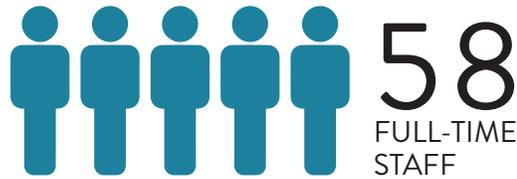
BAIL SUPERVISION

EMPLOYMENT SERVICES

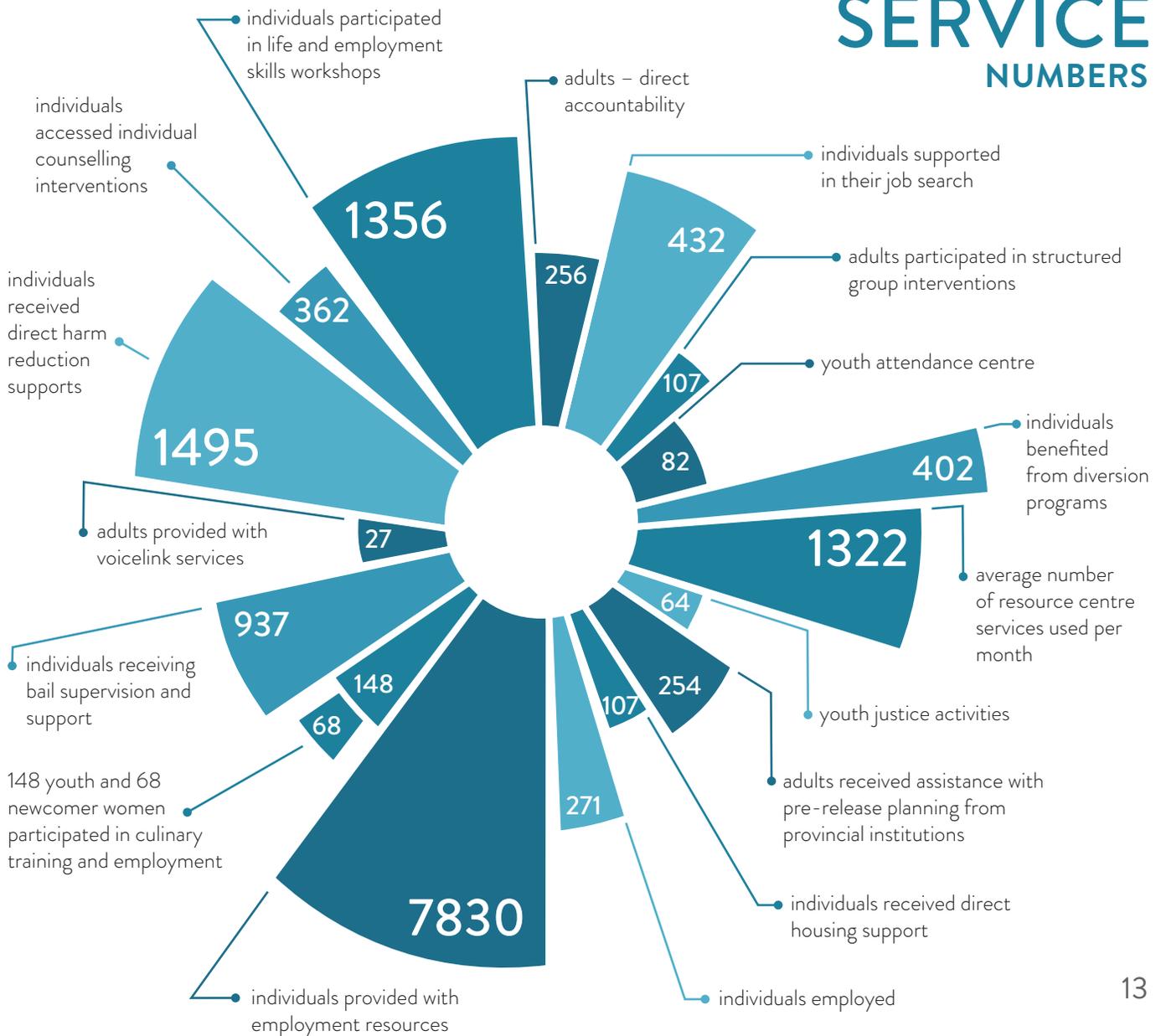
LOCATIONS



STAFF NUMBERS



SERVICE NUMBERS



SERVICE AWARDS

KATHRYN LYNCH

This last fiscal year saw the retirement of our longest serving employee, Kathryn Lynch. Kathryn was instrumental in the development of many programs and services over the years which advanced the agency to where it is today. She was a great leader who was looked up to and respected by staff. Kathryn's dedication and loyalty to the agency was unsurmountable. Her contributions to the community were vast and her kind heart was evident in her dealings with many. Kathryn's impact over her 37 years will be everlasting. She was a fixture that will be greatly missed by all those who knew and had the chance to work with her.

LORNA MITCHELL

Lorna Mitchell retired after 13 years with the John Howard Society of Peel-Halton-Dufferin, as the Branch Manager in Halton. Through her incredible leadership and passion for the work of the agency, she fostered the growth of the Halton branch into what it is today. Thank you for your commitment, energy, support and years of dedicated service.

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.

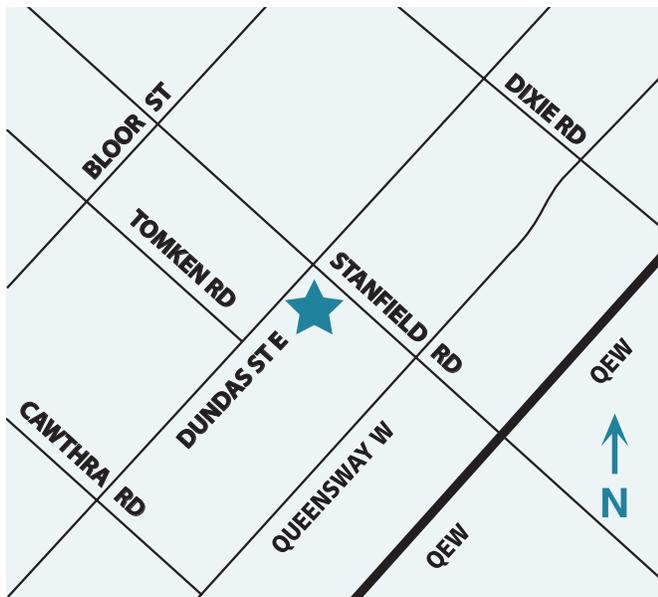
Brampton and Caledon Community Foundation
Ministry of the Attorney General
Ministry of Children and Youth Services
Ministry of Training, Colleges and Universities
Ontario Trillium Foundation
Region of Halton
Regional Municipality of Peel
Service Canada
United Way Milton
United Way of Peel Region

LOCATIONS & CONTACT INFO



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MISSISSAUGA

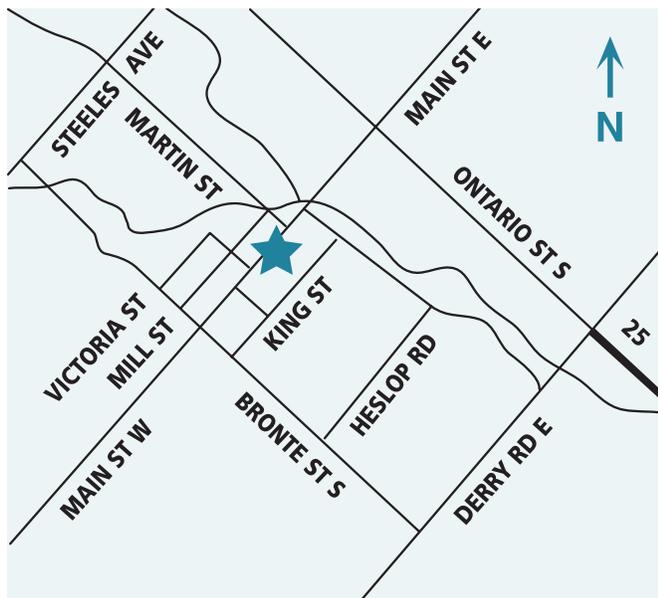
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