



Everyone Belongs Here

2023-2024
ANNUAL REPORT



Our Mission

John Howard Society of Peel-Halton-Dufferin provides effective responses and vital services that empower individuals, foster well-being, and address the root causes of crime.

Our Vision

As experts in the reduction and prevention of crime, we are committed to creating connected and safe communities where individuals thrive.

Land Acknowledgement

We acknowledge that our offices are on Indigenous land, and we honour the Indigenous people who continue to protect and care for the place we call home. We are acknowledging the land in the three regions of Halton, Peel and Dufferin. We recognize the land in Halton as the traditional territory of the Mississaugas of the Credit, Anishnabek, Wendat, Haudenosaunee, Ojibway/Chippewa peoples, and home to the Métis. We recognize the land on which the Region of Peel operates is part of the Treaty Lands and Territory of the Mississaugas of the Credit First Nation in addition to the groups noted for Halton. We are also acknowledging that Dufferin County resides within the traditional territory and ancestral lands of the Tionontati (Petun), Attawandaron (Neutral), Haudenosaunee (Six Nations), and Anishinaabe peoples.

We recognize that the lands we now know as the Regions of Halton, Peel and Dufferin County were stolen and colonized by our western European ancestors and that we have failed to care for the land that Canada's Indigenous peoples shared in good faith. We acknowledge that the treaties were not implemented with integrity and honesty and that this resulted in ethnic cleansing and forced removal of Indigenous people from traditional territories. These treaties include: Treaty 1 — The Head of the Lake Purchase, signed on September 12th, 1806, including the land along the north shore of Lake Ontario through to the southwest of the Toronto Purchase; Treaty 19 — The Ajetance Purchase, signed on October 28th, 1818, covering 6,500 km², including the land encompassed by Brampton in the south, Orangeville in the north, Bolton in the east, and Guelph/Fergus in the west; the Brant Tract or Treaty 3^{3/4}, signed on October 24th, 1795, covering 3,500 acres, encompassing Burlington and portions of west Oakville; and finally Treaty 3 to the Between the Lakes Purchase, signed on December 2nd, 1792 covering 3 million acres, including West Burlington, north to Guelph, east to Hamilton and south to Lake Erie. We also acknowledge that various municipalities within the County of Dufferin reside within the treaty lands named under the Haldimand Deed of 1784 and two of the Williams Treaties of 1818: Treaty 18 — the Nottawasaga Purchase, and Treaty 1 — The Ajetance Purchase.

Indigenous people from many nations continue to live and thrive in the Halton, Peel and Dufferin Region, maintaining stewardship of traditional lands and we appreciate their historic connection to these places. As settlers, we take up the challenge of Truth and Reconciliation in our communities and to bring justice for murdered and missing Indigenous women and girls, survivors and families of children forced to attend residential schools and of the '60s scoop. We know that this acknowledgement alone is not sufficient action and that we must take tangible steps to improve the lives of our Indigenous community members.

Letter from the Chief Executive Officer



When I think about this past year, change and growth spring to mind first. We have witnessed serious socio-economic turmoil, marked by a rise in inflation and the skyrocketing costs of food, rent, and other essentials. This has put immense strain on both our clients and our ability to deliver the meaningful support services they need to create positive futures for themselves.

I am hugely proud of how JHS PHD has transformed these challenges into successes. Since I took on the role of Interim CEO and then CEO, we have maintained a strong and cohesive team. Facing the unknown together has been our biggest accomplishment because it fostered a spirit of collaboration which has enabled us to do even more for our clients, despite the economic climate's attempts to pull us in the opposite direction.

In the past 12 months, we've accessed new grants, raised more funds for programs, and developed innovative ways to support our clients at low or no cost. We've made great strides in building stronger community partnerships to maximize our efforts toward shared causes. We've identified gaps in our offerings and have introduced new programming to address these.

One such case is how we've bolstered our wraparound services for youth. Previously, our intervention services ended after a youth's government-funded service contract was up but, thanks to additional funding from Halton Region, now we are able to give them more time and space to finish their goal plan and feel stable for the future.

Another success has been the introduction of our Wellness Response Assistance Program (WRAP). Already the program has enabled 16 individuals experiencing acute needs to access invaluable support, and it will continue to reduce the waitlist for counselling services for our most in-need clients — those facing numerous barriers to the

social determinants of health with limited financial resources.

Both initiatives have had significant positive impact in our community, enabling us to further meet the complex, ever-changing needs of our clients. Continuing to do this is important to all of us and reflects our ethos of 'Everyone Belongs Here,' which is reflected in the theme of this report.

At JHS PHD we recognize that our organization is the last house on the block for many. 'Everyone Belongs Here' signifies that however you present to us, we're going to do our best to support you. This matters because being part of the justice system can be exhausting. It creates additional barriers and layers of intersectionality on top of those that individuals may already be encountering. Our goal is to support clients in finding the help they need before they get exhausted.

'Everyone Belongs Here' signifies that however you present to us, we're going to do our best to support you.

In this report, you'll see how 'Everyone Belongs Here' is experienced by our clients through the exceptional work our teams do every day. The impact of JHS PHD can be

understood in how we change people's view of themselves, teach them self-advocacy and enable them to build positive futures.

None of this would be possible without great people. My thanks go to all our staff for their continued passion and enthusiasm, as well as to the Board for their dedication and expert guidance in helping us navigate the economic and social landscape. And finally a heartfelt thank you to our donors and funders — we couldn't make a difference without you.

As we look ahead, my focus is on creating a resilient, stable organization and a great place to work where our staff feel supported and fulfilled. From this strong position, we will continue to grow and adapt to the needs of our growing population.

Kara Hart
Kara Hart,
Chief Executive Officer

“I have the ability to connect with individuals who are experiencing the lowest of the lows. Just seeing people work through the struggles they’ve had to face for so long is very rewarding.”

— Meghan Pritchett,
Intensive Housing
Case Manager

“With the support of my caseworker, I am now seeing a psychiatrist and managing my mental health. I am working on setting goals and boundaries for a better life. I am gaining the strength to break free from past toxic relationships and my struggles with addictions. I don’t fight alone anymore.”

— Home for Good client



By the numbers

24 completed Home for Good Program

One location: Peel

Having somewhere to call home is a basic human right

JHS PHD's Home for Good Program is a housing-first initiative which supports those experiencing chronic homelessness.

Meghan Pritchett, an intensive housing case manager, has seen first-hand the difference a home can make.

When she first met one of her clients five years ago, he was dealing with an addiction and some very significant mental health issues, which were affecting his ability to remain housed. Through intensive case management and landlord engagement, she worked tirelessly to connect him to the right resources and overcome the barriers affecting his ability to stabilize and get housed.

"As of last year, we were able to get him housed and he's the most stable he's been in the five years I've known him. He now understands the system and sticks up for himself so he's learned a lot. It's had such a positive impact on him."

As Meghan recounts this story, she says it is one of many. And the goal is that the bright futures will only keep on coming.

"Housing is a basic human right; the ability to have somewhere to call home is a human right," she says. "Unfortunately it's not as accessible to all individuals as we would like it to be."

Through regular in-person and virtual meetings, Meghan helps clients ensure their basic needs are

met. She also equips them with an understanding of their rights as tenants, as well as working with the Landlord and Tenant Board.

"We work with individuals who may not be able to access this kind of support outside of the program. I do a lot of outsourcing, making referrals to mental health specialists, doctors, financial support, and others. We also educate landlords on what it is to work with people who are experiencing significant barriers and vulnerability," says Meghan.

Intensive case managers are considered long-term support, so involvement in the program only ends when the client is ready. For Meghan, this is powerful as it allows her to see the enduring impact of her work. Although other issues may need resolving before an individual can be housed, a home is always an important part of the picture.

"Once the housing piece has been solved, we see such significant improvement in a person's ability to access general success in life. Every journey is different but overall the housing piece is a huge factor in being able to stabilize somebody and then everything else usually follows," she says.

By the numbers

856 clients supervised on the Bail Verification & Supervision Program

1,273 individuals applied to take part in the Bail Verification & Supervision Program

Three locations: Halton, Peel, Dufferin

Justice for all is about more than criminal justice

JHS PHD believes in justice for all. And at the heart of delivering this is the Bail Program. Individuals receive support after being released from custody, for however long their case is in the courts.

One such client was an almost 40-year-old man with no previous criminal history. He suffered an injury at work, which resulted in getting addicted to pain management medication. He lost his marriage, his business, and his home. He went down a very dark road for a long time, which included being charged for some significant offences.

Tanya Colangelo, one of the managers for the Bail Program, worked with him for three years, building the meaningful relationship required to instigate change.

“It took a frank conversation to encourage him to go back home where he was supported. I did a lot of advocacy; writing letters to explain the work we were doing. Eventually he did a year-long rehab program and got the aftercare he needed. They completely wiped his charges. He has been asked to come back and share his story with others. It was definitely a great outcome,” she concludes.

“A big part of our work is reintegration. We work with people navigating multi-tiered barriers and vulnerabilities. We support them to reintegrate so that what they’re coming into the justice system for doesn’t become a pattern,” Nicole Vanveen, the other Bail Program manager, explains.

The team offers a lot of supports clients wouldn’t get elsewhere. This might be counselling classes for anger management or healthy relationships, or assistance navigating the legal system and obtaining legal aid. They put hours of preparation into release

plans. Ensuring clients have somewhere stable to go is essential to giving them a good chance of successful reintegration.

“When someone is in a space to be receptive to what we offer, it can be pretty transformative. It can give them the tools of coping; it can assist them with tackling issues that were putting them into contact with the justice system,” says Nicole.

Although the team hopes that their work ensures they won’t see their clients again, they look forward to celebratory visits. Sometimes clients pop in to say they’ve graduated, got their own apartment, or landed their dream job.

“When you deal with people who are marginalized and on the fringes of society for a myriad of reasons, when you advocate, when you inform, you’re giving them access to justice concepts they’d be locked out of. You’re a voice for the voiceless at times,” says Tanya.

Nicole concludes: **“When we say justice for all, we don’t just mean criminal justice, we also mean dignity and empowerment for all. It means helping someone build resiliency and self-sufficiency.**

“Sometimes what we encounter with our clients is that they think, ‘this is who or what I am.’ So it’s powerful to be able to flip the script with them and really give them an opportunity to see a better future for themselves and be interested in procreating that.”



“It was really good to have someone that I could talk to. I never felt judged or put down by you or the program.”

— Bail Program client

“While in custody, JHS came to my rescue. It was a kind voice that I needed. They went over and above to help.”

— Bail Program client

“Thank you for the kindness you showed. I have been sober for 3 and a half years, recently married and hold a full-time job. This wouldn’t have been possible without people like you showing me compassion when most do not.”

— Bail Program client



Services that are as accessible as they are impactful

JHS PHD switched to virtual programming during the pandemic. Today, that pivot has led to the introduction of a hybrid model of programming that is an integral part of service delivery, with programs operating in the community, in offices, and virtually. This approach to social work means services are more accessible and impactful than ever before.

John was on bail when he began regular counselling sessions through JHS PHD's short-term individual counselling and crisis support program. Initially he attended counselling in JHS PHD's Burlington office but then he changed jobs, which made these regular in-person appointments no longer feasible.

"I was worried that I wouldn't be able to continue counselling because my schedule and location switched due to work. I felt we were finally getting somewhere. But my counsellor said 'Don't worry, we'll make it work.' It took a huge weight off my shoulders," John says.

Thanks to the flexibility of the hybrid model, John began choosing whether to visit the Milton office or opt for a phone appointment instead, depending on his schedule. This approach meant he could continue to make progress and gain the essential support he needed to move forward.

"Consistency is very important when you're dealing with challenging situations. JHS PHD were incredibly accommodating with my work schedule to make sure I got the counselling I needed," says John.

As JHS PHD supervised him while he was on a judicial interim release, John also began attending our bail supervision program. This program provides him with a clear plan for supervision and support, creating a positive intervention while he awaits trial. Having his plan set up as a hybrid model helps him manage the practicalities of his bail conditions with ease.

"Sometimes I would go to the office to meet my bail supervisor and then have my counselling afterwards. Other times I've moved to phoning my supervisor. It's easy to check in. I get regular updates on my court dates and I can assure my supervisor that I haven't breached any of my bail conditions," he explains.

During this time of particular vulnerability and uncertainty, John has found reassurance in knowing advice and support are easily accessible.

"It gives clients the knowledge that they're important to JHS. You get to keep the same counsellor and the flexibility is a godsend. People don't want to lose access to services but they might want to get a new job or situation to better themselves."

Thanks to the flexibility of the hybrid model, John began choosing whether to visit the Milton office or opt for a phone appointment instead, depending on his schedule.

John is one of many clients whose journeys have been positively impacted by the hybrid model. While his journey hasn't yet reached the end, he acknowledges the huge impact JHS PHD's services have already had on his perspective and well-being.

"Counselling has given me the tools required to help deal with the stress, anxiety, depression and anger that I was feeling due to everything that's gone on in my life. I feel like it's actually helping the most out of anything I've ever done. I feel a lot more upbeat. My outlook on life is different; it helps me realize that I'm not in this fight alone."

Empowering clients to overcome barriers now and in the future

For many involved in the justice system, reintegration into normal life is a huge challenge with many hurdles. JHS PHD's System Navigation Program gives clients essential one-to-one support in navigating systems and services.

Teanna Langsford's work connecting clients with the appropriate services in the community starts while they're still in custody. Once released, her support doesn't end — over the course of six to eight weeks, Teanna works alongside clients during this critical time to make sure they are fully supported throughout the transition from incarceration to reintegration.

"Clients need our program to connect from the institution to the community. There are reintegration workers in the jail and there are services outside but there's nobody to really connect these two together. That's where we come in," she explains.

Many individuals need help with practical concerns like employment, housing, getting their ID, and accessing benefits like Ontario Works (OW) or Ontario Disability Support Program (ODSP). Others also need support with their mental health and well-being.

"We support people during a really vulnerable period of their life. Without this, they are at high risk of reoffending, or relapsing," she says, explaining a main focus is in ensuring they have the tools they need to adapt back to life in their communities.

"We're someone they can work through applications, paperwork and other administrative priorities with, rather than things going on the back burner because they run into a barrier. We help clients plan and we follow up. It helps them stay organized as there are lots of things to arrange at once."

The Systems Navigation Program may help clients attend to a range of immediate concerns, but its focus is on long-term outcomes. The goal is for participants to deal with the root causes of any issues so that they can have a positive, law-abiding future. Teanna treats each client as an individual and takes a holistic approach to improving their circumstances and outlook.

"I connected one client with an addictions counsellor and got him on OW so he had a steady form of income. Through a contact in the construction industry he also managed to find a steady job. I also helped him work through the paperwork to get supervised visits with his daughter. Today, he's doing really well, still working and seeing his daughter regularly, as well as going to counselling. That transformation was great to see," she says.

Such successes have come from continually evolving the program to meet unique client needs.

"We develop really good relationships with clients. We discuss their past and how we can move forward, as well as using motivational interviewing to build momentum around their goals," says Teanna.

The team hope to expand their referral sources and continue working alongside the local reintegration table, which brings together different organizations to plan an individual's release. This should mean smoother transitions and better reintegrations.

"For clients, just knowing there are people looking out for them is so important for empowering them to move forward," says Teanna.

Teanna treats each client as an individual and takes a holistic approach to improving their circumstances and outlook.

By the numbers

44 supported by the Systems Navigation Program

Two locations: Halton, Peel

110 interactions (in-person, phone call or emails) with collateral contacts, totaling 1,205 minutes of their time

69 clients have received reintegration case-management supports from the Systems Navigators.

Out of these 69 clients, there was a total of 266 case-management appointments scheduled, and clients attended 201 of them. Case-management appointments ranged from 5–180 minutes with Systems Navigators spending a total of 5,994 minutes in one-on-one meetings with clients.



“There is not much support inside the [institution] so it meant a lot for [them] to come and visit. They visited me and made phone calls for me...it was very important to have hope with helping on the outside.”

— Systems
Navigation client

“[Systems Navigator] went above and beyond. Certain jobs are more of a calling for some people, and I felt like these folks were in the right career choice.”

— Systems
Navigation client

By the numbers

Wellness Response Assistance Program (WRAP) started in fall 2023.

JHS PHD served 614 individuals who had no income, or were receiving social assistance such as Ontario Works or Ontario Disability Support Program.

Our Client Support Worker supported 16 of the most acute cases from this client group.

One location: Peel



“WRAP allowed me to get my thoughts together regarding my addiction and mental health. It let me take time to reflect on what I needed to change. Due to this, I feel I have been able to change my outlook and progress towards a more positive spot than I was in when I started.”

— WRAP client

“I’m extremely grateful and pleased with the services and the wonderful staff. The program has helped me immensely to understand the reasons why I dealt with my issues the way I did in the past and understand better how to deal with issues and people.”

— WRAP client

Finding a community helps clients find themselves

Engaging with the community and helping clients discover their community is an important part of JHS PHD's work. WRAP (Wellness Response Assistance Program) is a new initiative that takes individuals from isolation and stress to connection and well-being.

After her arrest, Renee* found herself trapped in a cycle of negativity. She punished herself relentlessly with negative self-talk, drowning herself in self-criticism and fear. She couldn't see a path to move forward with her life.

When she was connected to WRAP, everything changed — the program became her lifeline where she could finally confront her pain.

“Through talk therapy and active listening, they helped me peel back the layers of my past trauma. They didn't give me easy answers but empowered me to find my own path to healing,” she says.

The program is offered to individuals living in the Peel region who are on a fixed low income and facing life adversity. Many involved have undiagnosed or unaddressed mental health issues. Some are battling substance abuse addictions, or run-ins with the justice system.

Wellness Response Client Support Worker, Shyika Maitland-Francis, describes participants as those who often fall through the cracks.

“The WRAP program has provided a voice for a lot of these individuals. It's validated their experiences and made them feel less alone,” she says.

“Together we meet important milestones. One of my clients hadn't had a family doctor for over five years. Now his mental and physical needs can finally be addressed.”

WRAP is delivered over six to 12 weeks, depending on client need, and is accessible in a hybrid format.

The program offers an inclusive space to those who wouldn't be able to afford private therapy, counselling, or other forms of wellness support.

“WRAP equipped me with the tools I needed to cope in a healthy way. I journal regularly, express my feelings openly, and allow myself to grieve. Most importantly, I've learned to forgive myself and cry when I'm sad. These are powerful changes that have replaced my self-destructive behaviours,” says Renee.

Shyika explains that the goal is different for everybody and that the program is not one size fits all.

“Someone might be leaving an abusive partner and that might be a goal. Other times it might be learning positive coping strategies for anxiety, instead of a reliance on alcohol. As clients develop, the work from the program trickles into all areas of their life. They might start to show up as better parents or partners too. You see a big transformation overall and that's how I know it works.”

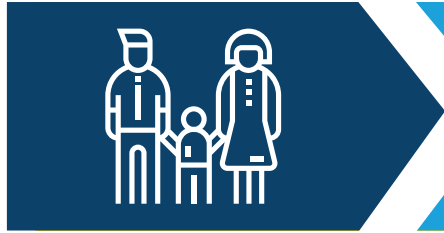
As well as personal development, Shyika prioritizes community and invites her clients to events where they can connect to local services. In the future, she hopes to organize open dialogue opportunities on topics like self-esteem and stress management, knowing that social interactions can make all the difference.

“WRAP isn't just a program; it's a breath of fresh air for my soul. Every session leaves me feeling lighter, with a renewed sense of hope for the future,” agrees Renee.

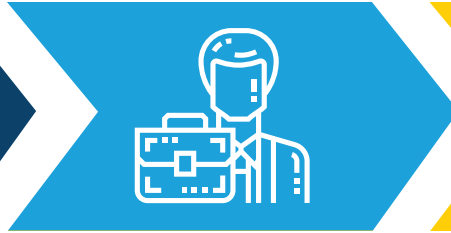
*Name changed to protect privacy.

JHS Statistics

3 Service Departments



COMMUNITY SERVICES

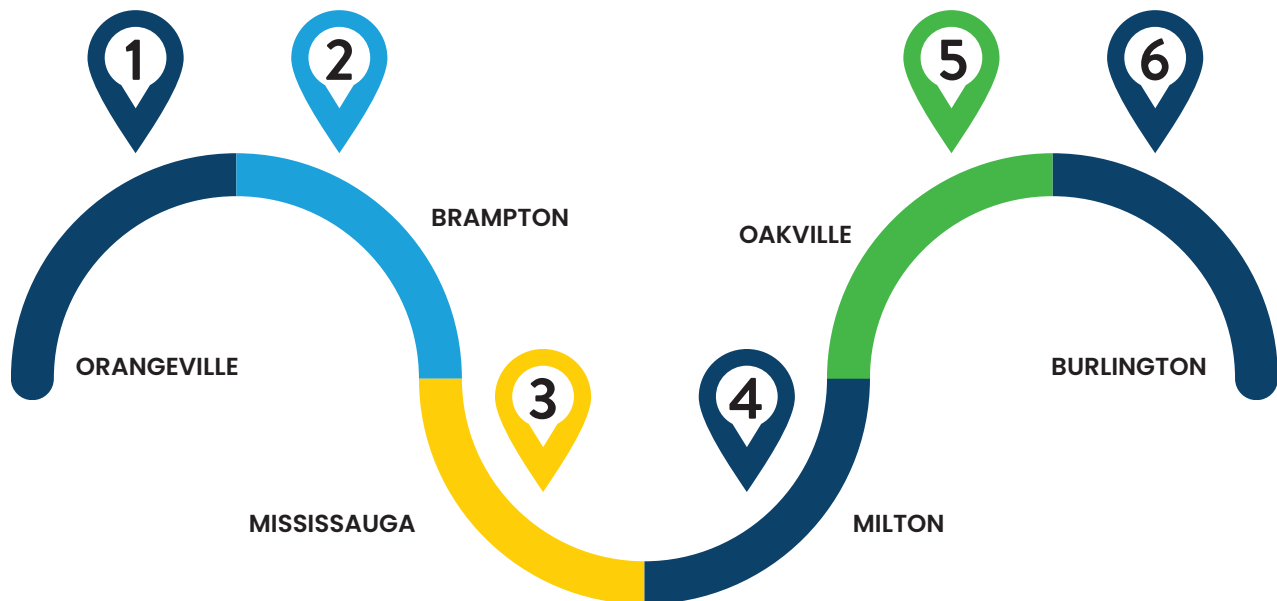


JUSTICE SERVICES

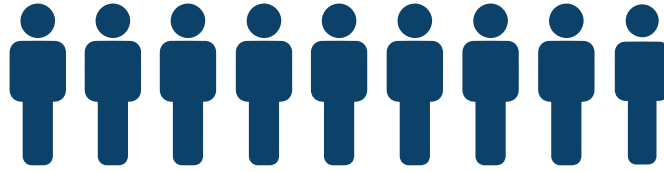


BAIL SUPERVISION

6 Service Locations



STAFF NUMBERS



38
FULL-TIME
STAFF



472
VOLUNTEER HOURS

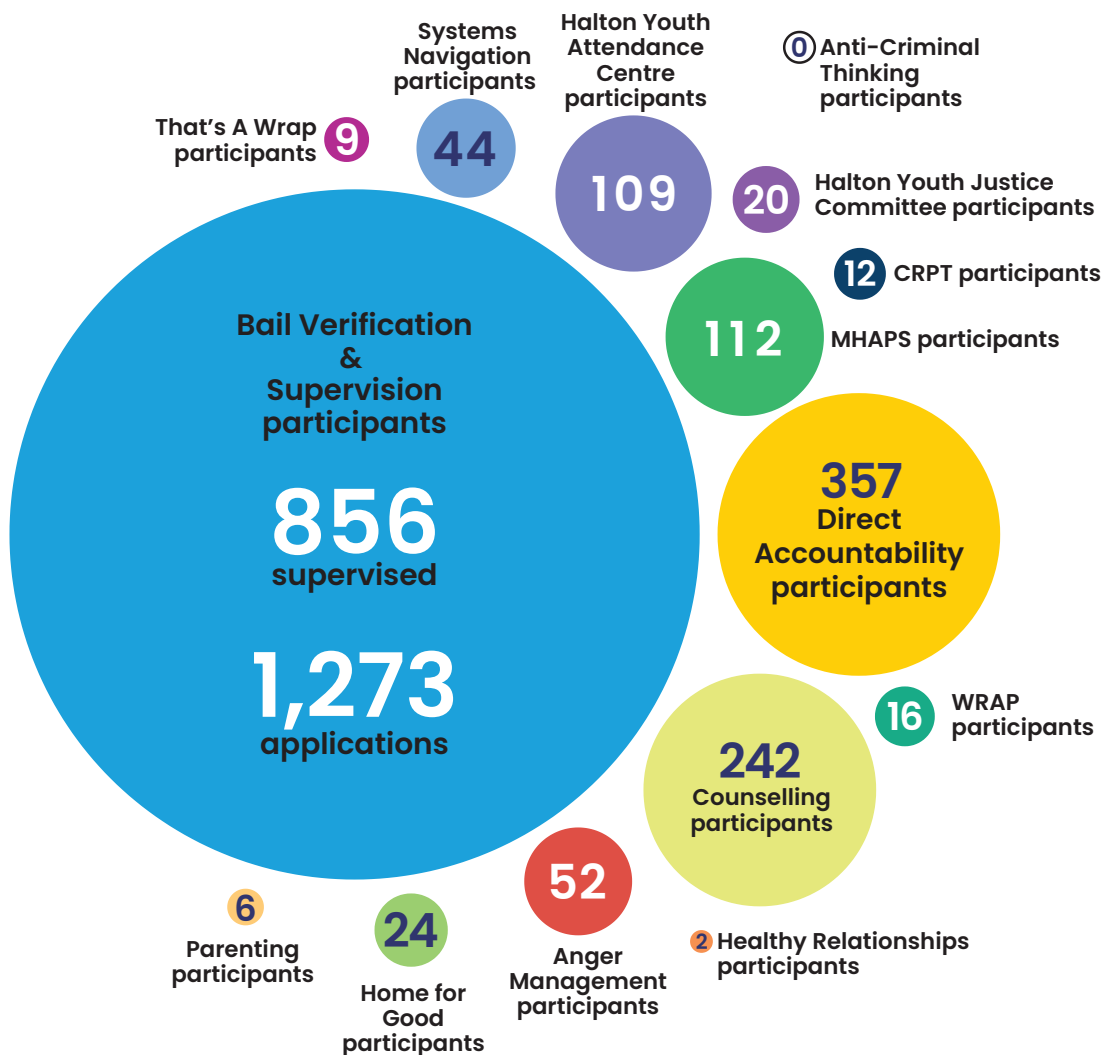


27
VOLUNTEERS



09
STUDENTS

Programs



Board of Directors

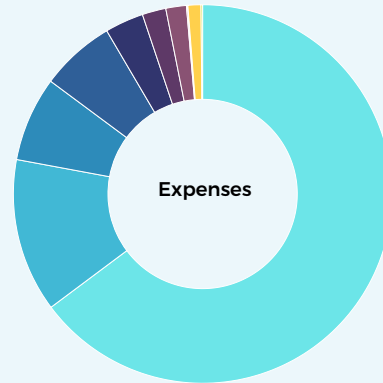
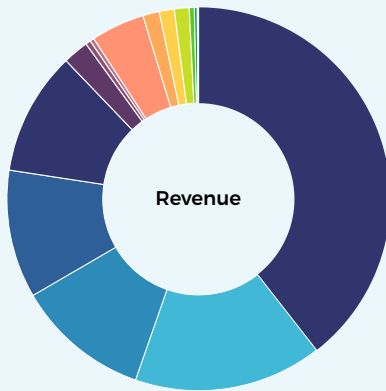
Executives

Pauline Wainwright, President
 Rafiq Rokerya, Vice President
 Keith Gilbert, Treasurer/Vice President

Members

Peter Wood
 Leonard Lyn
 Saleha Khan
 Fayorn John
 Ann Christian-Brown
 Ruth Bannerman
 Kyla Cassidy
 Adam Cox

Financials



For the year ended March 31, 2024	2024	2023
Revenue		
Grants		
· Ministry of Attorney General	1,130,490	1,130,490
· Region of Peel	455,488	339,099
· Ministry of Children, Community and Social Service	322,990	322,990
· Ministry of the Solicitor General	309,534	429,232
· United Way	298,660	259,712
· Halton Region	62,074	-
· Other Revenue	12,434	-
· Ontario Trillium Foundation	9,900	96,300
· Service Canada	-	8,925
Other income	129,752	120,297
Unrealized gain (loss)	39,736	(45,050)
Realized gain	36,479	406,351
Dividend and other investment income	35,713	23,923
Rental income	12,204	19,918
Fees for services	7,121	10,955
Donations	3,088	2,724
Reset revenue	-	30,633
Amortization of deferred capital contributions	-	11,806
Total Revenue	\$ 2,865,663	\$ 3,168,305

For the year ended March 31, 2024	2024	2023
Expenditures		
Salaries	1,830,650	1,819,463
Employee benefits & HR costs	371,090	335,058
Occupancy costs	204,579	160,784
Administration expenses	180,481	143,124
Service and program expenses	93,366	90,986
Professional fees	57,226	43,167
Travel and conference expenses	49,602	82,624
Project costs	3,013	369
Renovation and relocation expenses	461	48,467
Interest on mortgage payable	-	15,216
Fundraising	-	1,212
Amortization of capital assets	31,397	52,289
Amortization of intangible assets	3,794	3,795
Total Expenses	\$ 2,825,659	\$ 2,796,554
Excess (deficiency) of revenue over expenditures	\$ 40,004	\$ 371,751

For complete audited financial statements,
 please visit <https://johnhoward.on.ca/peel-halton-dufferin/>.

Funders

Programs

Ontario Trillium Foundation

Internal Capacity – Program Reviews
and Sustainability

Ministry of the Attorney General

Bail Program
Direct Accountability Program

Solicitor General

MHAPS
System Navigation Program

Ministry of Children, Community,
and Social Services

Halton Youth Attendance Centre
Halton Youth Justice Committee

Region of Peel

Home for Good
Wellness Response Assistance Program
(WRAP)

United Way of Greater Toronto

Counselling Program
Eviction Prevention Program

United Way of Halton and Hamilton

Wellness Response Assistance Program
(WRAP) – Halton

Halton Region

That's A Wrap (TAW)
Early Adult Intervention Program

The Catherine and Maxwell
Meighen Foundation

Homelessness Prevention Program

The Robert Kerr Foundation

Homelessness Prevention Program

Finding a community helps

Throughout this report, you've seen examples of JHS PHD in action. We work toward effective, just and humane responses to crime and its causes. By supporting the people whose lives are affected by the justice system, we can build safer communities for all.

Continued discussion around the justice system is important. In the year to come, we will push our community education, and voice on criminal justice topics, so that people understand the issues affecting our communities. With increased awareness, we hope more people will be encouraged to support our work.

There are increasingly more needs to address with fewer dollars. The financial sustainability and resiliency of the organization is therefore an important priority for the future. We will be making small, progressive changes to tighten our financial controls, diversify our funding and increase our capacity, as well as seeking out new partnerships. Our focus is on being adaptable and strong, knowing that political and economic change is always likely.

What will never change is providing a space for those who need us. We bring a unique service, offering unique expertise, and we know that there is so much more we could be doing. We have big dreams and will continue putting the building blocks in place to make them a reality. With your help, we can continue being somewhere everyone belongs; somewhere clients can find the support and advocacy they need to make positive changes that benefit the whole community. Support us, and them, today.







“Every penny spent with JHS PHD is worth it because they hire amazing staff who truly care about the clients and go out of their way to make them feel comfortable in the way they provide services.

It’s a fantastic organization. They need to get recognized more for the amazing work that they do. I would be nowhere near as good as I am now if it wasn’t for them. They need the funding so they can hire more great staff and keep programs like this going.”

— Counselling Services client



 @jhsontario

 @jhspeelhaltondufferin

 @jhs_peel_halton_dufferin

 @jhso

 johnhoward.on.ca/peel-halton-dufferin