



**2015-2016**

**Annual Report**

**JohnHoward**

SOCIETY OF TORONTO

**PREVENTION ■ INTERVENTION ■ REINTEGRATION**

# A message from the President



It is with a profound sense of accomplishment, that the Board renders this report to the membership. At the end of this, our first year after amalgamation, the John Howard Society of Toronto, under the direction of our new Executive Director, has successfully completed the transition into a bigger and better version of itself.

I would like to highlight some of the steps along the way. Over the past year, the Board has mandated the overhaul of our accounting practices to better manage and account for our expanded programs and services. The halfway house and reporting centre for federal offenders, previously operated by the old St. Leonard's Society, have been fully integrated into our operations. Increasing client traffic and new funding have vindicated the Board's leap of faith in green-lighting the innovative but unfunded, Reintegration Centre. Our authorization to accept the controversial offer of partnership with our local police division to reduce the criminalization of poverty and promote harm reduction has benefited our clients and the community at large. These and other

initiatives helped our clients and ensured our relationships with our neighbours, partner agencies and funders continue to be positive.

Much remains to be done. We look forward to further develop the use of our new premises. As we pay down our mortgage and improve our efforts at fundraising we look forward to becoming more self-sufficient. We will work to raise the agency's profile in the community at large. We will welcome any program initiative consistent with our mission. We will continue to encourage our staff in the exploration and adoption of new and best practices in program development, service delivery and needs assessment. We are dedicated to, "making our community safer by supporting the rehabilitation and reintegration of those who have been in conflict with the law".

President of Board of Directors,

Stanley Mircheff

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# A message from the Executive Director



The John Howard Society of Toronto (JHST) is a non-profit (charitable) organization committed to providing and developing programmes that reduce the social, economic and personal cost of crime. We are dedicated to assisting individuals who have been in conflict with the law or who are at imminent risk of coming into conflict with the law through service, education and community programmes. The thrust of our efforts are towards: prevention, intervention and reintegration. I hope that this annual report will serve as a historical record of the numerous achievements over the past year. We expanded our programs, began internal and external evaluations of existing programs and worked to be an agency of excellence overall. All of these achievements were in the midst of an amalgamation that was both exciting and exhausting. The tireless efforts of the entire staff team deserve to be celebrated and I sincerely thank each and every one of them for their commitment to the clients and our agency. I must go one step further in acknowledging and commending the senior management team for their leadership and unwavering dedication to making a year of transition appear so easy to those within JHST and our numerous partners. Bernice Lartey, Caroline Hamlet, Lois Powers, Scott Leone and Amber Kellen are the team every Executive Director hopes to have alongside them and I feel privileged to support, encourage and learn from their work!



# Year in Review: Our Programs and Services

## Finding Employment with a Criminal Record (FECR)

This year, the FECR Program has nearly doubled its capacity by fiscal year-end. We improved the program by adding a component that provides our clients with their own LinkedIn account as an additional networking tool. In March 2016, we also included a special public library session that resulted in all of our participants receiving their certification in 3D Printer Basics!

## Strategies Towards Employment and Assertiveness Management (STEAM)

We reached 94% of our funded capacity and consider this a success given the historically low referrals. We also changed the program acronym to Strategies Towards Employment and Assertiveness Management late in the year to combat the stigma that had commonly been identified with having an “anger” issue. The name change allows for the ideals of empowerment and self-confidence ingrained in the program to be conveyed more clearly as it describes the acquisition of “assertiveness” skills and more accurately portrays the program goals.

## Record Suspensions Service

For the first time at JHST, we saw a decrease in the number of clients we deemed potentially eligible and a corresponding decrease in revenue. Toronto Employment and Social Services continues to be our main referral source as they understand the barriers that criminal record can create. For JHST, the lower revenue has limited our ability to market our service and, more importantly, to raise awareness about when individuals can apply.

## Anger Management Professional Program

We continued to provide anger management counselling to men ages 18 and up. Anger Management is delivered over 4 group sessions with individual counselling as required and is based on cognitive behavioural practices. It does not address counselling for domestic violence as a specific and targeted counselling is required for intimate partner violence. In 2015/16, we had over 350 contacts with clients interested in the Program.

## Anger Management Professional Training

JHST is recognized for the delivery of Anger Management programming for both non-profit and business settings. The feedback continues to be positive regarding this training and we look forward to the year ahead and expanding this training initiative

## Institutional Services and Programs

This year, we enhanced our Get Started Program, with the addition of services delivered by our Peer Support staff for inmates who are nearing release dates to provide information to help them prepare for community reintegration (e.g., how to access Ontario Works, the process for replacing lost or stolen I.D., how to access housing and re-entry support, etc.). Through the dedication and commitment of our staff and volunteers on the Institutional Team, our programs and services have been accessed by over 2,000 clients.



## Partner Assault Response (PAR) Program

Our Partner Assault Response (PAR) Program graduated 373 clients this fiscal year which represented 95% of all referrals! Our individualized case management approach supports the client success of those with mental health issues, substance misuse issues, men who are homeless, who present with aggressive behaviours, and who are also deemed as high risk to re-offend.

### PAR Referral Service

The PAR Referral Service coordinates the referrals of individuals who have been mandated to attend the PAR program in the Toronto region. To ensure a timely and equitable distribution of individuals to the most appropriate Toronto PAR Program provider, our team takes into consideration the specialized needs of the individual and the PAR Program provider's capacity to serve the individual. Staff attend five criminal courts on a weekly basis, conduct intakes with clients and make referrals. Our service also receives and refers all probation referrals to PAR for the 10 Toronto probation offices.



### Community Response Program (CRP)

Another year of prevention, intervention and partnership with the Toronto Police Service as we deliver CRP in the community. Most CRP clients participate in a domestic violence program, however require additional supports in their efforts to challenge faulty values, attitudes and/or need ongoing services specifically for mental health and substance abuse. This additional service enhances the well-being of these men, and, in turn the safety of their partners.



### Reintegration Centre

What a year of growth and development it has been! We are extremely thankful for the public speaking and media opportunities we had to talk about the Reintegration Centre (RC) this past year. We have been supported throughout our journey by Minister Naqvi and all of the staff at the Ministry of Community Safety and Correctional Services. We are immensely grateful with the funding contribution their Ministry has made.

From April 1, 2015 to March 31, 2016, we served 492 at the Reintegration Centre. Requests for community accompaniments by our peers are in increasing demand. We are now open 2 nights a week until 7:00 p.m. to accommodate the needs of clients requiring assistance. Basic clothing, hygiene items, and duffle bags continue to be in high demand by clients coming to the RC.

*"John Howard Society of Toronto was there when I needed them most. I had nowhere to go and no support. I was told help was across the street and they were right. I can never thank the staff enough for what they did for me."*

*RC Client 2015*

### **Direct Accountability Program (DAP)**

The Direct Accountability Program (DAP) is an alternative to prosecution for eligible individuals who have been charged with minor criminal offences. The program involves accused persons being held accountable through community-based sanctions such as community service work, restitution, and attending psycho-educational workshops/counselling sessions, to name a few.

### **Anger Substance and Awareness Program (ASAP)**

Funded by the Ministry of the Attorney General, ASAP is a component of the DAP, whereby eligible DAP clients whose charges reflect an anger/substance issue present at the time of the offence complete a two session psycho-educational program. ASAP examines risks associated with substance use and or anger issues which contributed to offences being committed.

### **First Things First (Relapse Prevention Program)**

Provides individual counselling at our main site in order to encourage individuals to develop realistic goals around their substance use and to address the bio/psycho/social issues which contribute to it. We also provide a weekly Relapse Prevention group which is based on a non-12 step approach (bio/psycho/social) model that includes topics such as setting achievable goals, anger management, harm reduction, health and wellness and developing strategies to avoid relapse. The program also distributes harm reduction equipment. Also, First Things First provides a reintegration package with resources and worksheets for clients who are incarcerated in jails throughout Ontario in order to plan a successful reintegration back into the community. In 2015-2016, we saw approximately 480 clients passing through.

### **Housing Program**

The Post Incarceration Project focuses on early intervention and we have continued to see an increase in the number of clients coming into the office to ask questions and/or enroll in the program within the first week of their release. We are actively conducting outreach in both Toronto institutions and have developed a successful delivery of service in collaboration with the correctional staff at those facilities. We have access at our office location to collect-calls from incarcerated clients and the calls continue to come in at a steady rate. As has been the case since the beginning of our housing division, partnerships in the community are flourishing and we continue to encourage all clients receiving follow up supports to access programs and services from other agencies if they have needs that cannot be met by John Howard Toronto. Appropriate referrals to community partners have increased the success rate of many of our clients and we enjoy the sharing of information and ideas that result from our continued and new partners in the community. We continue to meet with our partner networks monthly and with some community service partners weekly.

### **Drug Court Transitional Housing Program (TDC)**

The TDC Program served a total of 18 clients during the 2015-2016 fiscal year. The most common offences were Possession of a Controlled Substance and Theft under \$5000, which represented all of the 18 clients served. The overall length of residency for all 13 discharges was 104 days or approximately 3 months. During this time TDC clients learn new life skills and essential harm reduction tools. 13 out of the 18 clients were discharged prior to the year's end, seven (7) of whom were deemed successful. These seven successful clients all secured permanent housing and had not been charged with a criminal offence for up to 6 months prior to discharging from TDC housing.

## Walter Huculak House - Crossroads Program

The Crossroads Program served a total of 50 clients, 35 of which were discharged prior to the year's end. Of the 35 discharges, 25 were deemed successful. The overall success rate of the program for 2015-2016 was 80% (based on all 50 clients served, and includes clients still in the CRF as of the end of the fiscal year). For comparison purposes, Table 1 below outlines the Crossroads Program's success rates for the past three fiscal years.. Figure 2 An overview of the Crossroads Program's population make up by release type.

	Success Rates	
Year	Discharges	Overall
2013-2014	27 of 35 = 77%	43 of 51 = 84%
2014-2015	29 of 37 = 78%	44 of 52 = 85%
2015-2016	25 of 35 = 71%	40 of 50 = 80%

Table 1

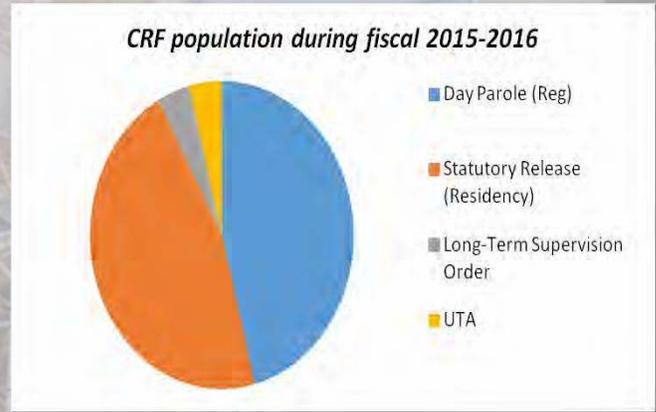


Figure 2

## Crossroads Day Reporting Centre

As we have reinforced throughout the years of the CDRC operation, many individuals leave prison with little or no savings, a lack of stable housing, no direct access to a primary care physician, limited employment opportunities and little or no opportunity for immediate community stabilization. Transition based services and support such as those provided by the CDRC, offer a crucial link to immediate sources of help to address some or all of the above issues. The CDRC transitional services also focus on continuity of care so that individuals who received specific services in prison continue to receive them upon release to the community. Without this sustained attention and advocacy it is possible that such an interruption in service delivery can all too easily become permanent.



Needs-Domain Areas	Number of Clients with Identified Need at intake
EMPLOYMENT	65
PERSONAL/EMOTIONAL	39
HOUSING	32
EDUCATION	24
ATTITUDE/ORIENTATION	23
LEISURE	20
SUBSTANCE USE/RPP	14

*"My name is T.B. and I have been a resident at the John Howard Society's Crossroads program at since March 2016. I have had a great experience since being released. I believe that Crossroads is a great program to help people like me transition back into society. The staff is very helpful and they genuinely care about seeing residents succeed and accomplish their goals. They try to get to know us on a personal level and they treat us with dignity and respect, which is something I'm not used to since being incarcerated"*

## Youth Innovation Fund



Through funding made possible from the United Way of Toronto and York Region, we are conducting interviews with key stakeholders in the community in reference to youth programs specific to gang prevention and exiting. One of the objectives is to enhance community linkages and partnerships. This funding is for one year and is not direct service but rather to enhance community engagement. To date, we have met with the Toronto Police Service and numerous community agencies. We commend United Way for this funding stream as this information will enhance community capacity to provide services where needed the most so youth can excel and meet their life goals.

## Street Referral Pilot Project

This project started on October 1st, 2015 and concluded on March 31st, 2016 and began a new relationship between law enforcement officials and JHST, as well as Public Health (The Works). This was the first street level collaboration between the Toronto Police Service and frontline workers in the City of Toronto to offer harm reduction and referral services to marginalized and street involved community members facing mental health, housing/homelessness, poverty and/or substance use issues. Throughout the course of the project, officers and pilot partners engaged 378 people in need of help and made 425 referrals to community social services during the project. Over 90 assistance requests for housing help and housing maintenance were received as were 44 requests for mental health assistance. Help to obtain financial support (including OW and ODSP applications) was provided for 52 people. Harm reduction kits and information about JHST and its programs were distributed on a daily basis. Many of the people helped through this project had been known to police for past criminal activity and were accustomed to interactions resulting from enforcement of criminal violations, leaving most of them with negative perceptions of police. Overcoming this obstacle, changing people's perceptions of police and building trust, was slow but achieved. Developing rapport with marginalized members of the community took time and repeated effort. Once the project was underway and people on the street became familiar with the officers involved, many actively sought out their assistance. These individuals shared their experience with others and told about how the project could help them, and so the message spread and so did the community impact.



378

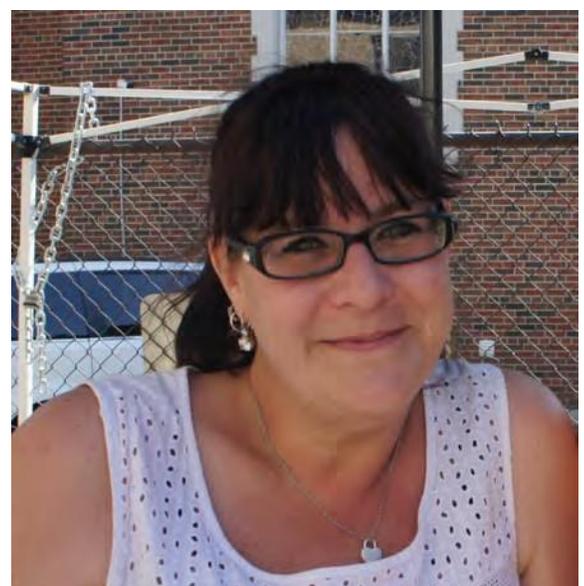
Individuals engaged

425

Referrals made

134

individuals housed



# JHST Goes International



Through a partnership with Crossroads International we had an amazing opportunity for a second year in a row to send staff to Africa to provide domestic violence training. The John Howard Society is well recognized for providing comprehensive domestic violence programs and were approached by Crossroads to join them in their efforts to reduce gender specific violence.

This fiscal year Sophia Cousins-Williams from John Howard Toronto and Shane Joseph from John Howard York Region attended for 2 weeks to provide training to teachers and to meet with government representatives in Africa to explore possible policy implementations.



This experience has been a rewarding and we are pleased to have this on-going collaboration. We are currently in meetings with Crossroads and African Officials to discuss prevention programs for boys.



JHST was represented by its Executive Director on the organizing committee for the 2nd World Congress on Community Corrections held in Los Angeles, California in July 2015. The purpose of the World Congress was to bring together community corrections leadership professionals from all corners of the world to share effective practices, promising initiatives and challenges faced in providing services to those being supervised by justice systems.



Executive Director, Sonya Spencer was invited to UNAFEI as a visiting expert to give a keynote address on September 29, 2015 in Tokyo, Japan.

UNAFEI is a United Nations regional institute, established in 1962 by agreement between the United Nations and the Government of Japan. The theme was Community Involvement in Community Corrections, Ms. Spencer spoke on the importance of the community for offender rehabilitation and crime prevention.

# Statement Of Operations

JOHN HOWARD SOCIETY OF TORONTO  
STATEMENT OF OPERATIONS  
FOR THE PERIOD MARCH 31, 2016

	2016	2015
<b>REVENUE</b>		
United Way	\$ 540,132	\$ 513,131
Bingo	20,738	
Ctty of Toronto	849,497	656,736
e S C	645,349	
Ministry of Anorney General	738,023	587,065
Ministry of Community & Social Services	205,955	291,222
Minister of Community Safety	104,715	106,368
Fee for service	119,470	255,527
Ministry of Health		15,000
Donations and fundraising	120,984	105,158
Other	130,619	48,821
Klinck Coffee	68,506	
	<u>3,543,988</u>	<u>2,579,028</u>
<b><u>COST OF SALES-COFFEE</u></b>	<u>14,884</u>	<u></u>
<b>EXPENSES</b>		
Advertising & promotion	7,365	7,776
Amortization	76,750	43,625
Bank charges	4,736	3,238
Fees-provincial	674	7,833
Food	20,409	
Furniture, equipment, computer lease	29,475	49,116
Insurance	20,410	12,713
Mortgage interest	79,465	79,634
Office supplies	53,733	23,693
Postage, fax, courier, publications	7,876	8,527
Printing, copying	9,965	8,119
Professional fees	46,026	61,710
Program	100,278	186,698
Purchased services	311	22,912
Rent	140,459	108,043
Salaries	2,573,200	1,755,828
Secur system & cleaning	88,250	85,689
Staff training	19,499	13,788
Telephone & internet	82,876	47,984
Travel	38,230	19,578
Utilities	61,522	<u>0,527</u>
	<u>3,461,509</u>	<u>2,573,031</u>
Excess of Expenses over Revenue	<u>L 67,595</u>	<u>\$ 5,997</u>

# KLINK<sup>TM</sup> Coffee



A social enterprise  
created by the non-profit  
charitable organization of  
John Howard Society of Toronto.

KLINK provides jobs and training for  
people returning home from prison.  
We help make communities safer,  
and families stronger.



**drink** **KLINK**<sup>TM</sup>.com

klinkcoffee  
@klinkcoffee C  
klinkcoffeecanada Ij

A Social Enterprise of:  
**JohnHoward**  
SOCIETY OF TORONTO

# Volunteer/Students

We have many relationships with local colleges and universities, including Humber, George Brown, Centennial and Seneca Colleges. We continued relationships with University of Toronto, York University, and Ryerson, and we are currently expanding our connections to other universities across southwestern Ontario such as Wilfrid Laurier University and University of Windsor. We have maintained a great reputation by offering beneficial placements for our students, and meaningful opportunities for volunteering. We are working on developing additional volunteer opportunities including the revamping of our Pen Pal Mailbag Program (in which inmates can engage in platonic correspondence with our volunteers to address their social isolation from family or friends).

This year, 34 students completed their student placements with JHST. On average we have 10-20 inquiries a month from potential placement students. We also had 21 volunteers with us over the year. Some of these positions have been dedicated towards assisting us with special projects while others have been and will be ongoing. We average another 10-15 inquiries about volunteer positions a month, and, due to this high interest, we are looking to develop more opportunities for volunteers.

This past spring, RC staff were joined by 14 volunteers from the Bank of Montreal for their Volunteer Day project to create a memorial garden to honour Prisoner's Justice Day on August 10th. A bench for the Prisoner's Justice Day garden was designed and created by incarcerated individuals at Beaver Creek Federal Institution. All materials were donated by the Inmate Committee.

## **STUDENTS**

Alanna Beitrer	Katie Giuliani
Alena Venderova	Kesha Hamilton
Amanda O'Brien	Khadij Said
Arielle Di Iucio	Laura Foster
Brandon Goncalves	Morgen Weatherup
Brandon Marsh	Natasha Burrow
Bryanna Fudge	Nicole Tresnak
Christina Ouellette	Paige Fraser
Daniel Choukourov	Patricia Heather
Ivan Knezevic	Rochester Chambers
Janelle Phillip	Samatha Mauricio
Janice Karmody	Sandra Sarponte
Jemesha Williams	Sham Yusufzai
Jessica Neegan	Shantel Fraser Knott
Jhaavani Lisa Diaram	Skyllar Eustaquio
Jullanna Yoo Lung Lee	Taylor McMann
Katherine Ritza	Valentina Posada

## **VOLUNTEERS**

Al Gangani	Michael Higgs
Alena Venderova	Michaela Peart
Andrea Fernandes	Muhammed Adel Afzal
Andrew Hurd	Nadia Mensah
Angela Lee	Natasha Ramkisson
Brandon Morash	Rhadika Gupta
Donovan Mckenzie	Samuel Mosonyi
Jim Vanderburgh	Sandra Sarponte
Julie Dickinson	Scott Dallen
Ken Williams	Thalia Brown
Kesha Hamilton	

*Thank you to all our 2015-2016 students and volunteers.*

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# Meet the Team!!

*A big THANK YOU to our staff, without whom our vision and mission could not have been possible.*



- |                       |                         |                    |
|-----------------------|-------------------------|--------------------|
| Amber Kellen          | Jacqueline Knight       | Olivia Aiello      |
| Andrea Moreland       | Jaime Tilston           | Orville Lunan      |
| Andrew Torres         | James Johns             | Patrick Danquah    |
| Anefa Smith           | Jeremy Reinblatt        | Peter Markwell     |
| Angeline Wong         | Jim Bell                | Rebecca Hall       |
| Ashley Brown          | Joanne Amos             | Rhea Harry         |
| Ashley Petsinis-Drake | John Francisco          | Richard Coke       |
| Barry Corbitt         | Joyce Williams          | Roxanne Bucci      |
| Ben Dixon             | Jordan Fainstat         | Rui Oliveira       |
| Bernice Lartey        | Juliet Ifejka           | Sarah James        |
| Caroline Hamlet       | Kathryn Rogers          | Scott Leone        |
| Catherine Dalziel     | Ken Williams            | Sean Bulloch       |
| Chantel Nelson        | Kevin Baskette          | Sean Fyfle         |
| Chris Iantorno        | Laini Lascelles         | Shanice Francis    |
| Cindy Ferguson        | Laverda Thomas          | Sharon Morales     |
| Clive Scott           | Lindsay Jennings        | Sophia Williams    |
| Daniel Jakima         | Lois Powers             | Stephanie Douglas  |
| Dharmvishal Barot     | Marika McKoy-Smith      | Stephanie Remarais |
| Donna Read            | Mary Sruthi Vijayakumar | Sylvester Ratna    |
| Emerson Mejia         | Michaela Rosolak        | Tanya Dimitrijevic |
| Emmaline Beauchamp    | Morry Ulrich            | Ted Addie          |
| Erin Fukumoto         | Nicole Francis          | Teika Thompson     |
| Faith Malcolm         | Nicole Gabbidon         | Trinity Jimenez    |
| Harold Johnson        | Nikeeta Tabobondung     | Whitney Wilson     |
| Jackie Grisanzio      | Nkechinyere Obi         |                    |

Never doubt that a small group of thoughtful, committed citizens can change the world; indeed, it's the only thing that ever has.

Margaret Mead



# The Board of Directors 2015-2016

A special thank you to our Board of Directors, whose vision and support united us to become a bigger, better, and stronger organization.



**President**—Stanley Mircheff, **Vice President**— Ann Corbold, **Treasurer**—John Bianchin, **Secretary**—Peter Moore  
**Members**—Melissa Austen, Erik Fish, Scott Fraser, Mary Jarrell, Sheldon Laverman, Susan Lee, Gus Lyn-Piluso, Jennifer Macko, Robert MacLellan, Lance McCready, Nicole Neverson, Carleen Robinson, Christina Sinocco, Steve Soloman, Victoria Tucci



# With Gratitude

*We wish to express our deepest gratitude to our funders and partners -*

## **FUNDERS**

Alcohol and Gaming Commission of Ontario  
Centre for Addiction and Mental Health  
City of Toronto  
Correctional Service Canada  
Employment and Social Development Canada  
Ministry of Community and Social Services  
Ministry of Community Safety and Correctional Services  
Ministry of the Attorney General  
Miziwe Biik  
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Public Safety Canada  
Toronto Police Service  
United Way of Toronto & York Region



**United Way**  
Toronto & York Region



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PARC  
Riverdale Fitness  
Salvation Army  
Scarborough Housing Help Centre  
Sew on Fire  
Scarborough Housing Stabilization Planning Network  
Toronto East General Hospital's Withdrawal Management Centre  
Toronto Public Health's "The Works"  
Toronto West General Hospital's Withdrawal Management Centre  
Windfall

*Thank You!*



### Main Office

1669 Eglinton Avenue West  
Toronto, ON, M6E 2H4  
416-925-4386

### Scarborough Hub

1911 Kennedy Rd. unit #105  
Scarborough, ON, M1P 2L9  
647-849-1541

### KLINK

2185 Danforth Ave.  
Toronto, ON, M4C 1K4

### Housing Office/ Crossroads Day Reporting Centre

779 Danforth Avenue  
Toronto, ON, M4J 1L2  
416-925-4387 / 416-462-3684

### Reintegration Centre

215 Horner Avenue  
Etobicoke, ON, M8Z 4Y2  
647-429-7808

### Crossroads

419 Jones Avenue  
Toronto, ON, M4J 3G6



Help us make communities safer.

Visit our CanadaHelps page at [www.canadahelps.org](http://www.canadahelps.org)  
and donate. Our charitable registration number is  
133412114 RR0001.

**JohnHoward**  
SOCIETY OF TORONTO

PREVENTION • INTERVENTION • REINTEGRATION



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