



Supporting change....

one INDIVIDUAL at a time

JohnHoward
SOCIETY OF TORONTO

Annual Report 2017-2018



On behalf of the Board of Directors, it is my pleasure to submit this report to the membership, and sincerely thank the John Howard of Toronto community - our Executive Director, management and staff, our funders, community partners, and of course, our clients. The last year has been a success, and very simply put it is the direct result of the hard work, dedication, and persistence of this very talented and resilient group.

I would like to highlight three items in this message – the first being the achievement of United Way Anchor Agency status. The United Way defines these organizations as, “The backbone of our community service network, providing diverse local supports and services, and contributing to our research and advocacy agenda. They take an active role in strengthening the sector as well as the partnerships between communities and donors, as we all work toward positive change.” This was no small feat in a very competitive environment, and the five-year designation has created increased organizational strength, stability, and financial health.

Second, the Board completed a strategic planning exercise, with one of the outcomes being our new Mission Statement:

“Making communities safer by delivering individualized and integrated support, empowering those in conflict with the law to achieve positive change.”

This mission will guide our organization, and be sup-

ported by the four pillars of Stewardship, Operations, Learning and Growth, and most importantly, Clients. The objectives are to achieve continuous improvement in client recidivism, health, housing, and employment outcomes; to build a culture of performance and learning within the organization; to modernize and expand the scope of our operational infrastructure; and, to ensure our services are comprehensive, adaptive, efficient, and insightful. It is the Board’s duty to support and empower this organization and the people within it to achieve these objectives.

Finally (and I can’t stress that term enough), we are on the verge of opening two, five-bedroom apartments on the second story of our Head Office at 1669 Eglinton West. After countless discussions, meetings, administrative requirements, opposition, and obstacles, the apartments will ensure that clients transitioning from institutions to the community are given the best possible chance of success, with support and services available literally a few feet away. The vision of John Howard Toronto is, “Conflict transformed through paths of opportunity”. It is because of initiatives such as this, combined with the many other valuable support services we provide, that our vision becomes closer to reality.

Thank you again for your excellent work and contributions over the past year!

John Bianchin



Many staff gathered for our Annual General Meeting, June 22, 2018.



"2017-2018 was another successful year for John Howard Society of Toronto because of our committed Board of Directors, our tireless staff, our effective partnerships and the clients that walked through our doors. I am extremely proud of the work that we do and consider myself very fortunate to witness the lives changed throughout the year!"

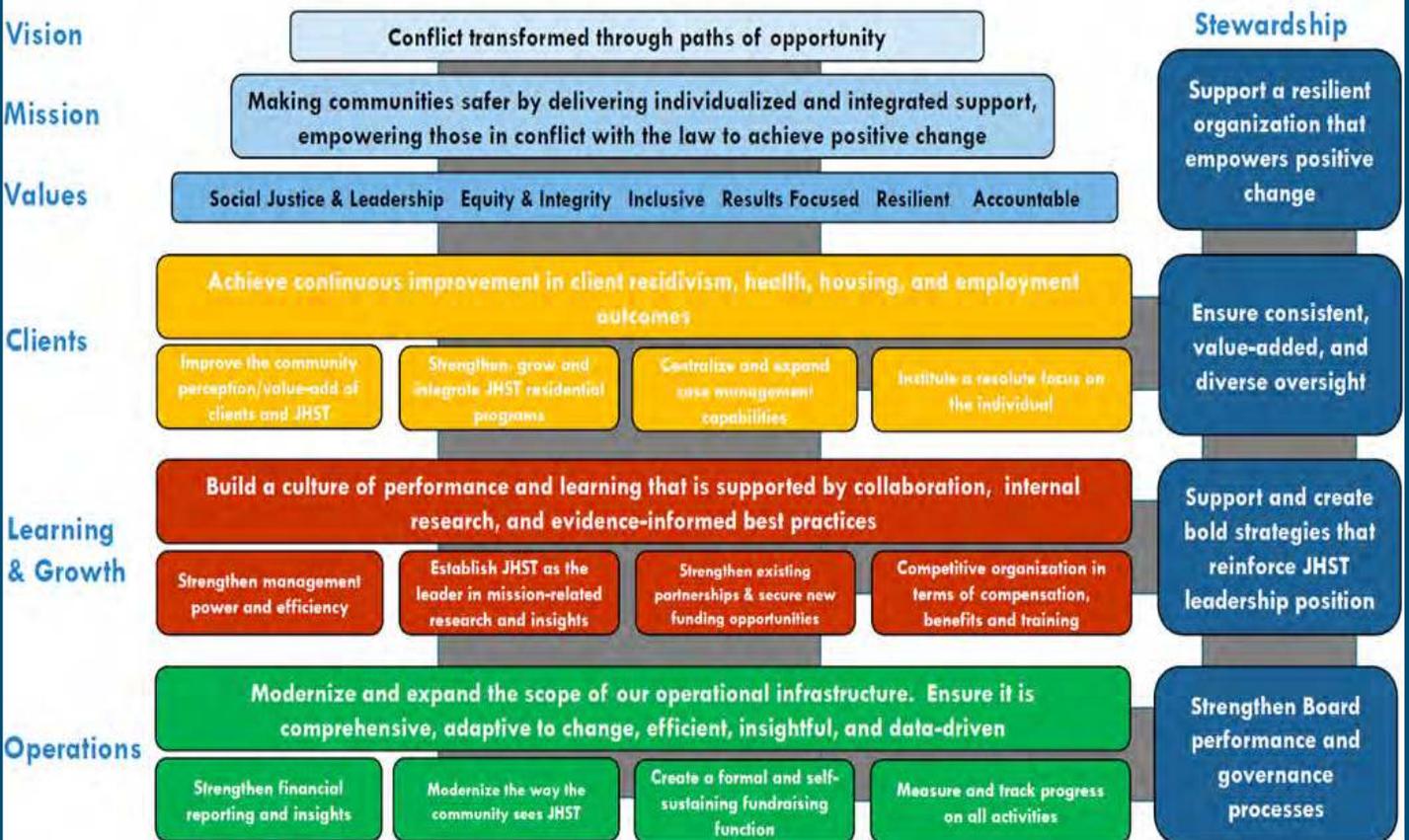
*Sonya Spencer
Executive Director*

THIS IS WHY WE DO WHAT WE DO

Following the amalgamation of The John Howard Society of Toronto and St. Leonard’s Society of Toronto in July 2015 we began strategic discussions to determine how our clients could benefit most by this expansion in agency capacity/infrastructure and increased programming. The fiscal year 2017-2018 was a productive year with the completion of our Strategic Plan 2018-2020. We were extremely fortunate to have the external expertise of Betty Ferreira from ReStructure Management Consulting Inc. through our Strategic Planning process. Ms. Ferreira consulted with external stakeholders, facilitated staff and client focus groups and worked with the Board and Senior Management team to develop the Strategy Map pictured below.

Pat Allison, of The Compensation Company, assisted JHST in developing and implementing a competitive compensation practice that ensures retention of highly qualified and competent employees, as well as promotes job satisfaction and employee engagement. JHST believes that being a preferred employer will ensure the fulfillment of our Strategic Plan and ultimately improve the outcomes for our clients.

STRATEGY MAP



2017-2018 Highlights

11,317

Clients Served

651 Women

used JHST services

Revenue
increased by
19%

89%

successfully transitioned from the institution to home while on federal parole thanks to the additional support of our residential program

1364

clients were assisted
with housing

2,226

Harm Reduction Kits
Distributed

467

received re-entry support
at the
Reintegration Center

7 People

with Lived Experience were
meaningfully employed by JHST



Each year JHST experiences staff and Board changeover and 2017-2018 was no exception. Below are some of this year's comings and goings.....



Stanley Mircheff resigned his position from The Board of Directors in June 2016. Stanley was with the Board for 7 years and his contribution will be missed.



Melissa Branco joined our JHST Board of the Directors in January 2018. Melissa brings administrative and marketing expertise to the Board. She also lives in the community where our main office is located which brings a local voice to the Board discussions.



Sylvester Ratna retired from his Program Counsellor role at Crossroads CRF after being part of the team for almost 26 years! His loyalty to the agency and the clients was evident everyday and we wish him the very best!



Lois Powers started as a JHST volunteer in 1987 & by 1993 she was the Assistant Executive Director. Lois left JHST in July 2017 to become the Executive Director at John Howard Kawartha Lakes & Haliburton. Way to go Lois!



JHST opened the **Indigenous Bail Program** in partnership with MAG and the Toronto Bail Program. This is a Gladue Policy Initiative that provides Indigenous men currently on enhanced bail supervision access to programming,

Prisoner's Justice Day 2017



On August 10th 1974, prisoner Eddie Nalon bled to death in the segregation unit of Millhaven Maximum Security Prison. Eddie was serving a life sentence and had been in and out of segregation from the start of his sentence. On the first anniversary of Eddie's death, August 10th 1975, prisoners at Millhaven refused to work, went on a one day hunger strike and held a memorial service —this was considered to be the first Prisoner's Justice Day.

Annually on Prisoner's Justice Day, memorial services are held around the country to pay tribute to and remember all those who have died behind prison walls. Last year, a small gathering of staff, volunteers, students, peers support workers and family members held a service under the shade of the trees at our Memorial Garden in front of the Reintegration Centre. We continue to stand in solidarity with all those who have lost their lives and plan to do the same this year on August the 10th.

A UNITED VOICE FOR CORRECTIONS

The ICCA Ontario Chapter – A United Voice for Corrections Conference March 20th was a great success!

Participants received key training on the **Opioid Crisis and Impact of Aging on Work in Community Corrections.**

We welcomed **Howard Sapers - Independent Advisor on Correctional Reform in Ontario** as our Keynote Speaker. Howard provided an overview of his work and Bill 195 noting that this Bill will make “transformational changes, not just tinkering – it rethinks our approach to corrections”, reminding us it is an exciting time to be doing this work. Howard received the 2018 ICCA Presidents Award at the Event. ICCA President Ellen Donnarumma from Community Resources for Justice in Boston presented Howard with the Award acknowledging his leadership in our field and his commitment to those we serve, naming him a “a moving force in Provincial Correctional Reform.



The conference wrapped up with closing keynote **Perry Mason, Former Municipal Police Officer**, who offered a presentation on Restorative Approaches in our Communities.

Perry shared many experiences of international work with youth and his own personal family story to inspire our work.

ICCA ONTARIO LAUNCH DAY
hosted over 60 people from across Ontario.

Our Programs & Services

- ◆ **Anger Management Program:** Our Anger Management Program offers a cognitive based group program. This program is fee for service.
- ◆ **Anger and Substance Abuse Program (ASAP):** Groups & Individual sessions for those referred by Direct Accountability (D.A.) Workers having issues related to anger and substance use leading to their criminal charges.
- ◆ **Crossroads Day Reporting Centre:** Non-residential services are provided for men and women under federal supervision.
- ◆ **Direct Accountability:** This program is offered at the Metro West and Metro North Provincial Courts. In conjunction with the Ministry of the Attorney General and the Crown Attorney's, it provides an opportunity, (primarily for first time non-violent offenders who accept responsibility for their actions) to complete a Diversion Agreement and have their criminal charges withdrawn.
- ◆ **Finding Employment with a Criminal Record:** This Pre-Employment program is designed for Ontario Works recipients who face challenges obtaining or maintaining employment because they have a criminal record.
- ◆ **First Things First Program:** Counselling is provided at our main site in order to encourage individuals to develop realistic goals around their substance use.
- ◆ **H.I.P.P. Program:** Working with youth aged 12-16 years on life/living skills in order to enhance skills related to gang exiting strategies and building individual resiliency.
- ◆ **Institutional Services:** Staff and volunteers of the Reintegration Centre provide counselling services at the East Detention Centre and at the Toronto South Detention Centre. The specific services provided include: Addiction counselling, pre-release planning, **NILO programs** (Native Inmate Liaison Officer), domestic assault counselling, housing information, and referrals to other supportive services in the community.
- ◆ **Indigenous Bail Program:** Providing housing for Indigenous men in partnership with the Toronto Bail Program.
- ◆ **PAR – Partner Assault Program:** This is a 12 week court accredited program for men who have been abusive in their intimate relationships.
- ◆ **PAR Court Referral Service:** Staff are present in each of the six adult criminal courts in Toronto to coordinate referrals for men and women charged with domestic-related offences.
- ◆ **Post Incarceration Housing Program:** This program assists homeless and under-housed clients in finding and maintaining housing while offering ongoing support to landlords and tenants through the provision of eviction prevention work and mediation.
- ◆ **Record Suspension (formerly the Pardons) program:** This program assists individuals who have been in conflict with the law and who are no longer engaged in criminal activity to embark upon a “new beginning” by applying to seal their criminal record.
- ◆ **Reintegration Centre:** Located adjacent to the Toronto South Detention Centre, JHST and the partner agencies provide immediate triage and referral services to men leaving incarceration.
- ◆ **Relapse Prevention:** Groups for individuals who have a long-term goal of abstinence.
- ◆ **Strategies Towards Employment Anger Management (S.T.E.A.M):** This Pre-Employment Program is designed for Ontario Works clients who face challenges obtaining or maintaining employment due to anger management issues, poor conflict resolution skills, or difficulties with interpersonal relationships.
- ◆ **Walter Huculak House—Crossroads Program:** A 16 bed community residential facility for men returning to the community from federal institutions.



JHST Expands it's Residential Services

Four years ago JHST began the official application process to renovate the 2nd floor at our main office and our 2, 5-bedroom apartments are almost ready to open. It has been a challenging undertaking however we have remained committed to this expansion and look forward to officially opening our doors this summer. These apartments will house men on federal parole who have applied to live at our location. These apartments will be for individuals who are assessed through a Community Assessment Team as being manageable in this community. The members of the team will be comprised of representatives from Correctional Services Canada (CSC), local Police, community members and JHST management.

Individuals transitioning from prison to the community are more than ever before returning safely and successfully into the community. JHST currently operates a federal halfway house in Toronto's east end and over the past 5 years we offered supervised accommodation to 135 men on Day Parole. 122 (90.4%) of these clients successfully completed our program.

JHST Board members and staff understand that community members are concerned about public safety when programs like ours open in their neighbourhood. JHST helps reduce the potential risk by working with CSC to provide the structure and supervision needed to keep communities safe.

JHST will host an open house once the construction is complete. At this event neighbours can visit our space and learn first-hand about all of our programs.

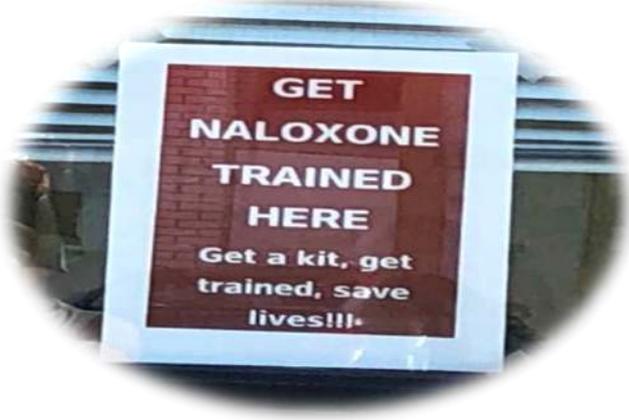




JHST gathers for an agency staff meeting



Many JHST staff participated in external training in 2017-2018



JHST is now a distribution site for Naloxone. Many members of JHST's staff team have been trained to empower and teach people who use substances to use harm reduction practices to prevent overdoses



JHST staff proudly portraying some of the holiday gifts available for clients because of the generous donation from the CAMH Gifts of Light Program.



This JHST Client is happy to pose for a picture showing his new clothing that was generously donations to our RC program.



JHST Staff participate in the United Way's CN Tower Climb again this year!

FROM POVERTY TO POSSIBILITY

Hello! My name is Joanne Amos and my story starts in 2010. My husband had served 2 years awaiting sentencing at the Metro West Detention Centre and my three children (then aged 7, 13 and 15) had spent most of that time writing letters, going to visit twice a week and having nightly phone calls from Dad attempting to keep some kind of normalcy in a very unconventional parenting situation.

When my husband was released to a Halfway house, one of his Long Term Supervision Order conditions that all family contact must be supervised resulting in dramatically reduced contact. Unfortunately, our youngest did not understand how he could go from speaking to Dad daily to not speaking to him for over four weeks and decided that his Dad had died and nobody had told him. He convinced himself of this to a point where he decided he wanted to join his Dad and attempted taking his own life.

In the chaos that followed this, his Dad breached the no-contact order, was arrested and convicted of the violation resulting in an additional 11 months in custody. The only positive thing that came from his re-incarceration was that he could talk to his son again and slowly, but surely, our little guy regained his sense of security. Soon parole time rolled around again and we went into it a little more prepared and educated on the system.

Enter the John Howard Society of Toronto (JHST). My husband had to report to the Crossroads Day Reporting Centre (CDRC) and Morry Ulrich, his Case Manager, quickly became our family Case Manager. Our supervised visitation took place on Sunday afternoons at the CDRC and Morry became our supervisor, but even more importantly, he became our advocate. My eldest son learned how to shave in the bathroom at the JHST office because that was the only place his Dad could teach him how to do it. JHST staff arranged an accompaniment that allowed my husband to attend medical appointments for our youngest, which resulted in a diagnosis of Asperger's Syndrome.

A half a year into our visits at JHST, I sustained an injury which resulted in my inability to continue to work. I was unemployed and within a couple of months, we were evicted from our home and had nowhere to go. I managed to keep us in hotels for a short time but money ran out quickly and we had to enter the shelter system. I will never forget the feeling that I had failed my family in the most basic way; keeping a roof over our heads.

We were in the shelter for a total of 9 months. During that time, I got a phone call from Morry, telling me about a position at the Social Enterprise run by JHST. I already knew of the program because my husband had taken part in it upon his release. It had helped him get employment which is incredibly difficult for someone who has a criminal record. The program is called KLINK and it sells coffee. One of the first deliveries I made was to the United Way office for their Coffee Club! The profits from coffee sales go to employment programs for men and women with criminal records. It was because of KLINK that I was employed and able to move into a home with my children outside of Toronto. My husband was able to help us financially and after 5 years of being away, he was finally able to move home to finish his parole.

When my contract at KLINK was up, I was fortunate enough to move within JHST to the Street Outreach Program and finally to the Housing Department, where I continue to be employed today. The support of JHST and the funding provided by the United Way makes a very real difference in people's lives.

And that little boy who tried to take his own life? He just won 4 gold medals at the Central Ontario Abilities Track and Field meet.



(Joanne Amos is a JHST Representative on the United Way's Speakers Bureau)

A Few Words From the Clients....

"The Crossroads Program helps former inmates stabilize themselves into society by helping them obtain employment or to get back into school. Staff give good direction in this way. They also really help residents with their needs, even special needs like mental health, addiction, and employment accommodations."

"It's worth your time so come and see for yourself—it changed my whole life."

"The program really helps you deal with your anger a lot better and how to give others advice and to discuss things that were brought up in the program."

"I love the way they made me change the way I was thinking. From the first time I walked into the program I just wanted to say thank you to the John Howard team."

"I'm writing to express a most heartfelt thank you for making it possible for me to attend the PAR Program. Words cannot accurately capture how important it is for me to attend this program, which is helping me to increase my awareness of my own personal triggers and warning signs.

I am grateful to have met passionate instructors, which has effectively help me to communicate with my partner instead of being emotionally, verbally, or physically abusive."

"I'm glad that there are these kind of services today; 30 years ago when I had first experienced abuse, there was very little people to talk to about these issues."



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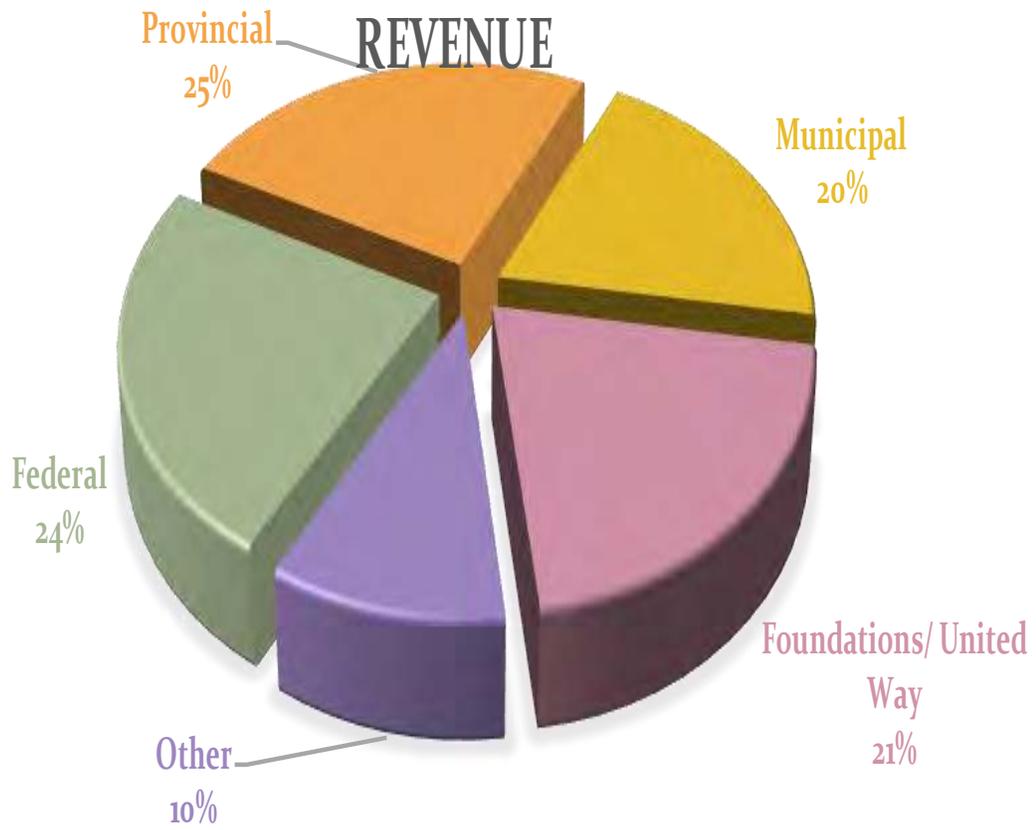
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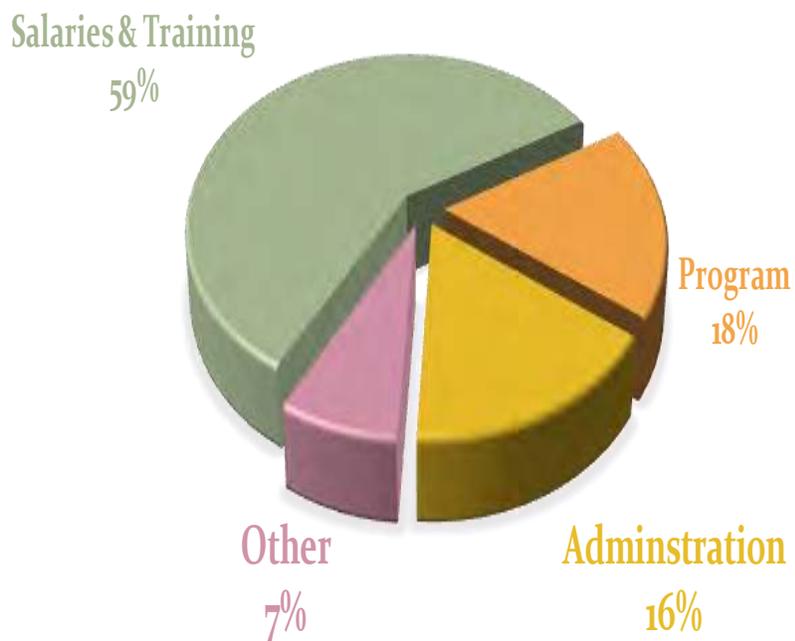
**JOHN HOWARD SOCIETY OF TORONTO
STATEMENT OF OPERATIONS
FOR THE YEAR MARCH 31, 2018**

	<u>2018</u>	<u>2017</u>
<u>REVENUE</u>		
United Way	\$ 521,305	\$ 521,184
Delta Bingo	45,384	38,844
City of Toronto	910,279	967,916
Correctional Services Canada & Justice Canada	1,084,670	962,924
Ministry of Attorney General	1,078,101	826,929
Foundations & other agencies	419,127	315,998
Ministry of Community Safety	66,129	171,329
Fee for service	255,583	165,419
Donations and fundraising	128,533	102,418
Other	20,603	52,293
Klink Coffee Sales	54,614	42,790
	<u>4,584,328</u>	<u>4,168,044</u>
<u>COST OF SALES-COFFEE</u>	<u>37,366</u>	<u>29,902</u>
<u>EXPENSES</u>		
Advertising & promotion	8,728	12,059
Amortization	80,273	89,667
Bank charges	4,838	5,596
Food	27,316	18,332
Furniture, equipment, computer lease	18,023	22,735
Insurance	20,988	21,007
Mortgage interest	70,775	74,283
Office supplies & expense	68,787	44,659
Postage, fax, courier, publications	9,823	10,637
Printing, copying	13,203	13,553
Professional fees	279,400	94,453
Program	234,615	200,079
Purchased services	4,500	-
Rent	160,240	153,128
Salaries	2,979,369	2,699,871
Security system & cleaning & maintenance	106,391	126,571
Staff training	53,354	38,295
Telephone & internet	82,603	77,033
Travel	39,803	34,428
Utilities	64,407	71,498
	<u>4,327,435</u>	<u>3,807,884</u>
Excess of Revenue over Expenses	<u>\$ 219,527</u>	<u>\$ 330,258</u>

The accompanying notes are an integral part of these financial statements 3



EXPENDITURES





Office Locations:

Main Office: 1669 Eglinton Ave. west, Toronto, On., M6E 2H4, (416) 925-4386,
Fax: (416) 925-9112

Housing Office: 924 Danforth Ave., Toronto, On., M4J 1L9, (416) 925-4387

Crossroads Program: 419 Jones Ave., Toronto, On. M4J 3G6, (416) 469-8312

Crossroads Reporting Centre: 779 Danforth Ave., Toronto, ON., M4J 1L2 (416) 462-3684

Scarborough Office: 1911 Kennedy Rd., Suite 105, Scarborough, On., M1P 2L9, (647) 849-1541

Reintegration Centre: 215 Horner Ave., Toronto, On., M8Z 5C7 (647) 429-7808

Klink Coffee: 1033 Pape Ave. Unit 1, Toronto, ON., M4JK 3W1 (416) 348-2361

Website: johnhowardtor.on.ca

Twitter: @JHSToronto

Facebook: John Howard Society of Toronto

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