

**JohnHoward**  
SOCIETY OF TORONTO

**Annual Report**  
2018-19



# Table of Contents

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<b>President's Message</b>	<b>1</b>
<b>The Evolution of Reintegration Services</b>	<b>2</b>
<b>Staff Engagement Survey Results</b>	<b>3</b>
<b>A NILO Story</b>	<b>4</b>
<b>Office Makeover</b>	<b>5</b>
<b>This is why we do what we do</b>	<b>7</b>
<b>Dedication of the Donald G. Evans Residences</b>	<b>8</b>
<b>Our Programs</b>	<b>9</b>
<b>Housing Success Story</b>	<b>10</b>
<b>2018-2019 Award Recipients</b>	<b>11</b>
<b>2018-2019 Financials</b>	<b>12</b>

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John  
Bianchin



## President's Message

On behalf of myself and our Board of Directors, I would like to respectfully submit the Annual Report to our membership. I would also like to convey a sincere thank you to the entire John Howard Community - our funders, community partners, management, staff, volunteers, and our clients. Your hard work, engagement, and passion is recognized and appreciated.

It might be hard to believe, but there are approximately seven thousand core nonprofit organizations within the City of Toronto, delivering a wide range of services to, in many cases, difficult-to-reach populations. In addition, demand for services is expected to increase, driven by a combination of demographic, social, and political circumstances. I'm proud to say that John Howard Toronto is among the best in this very large and diverse group, serving our client base both efficiently and effectively in locations across the city. Over the last twelve months, we have seen our programs and services grow in size, scope, and reach. The organization is healthy and preparing for the future.

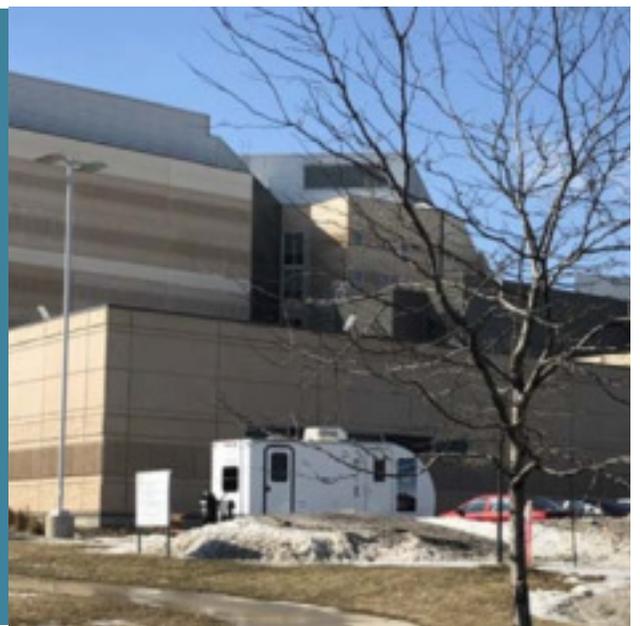
Each year, we typically have a large gathering at our Annual General Meeting, where we listen intently to our clients tell of their life experiences. Many of you reading this report are fortunate enough to interact directly with them. It's difficult work. In most cases it's performed without fanfare or public recognition. The rewards come quietly, in the form of client health, productivity, self-worth, and changed lives. Our staff and volunteers contribute consistently and relentlessly toward achieving the vision of John Howard Toronto, which is "Conflict transformed through paths of opportunity". Thank you!

# The Evolution of Reintegration Services

It was a challenging year for JHST's Reintegration Services. We learned in the summer of 2018 that our lease at 215 Horner Ave would not be renewed. Wrought with significant mechanical issues and ongoing increases in our rental and hydro costs, the space had not provided all that we had hoped for when we moved in four years earlier. Despite many attempts to retain partners at the RC (initially imagined as a hub where various agencies could provide wrap around support to men released from the jail), the model proved not to be viable due to the lower than anticipated numbers of clients accessing services on a regular basis. Several reasons for the low numbers included the significant delay with the jail's opening and the fact that although we were proximal to the jail,

we were still not visible and that often meant that clients did not make it as far as our Centre when they were released. With no prospect of a new lease site following an 18 month search, we were less than a month away from being totally homeless. Thanks to the offer of help from our friend Cynthia Trayling at CAMH (we had met through CAMH's Community Advisory Committee), we were able to provide a space for our staff to connect with clients immediately at the time of their discharge from the jail/return to get their property following releases from court. By working together with her team at CAMH, Cynthia was able to develop an agreement that would allow for us to use their small mobile lab while it was not in use for research.

In the weeks that followed, assistance from both the City and the Province resulted in our ability to purchase and convert a trailer into a small office and an agreement with the then- Ministry of Community Safety and Correctional Services that allows us to use 3 parking spaces directly outside the discharge doors to park our 17 foot Reintegration Services Trailer. In this space, we can provide crisis intervention, triage services, warm referrals, community accompaniment and basic needs including clothes, food and TTC fare. At the height of our success at the RC on Horner, we were seeing between 20 and 30 clients each month. On average since our relocation, we have seen over 100 people including an increasing number of women who require assistance after picking up their property that was sent post-release from Vanier institution.





Along with our new RST, we have secured a home on Lakeshore. Here, we house our Home for Good supportive housing team as well as our Institutional Services staff. We are hopeful that in the future, through concerted outreach efforts, we will provide assistance to community members and local residents in need of the type of support that JHST can provide. In addition, we plan for people who contact staff and peers at the RST to be able to come to the new office, accompanied by a peer support work, to begin a more fulsome needs assessment and intake process and some deeper work with our organization. Also, our H4G team is on site to provide support to the 6 H4G clients who will be resided in the 2, 3 bedroom apartments that we are leasing, just above our office. The value for our clients to be able to easily access support from our on-site staff cannot be underestimated. We will be holding an Open House and plan to build meaningful relationships with other services providers, police, residential groups in addition to being able to offer record suspension services and hopefully employment services at our location as well.

## THE RESULTS ARE IN.....



In September 2018 JHST circulated a Staff Engagement Survey. This confidential survey focused on how employees felt about their jobs, their position with JHST, relationships with colleagues and supervisors, advancement opportunities and overall satisfaction.

75%

are proud to work at JHST

84%

are satisfied with their current job classification

79%

believe they have the tools and resources needed to do their job

75%

believe their immediate supervisor is able to address questions/concerns

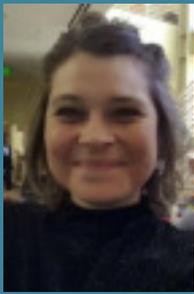
82%

believe that JHST clearly conveys it's mission to staff and clients

72%

of staff are satisfied with their earned vacation time

# A NILO Story



January 2018, I did an intake for an individual who had been on immigration hold for 6 years, one of the longest sentences CBSA had placed on a person in provincial. This inmate began working with me because I had observed him as a

new inmate to TEDC, he was not motivated to get released rather he had been fighting CBSA and was at risk of being sent back to Venezuela any day. I began working with him one to one, in groups, providing spiritual support which was lacking in his life. He began developing a plan for release with me which placed me in a supportive advocacy role as I began attending his Detention Reviews each month and providing services and supports based on CBSA's requirements for him to get any chance of bail. I learned everything I could about immigration law, CBSA, detention reviews, past successful clients etc. Weekends were spent learning the glossary of various government bodies so I could be an informed support for him and clients in the future. After two months or so, my client began calming down and the facility noticed a major change in his personality especially upon introducing my art program. I worked daily with this client on his anger management and decision making and we were known to be a two peas in a pod working hard on his behavior.



Head of Security Mr. Lawson began taking more of an interest in this inmate and it helped develop a bond with myself and security because of the change in this inmate. This client created art for many officers (Including Mr. Lawson who has put his art up in his cottage) and his skills were talked about facility wide. This client's aggression became non-existent to the point that staff and other inmates accepted he was a new person and he began navigating his entire incarceration experience differently; Respecting staff and avoiding any and all misconduct behavior out of respect for the work we had put into his hopeful release. He knew not to mess up, I reminded him daily! I reminded him of that delicate balance between freedom and continued incarceration, and he listened. My expectations of him became: No outbursts, comply, spend less time on the phones and more time working on education, refuse to engage in rioting, respect staff, don't use foul language and limit the visitors and mail that attempt to influence off track. In January 2019, an entire year later, he was released into a bail program with the Salvation Army, works full time and sees his son regularly. This is my greatest NILO accomplishment as he has a child with a native woman and he will now be able to form that family unit and proceed with a future he did not see or believe was possible. The facility still asks how this client is because they assume I would know due to the bond we had; his case manager last reached out to let me know he was working full time and he thought I would be proud of that.....which I most certainly am.

Courtney O'Conner

779 Danforth

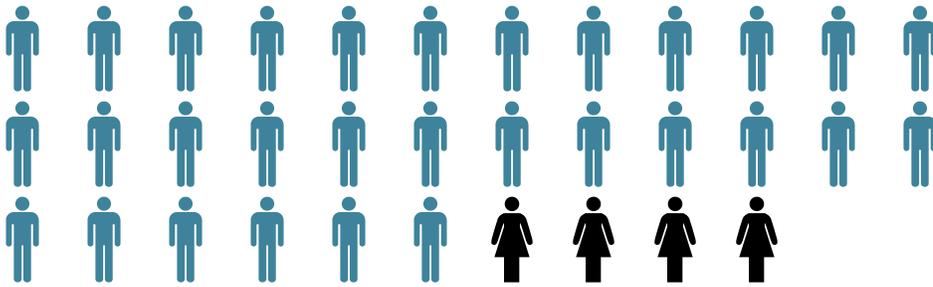
# Office Makeover

CDRC staff are aware of the importance of providing a safe, comfortable, and welcoming space to our clients. Upon performing an initial tally, it was determined that a minimum of 30% of CDRC clients have experienced sexual trauma, as indicated by the referrals. As we meet and connect with clients, we are often informed of additional experiences with trauma, be it during childhood, adulthood or in the institution itself.



The way they feel while in our space is foundational to the work we can do with them in building a strong open and trusting working relationship. Our initial goal was to create a space that is comfortable and positive. Client art is displayed on the walls to honour all the various expressions of creativity our clients have shared with us.





This year  
**12,361**  
 people were helped  
 by our programs



We were  
 contacted  
**60,114**  
 times by people who  
 needed our help

# This is why we do what we do !

The JHST mission, **Making communities safer by delivering individualized and integrated support, empowering those in conflict with the law to achieve positive change** guides our staff in the work that they do each day. Our agency values are at the core of each program design and implementation.

- **Social Justice & Leadership** - Everyone has inherent and indisputable worth
- **Equity & Integrity** – Fairness, dignity, respect and integrity guide what we do
- **Inclusive** – Healthy relationships with our clients, our staff, our partners, and our neighbours
- **Results Focused** – Outcome driven, evidence-informed services
- **Resilient** - Focused on innovation, growth, and solutions
- **Accountable** – Accountable to all our stakeholders

The official dedication of the  
**Donald G. Evans Residences**  
was held on June 20th, 2019  
1669 Eglinton Ave. W.,  
2nd Floor, Toronto, ON



**Donald G. Evans**

Donald G. Evans is internationally recognized for his insights, knowledge, worldview and commitment to community corrections. Don is the former Assistant Deputy Minister of Policing Services in Ontario and a former lecturer in corrections and policing at Woodsworth College, University of Toronto. He is a Past President of the Ontario Probation Officers Association, the American Probation and Parole Association and the International Community Corrections Association. He is a former Chair of the Citizen's Advisory Committee for the Toronto Parole Office, and a Senior Fellow of the Canadian Training Institute. Fortunately, full retirement has not yet happened for Don (primarily because many of his admirers just will not let him!) and he is currently the Executive Editor of the Journal of Community Corrections and a contributing editor of Executive Exchange, the newsletter of the National Association of Probation Executives.

Don has served on a number of Boards of Directors of non-profit agencies including the John Howard Society of Ontario, St. Leonard's Society of Canada and was the President of St. Leonard's Society of Toronto during the amalgamation with John Howard Society of Toronto.

Don's been the recipient of numerous awards for his contribution to the field and APPA honoured him by publishing, Don Evans: The Musings of a Community Corrections Legend. This collection of articles, interviews and essays written by Don Evans was created to honor and record his role in the development of a variety of community corrections practices and policies that serves as a lasting legacy of a respected and valued professional. The book is divided into several topic areas and includes articles from the late 1980's through 2006.

Don is an enthusiastic traveller, a talented photographer, a loving father, grandfather and partner to Evelyn.

John Howard Society of Toronto's Board and staff are honoured to dedicate the new residences to Donald G. Evans.

# Our Programs

## Aboriginal In-reach Programs

Anger management, traditional teachings, counselling, and healing circles are offered within the Aboriginal community, inside local jails and in conjunction with other organizations.

## Court Referral Service

Toronto adult criminal courts to coordinate referrals for men and women charged with domestic-related offences to the appropriate domestic violence program.

## Partner Assault Response (P.A.R.) Program

A 12-week psycho-educational group counselling program for men with domestic-related charges to learn skills and acquire tools to foster healthier intimate relationships. Counselling, information, and safety planning are also offered to women whose partners attend this program.

## Crossroads

This program provides 15 beds for men returning home from federal institutions, offering structure, support, and supervision with the goal of achieving successful reintegration into the community.

## Anger and Substance Abuse Program (A.S.A.P.)

Eligible participants are referred to attend this program through the Community Justice Program. ASAP offers group and individual counselling to identify and address the deeper anger issues underlying substance use connected to an individual's charges.

## Crossroads Day Reporting Centre

Non-residential services for men and women under federal supervision in the community. Case managers provide individualized counselling in support of community stabilization and long-term community success.

## Post Incarceration Housing Support Services

Services are provided to men recently released from incarceration to reduce the risk of homelessness. As individual circumstances dictate, housing help will be available through partnerships and referrals to private landlords, public housing providers, and other agencies that offer housing assistance and follow-up support services.

## Anger Management Program

Group meetings offer men the opportunity to learn how to manage feelings of anger and how to appropriately communicate that to others. Both mandated and voluntary clients are welcome, but men with domestic-related charges must first successfully complete a domestic violence program. Sessions are also available for clients in community settings.

## Relapse Prevention Program

This group utilizes a psycho/social approach and includes the following topics; setting achievable goals, health and wellness, anger management, harm reduction and developing strategies to avoid relapse.

## Record Suspension (Pardons) Service

The record suspension application process can be very tedious and confusing. For a fee, we assist individuals to prepare and submit an application by working with them to collect the necessary documents from the courts and police forces, to properly complete the required forms.

## Community Justice Program

This program provides adults charged with mostly minor criminal offence(s) an alternative to the formal court process. Individuals are still held accountable for their actions by completing community-based sanctions. The program is offered at 1000 Finch Ave. West and 2201 Finch Ave. West courthouses.

## Institutional Services

Pre-release planning, supportive counselling, and select programs are offered at the Toronto East and South Detention Centres.

## Pre-Employment Programs

Strategies Towards Employment and Anger Management Provides men who may have poor conflict resolution skills and/or minimal success in personal relationships with the tools and skills necessary to maintain employment and communicate positively in a work setting. Finding Employment with a Criminal Record provides strategies and support for men to enhance employment skills and job readiness. For Ontario Works recipients only.

# Meet a Couple of Our Excellent Peer Workers

Gabe Ermatinger



My name is Gabe Ermatinger. I am an Ojibway Indian from the Mississaugi Reserve near Blind River, Ontario. I went to school in London and Ottawa, Ontario where I obtained a background business admin, native journalism and IT project management. I am on my healing journey and find that the Peer Program at JHST is actually helping me cope much better with life. It really helps to talk to other peers as you realize I am not alone and there are other people with similar backgrounds.

Barry Corbitt

Barry Corbitt is a Peer Support Housing Counselor with the John Howard Society of Toronto. Hired as a Peer Support Worker in 2015 working at the Reintegration Center across from the Toronto South Detention Centre, Barry is passionate in his work with recently released individuals who require assistance towards positive change within their lives. In his new role as a Peer Support Housing Counselor, Barry works with individuals who have been in conflict with the law towards a more promising and fulfilling future by providing the support and encouragement needed by recently housed clients of the Homes for Good program.



# Housing Success Story

I have had the absolute pleasure of working with Subash since November 14th, 2016. Throughout the intake process, I was initially drawn to Subash - not solely because he was my first client, but mainly due to the extent of work that would be needed to help get him back on track.

Subash came to John Howard completely broken. He had been in and out of institutions, and had a diminished relationship with his entire family, in part, due to the nature of his most recent charges. One constant during our ongoing interaction was that Subash understood that the major reason for his troubles all stemmed from his struggles with addiction.

Subash began to work directly with John Howard, and as a team, we were able to help him land a shelter stay for five months. Subash then transitioned from the shelter into a shared accommodation with St. Vincent De Paul. After qualifying for Ontario Disability, Subash felt ready to leave the transitional housing program and move into the private market. During this time, Subash was able to maintain his sobriety, reconnect with family, successfully apply for a letter of extension with Canada Border Agency and obtain part time work.

In May, 2019, Subash moved into a subsidized senior's condo, remains connected with community partners and has been featured as a public speaker on many occasions with his support group. Subash is a John Howard success story, and is scheduled to be discharged in July, 2019.

Great Job, Subash!

**Submitted by Mark Linton – Housing Follow Up Counsellor**



# JHST wants to congratulate the 2018-2019 award recipients



## Joseph Barbaro Award of Excellence

Joseph Barbaro Award of Excellence is presented annually to a staff member that has lead by example. This award is presented by the John Howard Society of Toronto to Sean Bulloch for his dedication and commitment to his team and the clients they serve during a difficult period of transition..

## Walter Huculak Spirit Award

Walter Huculak Spirit Award is awarded to a client who has recognized his own potential and worked hard to make sustainable positive life changes. They are a role model for those that are released from prison behind them. This year's recipient is Jason.

## The President's Award

The President's Award is presented to those that dedicate their time, have an unwavering commitment to our clients and support the mission of JHST. This year's recipient is Emerson Mejia.

## Volunteer of the Year Award

This year JHST was extremely fortunate to have two volunteers worthy of this level of recognition. Volunteer of the Year Award is presented annually to someone who has giving their time and supported the work of JHST.

This year's first recipient is Cynthia Trayling. Cythia's generosity, with the support of CAMH, kept our doors open when we had to locate our Reintegration Services. Many clients were the benefactor of her contribution to JHST!

Our second Volunteer of the Year Award is being presented to Shawn Pegg for his inspiration, motivation and dedication in furthering the mission of the Society.



**JOHN HOWARD SOCIETY OF TORONTO  
STATEMENT OF OPERATIONS  
FOR THE YEAR MARCH 31, 2019**

	<u>2019</u>	<u>2018</u>
<b><u>REVENUE</u></b>		
United Way	\$ 525,123	\$ 521,305
Delta Bingo	37,805	45,384
City of Toronto	1,220,200	910,279
Government of Canada-CSC & Justice Canada	1,223,808	1,084,670
Ministry of Attorney General	1,049,203	1,078,101
Foundations & other agencies	363,798	419,127
Minister of Community Safety	62,477	66,129
Fee for service	231,565	255,583
Donations and fundraising	128,770	128,533
Other	21,118	20,603
Klink Coffee sales	24,333	54,614
	<u>4,888,200</u>	<u>4,584,328</u>
 <b><u>COST OF SALES-COFFEE</u></b>		
	<u>13,801</u>	<u>37,366</u>
 <b><u>EXPENSES</u></b>		
Advertising & promotion	11,783	8,728
Amortization	75,002	80,273
Bank charges	4,400	4,838
Food	32,140	27,316
Furniture, equipment, computer lease	42,905	18,023
Insurance	24,212	20,988
Mortgage interest	67,208	70,775
Office supplies & expense	103,535	68,787
Postage, fax, courier, publications	10,657	9,823
Printing, copying	15,147	13,203
Professional fees	301,440	279,400
Program	223,715	234,615
Purchased services	-	4,500
Rent	171,591	160,240
Salaries	3,213,726	2,979,369
Security system & cleaning & maintenance	190,500	106,391
Staff training	38,089	53,354
Telephone & internet	90,287	82,603
T ravel	48,092	39,803
Utilities	47,233	64,407
	<u>4,711,662</u>	<u>4,327,435</u>
 <b>Excess of Revenue over Expenses</b>	 <u>\$ 162,737</u>	 <u>\$ 219,527</u>

**JOHN HOWARD SOCIETY OF TORONTO  
STATEMENT OF FINANCIAL POSITION  
AS AT MARCH 31, 2019**

	<u>ASSETS</u>	2019	2018
<b><u>CURRENT</u></b>			
Cash		\$ 324,933	\$ 787,616
Cash-operating reserve		614,972	-
Accounts receivable		38,741	20,755
Accounts receivable-government		389,290	310,334
HST receivable		44,555	40,032
Inventory (notes 2 & 6)		-	4,556
Prepaid expenses		<u>38,533</u>	<u>94,708</u>
 Total current assets		 1,451,024	 1,258,002
 Capital assets (notes 3 & 4)		 <u>2,676,646</u>	 <u>2,673,595</u>
		 <u>\$ 4,127,670</u>	 <u>\$ 3,931,596</u>
 <b><u>LIABILITIES</u></b>			
<b><u>CURRENT</u></b>			
Accounts payable & accrued liabilities		\$ 483,370	\$ 379,130
Government payables		5,633	3,015
Deferred Contributions (note 5)		81,370	27,125
Current portion of long-term debt		<u>140,259</u>	<u>79,710</u>
 Total current liabilities		 <u>710,632</u>	 <u>488,980</u>
 <b><u>LONG TERM</u></b>			
Mortgages payable (note 7)		<u>1,453,951</u>	<u>1,642,589</u>
		<u>1,453,951</u>	<u>1,642,589</u>
 Total liabilities		 <u>2,164,583</u>	 <u>2,131,569</u>
 <b><u>FUND BALANCES</u></b>			
Benevolent Fund (note 1)		1,730	1,730
Eglinton Building Reserve Fund (note 1)		-	250,000
Operating Reserve Fund (note 1)		614,972	-
419 Jones Reserve Fund (note 1)		22,359	22,036
General Fund (note 1)		<u>1,324,026</u>	<u>1,526,261</u>
		<u>1,963,087</u>	<u>1,800,027</u>
		 <u>\$ 4,127,670</u>	 <u>\$ 3,931,596</u>

On behalf of the Board:

	Director
	Director

# Thank You to All of Our Funders



**and the generous donations made by  
individuals in support of our mission!**

## 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 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

**Lakeshore Office:** 3313 Lakeshore Blvd. W., Etobicoke, On, M8W 1M8  
(416) 792.7808

**Reintegration Services Trailer:** 160 Horner Ave (Parking lot), Etobicoke, On, M8Z 4X8  
(647) 456.3200



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[www.jhst.ca](http://www.jhst.ca)