



2023 - 2024

# Annual Report





# Contents

Presidents Message	pg.2
Message from our Executive Director	pg.4
Compassionate Care Article	pg.6
<b>Adult Services</b>	
Anger Management	pg.7
Institutional Services	pg.7
Crossroads Day Reporting Centre (CDRC)	pg.8
Direct Accountability Program (DAP)	pg.10
Donald G. Evans Residence (DGER)	pg. 11
Home For Good (H4G)	pg.13
Mental Health & Addiction Peer Support Program (MHAPS) Partner	pg.14
Assault Response (PAR) Program	pg.15
PAR – Centralised Intake And Referral Service (CIRS) Record	pg.15
Suspension (Pardons)	pg.16
Reintegration Service Trailer (RST)	pg.16
System Navigator Program (SNP)	pg.17
Walter Huculak House (Crossroads Program)	pg.18
Etobicoke Services	pg.19
Toronto Regional Bail Courthouse (TRBC)	pg.19
<b>Youth Services</b>	
Crossroads Youth Program (CYP)	pg. 20
Helping Individuals Plan Positively (HIPP)	pg.21
Youth Training 2 Employment (YT2E)	pg.21
<b>Planning Tables</b>	pg.22
<b>Financials</b>	pg.23

## Presidents Message



Jackie  
vanEgmond

Dear Members of the John Howard Society of Toronto,

I hope this letter finds you in good health and high spirits. As we close the chapter on another remarkable year, I want to express my heartfelt gratitude to each one of you for your unwavering commitment and dedication to our mission.

Our collective efforts have yielded significant accomplishments, and I am proud to share some highlights from our 2023-2024 Annual Report:

1. Our collaboration with the union has been successful, resulting in a collective bargaining agreement. This milestone not only strengthens our organization but also ensures fair treatment and improved working conditions for our dedicated staff. Together, we have fostered an environment of trust and cooperation.
2. As an organization we have been able to maintain most of our funding and programs, including our continued anchor status with United Way. Additionally, we express our gratitude for the generosity of two significant donors who recognize the positive impact we've had on families and the broader community. Their gifts enable us to continue our vital work.
3. In June 2023, we welcomed Mr. Keith Kacsuta as our new Executive Director. Keith brings a wealth of experience and a strategic vision that aligns perfectly with our goals.

His contributions have helped us meet the following goals:

- Partnership Development: Keith has cultivated relationships with all levels of government and potential funders in the social and criminal justice sectors. His ability to forge meaningful partnerships will enhance our impact in the community.
- Strategic Initiatives: Keith's leadership extends to developing strategic initiatives that drive the growth of the John Howard Society of Toronto. His forward-thinking approach will propel us toward greater success.
- Building Dynamic and Skilled Staff Teams: Keith's commitment to nurturing talent and fostering a collaborative work environment ensures that our staff remains motivated, skilled, and ready to tackle challenges.

As we look ahead to the 2024/2025 year:

We are delighted to announce that we have secured funding for two new programs, enhancing our expertise and leadership in youth and transitional housing initiatives. Over the next year, we are also committed to achieving our year one objectives outlined in our recently completed Strategic Plan (May 2024).

As we continue to serve our community, let us carry forward the spirit of collaboration, compassion, and resilience. Our shared vision drives us to create positive change, and I am confident that the coming year will bring even greater accomplishments.

Thank you for being an integral part of the John Howard Society of Toronto. Your support fuels our mission, and I look forward to celebrating our collective impact in the years ahead.

With warm regards,

Jacqueline vanEgmond, President, Board of Directors John Howard Society of Toronto



## Message from our Executive Director

Keith  
Kacsuta



The past year has been a dynamic and impactful one for our organization. As we reflect on our accomplishments and progress, we are proud of the strides we have made towards achieving our mission and creating lasting change in our community. There have been so many countless examples of our advances and successes, but it has just been inspiring and exciting to see all of the great work that has been done.

Our team has continued to work tirelessly to address the urgent needs and challenges facing our community. We have seen the effects of various social, economic, and environmental issues, and through our programs and initiatives, we have made a significant impact in improving the lives of individuals and families. It is truly not easy work that we do, which is why it's so impressive and fulfilling to see such positive outcomes and successes.

One of the highlights of the year was the successful increase in client referrals in our Home for Good Program implementation focused on promoting sustainable and transitional housing. Through partnerships with local organizations and community members, we were able to provide housing for several individuals in need, giving them a safe and stable place to call home, which is a key indicator of success.

In addition, our PAR program has continued to thrive, reaching more clients than ever before. We have seen a new record high in referrals and our dedicated and hardworking team has been able to rise to the occasion and handle a large volume of clients.

We have continued to see very high success rates in our Donald G Evans Residence. These successes have allowed us to expand our reach and make an even greater impact in our community. This is a testament to the leadership and all the behind-the-scenes networking and case conferences that have led to the continued high levels of success. It has not been easy to run 24/7 residences, but the team continues to rise to the occasion and provide the best support for our clients.

Our Records Suspension team has continued to navigate and work with a very high volume of clients and continues to build and grow our networks to effectively reach more individuals in need.

The Reintegration services team has continued to build upon best practices and has built a highly sustainable and functional department increasing referrals and services and continues to be a much needed and valuable piece to assist those released from incarceration.

None of these achievements would have been possible without the dedication and support of our volunteers, staff, board members, and partners. We are grateful for their commitment to our mission and their tireless efforts in helping us reach our goals.

As we look towards the future, we are excited about the opportunities and challenges that lie ahead. It has been evident that we are truly laying and building the foundation for great things to come as evidenced by the recent acquisition of two new pieces of program funding to better serve our clients and community. We have also successfully navigated and completed another new collective agreement as well as embarking on a large scale and impactful strategic plan. These are examples to show that we are committed to continuing our work towards creating a more equitable and sustainable community for all.

Together through all of our efforts we can look forward to another successful year ahead.



# Compassionate Care




## Supporting Clients and Their Pets

The Etobicoke Services team recognized a significant issue faced by clients who owned pets: they struggled to find a place to leave their animals while attending appointments where pets were not allowed. This presented a major barrier to accessing essential services, as clients were forced to choose between their pets and their own needs. Understanding the importance of pets to their owners, the team decided to step in and offer a solution. They created a safe and welcoming environment where pets could be cared for temporarily, ensuring that their owners could attend necessary appointments without worry.

In addition to providing temporary pet care, the Etobicoke Services team went a step further by addressing another critical need – food for the pets. Recognizing that many clients were unable to afford adequate pet food, they reached out to local businesses and organizations for support. Their efforts paid off, as they managed to secure a large donation of pet food on two different occasions from Amazon. These donations were distributed among the clients, relieving them of the financial burden and ensuring their pets were well-fed and healthy.

This holistic approach not only improved the well-being of the pets but also had a profound impact on the lives of their owners. With the assurance that their pets were safe and cared for, clients could focus on their appointments and other important tasks, knowing their companions were in good hands. The Etobicoke Services team's initiative fostered a sense of community and support, highlighting the importance of addressing the needs of both people and their pets in creating a more compassionate and effective support system.





# Adult Services

## Anger Management

This intensive psycho-educational group program is designed for men who want to learn new skills for managing and communicating their anger. This year, we have served 200 clients referred from various sources such as probation and parole, courts, lawyers, Ontario workers, and other mental health service providers. We also accept referrals from Employee Assistance Program (EAP) and employers, as well as self-referrals. It's important to note that this program does not address domestic violence interventions or treatment, as indicated in all court documentation.

All groups are held virtually, which allows us to serve more clients. John Howard remains one of the most sought-after anger management programs in the city. This year, we have improved the program design to make the transition from the waitlist to the program smoother.

## Institutional Services

Our Institutional Services are provided inside the Toronto South Detention Centre. Services and programming provided at the TSDC included the following:

- General Requests - JHST's Institutional Coordinator (IS) will review general requests from individuals being detained at the TSDC to provide information, assistance, advocacy, referrals as needed and a link to community support; can include referral to JHST, eg. our Reintegration Services Trailer and external programs, assistance with access to services when released (employment, education, substance use, etc.). The IS worker also works with individuals on housing options available upon release, short term and long term goals, social supports, and post-release treatment options.
- The Drug and Alcohol Awareness Program (DAAP) - IS works with clients to develop a relapse prevention connected to their reintegration plan. It examines an individual's triggers, strategies to avoid those triggers, and is facilitated using the biopsychosocial and stages of change models.
- Get Started Program – John Howard Society of Toronto is pleased to deliver the Get Started Program, an information session to provide clients with information about available supports upon release.
- Anger Management is also offered once a week based on demand.



## Crossroads Day Reporting Centre (CDRC)

The Crossroads Day Reporting Centre (CDRC) program has been a cornerstone of support and assistance in Toronto. From April 2023 to March 2024, this program has seen a dynamic influx of clients, showcasing its pivotal role in the community. This report summarizes the multifaceted services, the diverse demographic outreach, and the various methods of client engagement, all meticulously analyzed to reflect the program's profound impact.

At the CDRC, we prioritize meeting diverse client needs through high-quality, client-centered care. Recognizing the challenges many faces, including discrimination and housing affordability constraints, we provide comprehensive support to empower clients toward successful reintegration. Our team collaborates with community partners to establish a supportive network fostering self-sufficiency. Through personalized care plans and advocacy, we aim to break down barriers and promote positive outcomes.

Over the past year, the CDRC program saw 536 client visits, including 69 new clients, constituting 12.9% of the total clientele, and repeat clients forming the rest. This high rate of repeat clients signifies the program's success in maintaining ongoing relationships and providing continuous support. The program serves a diverse demographic, with 7.3% identifying as First Nations and 11.8% speaking English as a second language, showcasing its accessibility. Additionally, 72% belong to visible minority groups, demonstrating the program's commitment to inclusivity. Gender-wise, there is a notable predominance of male clients (90.9%) compared to female clients (9.1%), suggesting a need for outreach to ensure comprehensive support across genders. Economically, most clients (54.7%) are employed, with others receiving benefits like Ontario Works (9.7%) or Ontario Disability Support Program (5.6%). A small portion receives Employment Insurance (0.9%) or Canada Pension Plan/Old Age Security benefits (2.2%), while 26.3% report other income sources, reflecting economic diversity. Age-wise, 92.0% are aged 26 to 64, 2.8% are under 25, and 5.6% are 65 or older, showcasing the program's support for individuals at different life stages. Overall, the CDRC program caters to a wide age range, addressing the needs of diverse clients effectively.

Below are testimonials from current clients of the CDRC, showcasing their positive experiences and successful outcomes. These testimonials stand as a testament to the effectiveness and professionalism upheld by the CDRC.

"Coming to see Natalie at John Howard has been a blessing for me. Not only have I gained somebody I can trust and talk to about anything, I feel I have gained a friend, somebody I can count on, and somebody who has helped me in many different ways, including my addiction and overcoming my fears. Before I met Natalie, I would not have been able to write this or feel comfortable enough to express my gratitude. I am very grateful for her coming into my life, and I want to say thank you." -KG

"I have been in the federal system for years. The CDRC has provided me with more support than I had previously received, and I recommend their services to any individual in need of support in all areas of their life. Since being referred to the CDRC, I have re-obtained my citizenship, passport, and other IDs, which have made it easier for me to navigate my life and accomplish my goals." -TB

"John Howard Society. What do I think about them? Well, I think the people that I have met are good-hearted, and it is evident that they have the best intentions for every individual released from a correctional facility. My experience with the John Howard Society has been memorable, and I have gained much respect for both Natalie and Bella. Since meeting them both at the CDRC, they have done everything in their power to ensure my needs are met. They have assisted me with obtaining employment and have functioned as a support system. I believe that these two individuals should get a medal." -ER

"The JHS/CDRC continues to be a limitless, ongoing support team. A criminal background makes success so difficult, and having individuals like Isabella and her team cheer you on through all of life's adversities is literally invaluable. It is hard to put a price on the help and support offered by the CDRC. I, for one, hope that they continue to operate and even expand the services that they render to the previously incarcerated." -CP

Client testimonials further underscore the effectiveness and professionalism of the CDRC, with clients expressing profound gratitude for the exceptional support provided by their case managers. This consistent positive feedback reflects the dedication and commitment of the CDRC team to exceeding client needs, ultimately contributing to the program's success and positive impact within the community.



## Direct Accountability Program (DAP)

The Community Justice Program: The Direct Accountability Program is funded by the Ministry of the Attorney General. DAP is a community justice restorative based program offered within our court system as an alternative to prosecution that holds accused persons accountable for their actions by addressing the issues that lead to conflict with the law. The program allows for accused persons who have little or no prior involvement in the criminal justice system, and who have been charged with Level One Type (minor) and some Level Two Type criminal offences to have their charge(s) withdrawn.

The DAP operates at the Ontario Court of Justice - Toronto (OCJ-T). Prior to the construction and opening of the OCJ-T on Feb. 06, 2023, JHST operated the DAP out of the Metro North (1000 Finch Ave. W.) and Metro West (2201 Finch Ave W.) courthouses.

For the year 2023 our Community Justice Workers, Ms. Jada Beckles and Ms. Lianna Coates successfully processed 445 DAP referrals. Of the 445 referrals received, 58% were Level Two Type Criminal offences. DAP clientele increasingly present with complex needs including addictions, unemployment, homelessness and mental health issues.

ASAP & CSI: The Anger and Substance Awareness Program (ASAP) and Counseling Support and Intervention programs are DAP initiatives that are funded by MAG. ASAP is a two session psychoeducational program offered in a small group format to address the needs of clients who identify challenges specific to both anger and substance use. The Counseling, Support and Intervention (CSI) program is individualized three session counseling that is offered to DAP individuals who present with differentiated needs.

Majority of the cases referred to our ASAP or CSI program face charges inclusive of assault (including domestic violence related incidents), endangering life, criminal harassment, uttering threats, failing to comply charges and property damage. MIT (motivational interviewing technique), CBT (cognitive behavioural therapy) and SFBT (solution focused brief therapy) counseling techniques are utilized within these two program options to equip clients with emotional regulation skills, harm reduction skills, stress management skills, increasing pro-social skills, increasing consequential thinking and increase of empathy for victims through understanding impact of actions on victims. A total of 106 clients were referred for ASAP/CSI counseling in 2023. All sessions for both ASAP and CSI are facilitated by Mr. Joseph Vaz, our ASAP/CSI counselor.



## Donald G. Evans Residence (DGER)

Donald G. Evans Residential Services is pleased to mark its 5th anniversary since opening its doors. Over these five years, we have been dedicated to providing support and rehabilitation services to our clients, aiding them in their journey towards successful community reintegration. As we reflect on this milestone, we are proud to report on the progress and achievements of both our organization and the individuals we serve.

The Donald G. Evans Residence, comprising of two five-bedroom apartments, serves as a transitional housing facility catering to individuals on Unescorted Temporary Absences (UTAs) or Day Parole. The residency selection process involves thorough assessment by the John Howard Society of Toronto, considering factors such as risk to community, potential for recidivism, motivation for change, and commitment to program compliance. The facility aims to facilitate successful reintegration into society by providing housing accommodations, employment opportunities, and community support.

### Admission Procedure:

Prospective residents must complete an application and receive comments from their Institutional Parole Officer (IPO). An in-person interview is conducted whenever possible to assess program suitability. A Community Assessment, requested through the IPO to the Toronto East Parole Office, is mandatory for all cases and requires support from the Community Assessment Team (CAT). Written confirmation of acceptance or denial is communicated via letter mail.

### Community Assessment Team (CAT):

The CAT convenes biweekly to screen applicants for admission, ensuring a comprehensive evaluation of their potential for successful reintegration and public safety. The team comprises representatives from community partners, Correctional Services Canada, and Toronto Police. The Ethnocultural Reintegration Officer, representing Ontario's Regional Headquarters, plays a crucial role in addressing the needs of the Black offender population, collaborating with community supports to facilitate effective release-reintegration planning. The role of the Ethnocultural Reintegration Officer is to support individuals already residing in the community, particularly focusing on the larger Black offender population in Ontario. With over 1,100 Black offenders in the region, including 400+ on release, there is a significant need for targeted assistance. The officer's primary objective is to collaborate with community resources in identifying and providing culturally sensitive support for correctional release and reintegration planning. This approach fosters stronger community engagement and ensures that individuals receive appropriate ethnocultural support as they navigate the transition back into society.

### Donald G. Evans Client Demographics (April 2023 to March 2024):

1. Total new clients served: 18
2. Bed Utilization : 95+%
3. Visible minority clients: 81%
4. Indigenous clients: 2%
5. Clients aged 25 and under: 16%
6. Clients aged 26 to 64: 81%
7. Employed clients: 62%
8. Clients aged 65 and older: 2%

## Success Seen:

The Donald G. Evans Residence has observed significant success with clients reaching full parole or their statutory release date, supported by secured housing and employment. However, there have been instances of clients not completing the program successfully, leading to their return to the institution. Specifically, one client did not complete the program and was returned to the institution.

Among our successes, clients are transitioning from institutional settings to completing their sentences within the community. Their motivation for positive change is evident as they actively engage with staff and show a willingness to address challenges such as heightened anxiety from their incarceration experience. Many clients are enthusiastically participating in their correctional plans, attending various groups focusing on areas such as substance abuse and anger management. Additionally, there is a notable eagerness among clients to secure employment and adhere to the rules and expectations set by the Donald G. Evans Residence. Overall, 96% of the clients have been deemed successful in their reintegration efforts and 94% were discharge successfully.

## Conclusion:

The Donald G. Evans Residence continues to play a vital role in supporting the reintegration of individuals into society post-incarceration. Despite challenges such as housing affordability and limited employment opportunities, the facility remains committed to providing comprehensive support to its clients, thereby contributing to safer communities and successful reintegration outcomes. The success of our clients is a testament to the hard work and dedication of our team members. Scott Leone (Chief Operating Officer), Joanna Katsiliras (Team Leader of Residential Services- Donald G. Evans Residence), Amarjit Johal, our diligent Case Manager, Isabella Palombo and Jackie Grisanzio (Team leaders of Residential Services) and the entire staff at Donald G. Evans have worked tirelessly to build rapport with our clients and provide them with the necessary support and guidance.

Their efforts in fostering a supportive environment and assisting in community reintegration have been instrumental in the positive outcomes achieved by our clients. We extend our sincere gratitude to each member of our team for their unwavering commitment and dedication to our mission. This year-end report reflects the dedication and efforts of all stakeholders involved in the reintegration process, highlighting both achievements and areas for improvement as we strive to enhance the efficacy of our programs and services in the year ahead. As we celebrate our 5th anniversary, we take pride in the achievements of our clients and the dedication of our staff at Donald G. Evans Residential Services. We remain committed to our mission of facilitating the successful rehabilitation and reintegration of individuals into the community. We look forward to continuing our journey of support and empowerment in the years to come.



## Home For Good (H4G)

The Home for Good Program continues to provide supportive housing to men who have transitioned from provincially funded institutions and service systems. We assist men who are currently experiencing homelessness and those who are being released from an institution and are likely to be homeless upon discharge.

This past year, the Home for Good Program has experienced significant changes, faced various challenges, and achieved notable successes. We now have a solid team in place, with Sarah James taking on the role of Manager of Community Programs and Engagement, and a full complement to the case management team. Our team has been dedicated to supporting our clients and connecting them with the appropriate services. We have focused on strengthening our relationships with community partners and landlords and are committed to stabilizing our housing and reintegrating our clients. Over the past year, we successfully housed 9 new clients, which is a significant achievement in the midst of the housing crisis. We also started working with 4 new landlords.

Despite our successes, supporting and housing clients in our program presents its challenges. one significant ongoing challenge is effectively managing situations where a client breaches the tenancy agreement or no longer meets the program's criteria. In a few cases, we have had to rely on the Landlord Tenant Board to have the client evicted, which can be costly, time-consuming and never the outcome we desire. In other cases, we have had clients who continue to live in our housing without actively engaging in case management and other supports. In such instances, the team has considered how a transitional housing model may have particular benefits for the client and the program as a whole. As a result, we have initiated a dialogue with our funders at the City of Toronto and are in the process of moving towards a transitional housing model to better suit the demographic we serve. The hope is to make the program more successful and sustainable overall.



## Mental Health and Addiction Peer Support Program (MHAPS)

The Mental Health and Addiction Peer Support Program (MHAPS) Program is staffed by Peer Support Workers, who are individuals with lived experience, and will work with clients one-on-one to explore recovery goals and identify ways in which clients can feel more connected with community supports. By sharing their related experiences with the client, Peer Support Workers will establish rapport, trust and mutual understanding, and work together to develop harm reduction plans. Through this program, Peer Support Workers will provide a range of services related to mental health and/or substance use issues.

MHAPS has been renewed again for another year and is going into its 4th year. JHST is one of the three JHS offices that offer the MHAPS program in partnership with JHSO and funded by the Solicitor Attorney General (SOLGEN). The MHAPS program is staffed by two peer support case workers whom utilize their lived experience to build rapport, engage individuals, and offer their knowledge to help service users to connect to much needed supports, services and referrals. The MHAPS referral stream comes directly from probation officers and once a referral is received the participant will be assigned to a peer case manager who will then help them to create a Client Action Plan.

In the MHAPS program we continue to build effective working relationships with PPOs to help assist participants with their reintegration goals and to coordinate essential wrap-around supports. The MHAPS program is based in the community and workers will meet clients where they are, providing accompaniments, helping to secure shelter/treatment beds, housing, obtaining ID, completing warm referrals, creating safety/harm reduction plans, crisis management and whatever else is agreed upon in their goal plan or as a need identified by the participant. Caseloads remain high and we are currently experiencing a wait-list due to the high numbers. In this program there is no determined discharge date and clients are supported until either peer or they decide that the collaboration has come to fruition.

Over the course of the year, a total of 80 referrals were made, indicating a steady stream of new cases and inquiries. As we approached the end of our fiscal year in March 2024, we had 44 active clients, showing a significant engagement with our services. Furthermore, 11 referrals were still pending, highlighting the ongoing nature of our intake process. Moving into the next fiscal year, from April 2024 to March 2025, 55 participants are set to continue with our program. In addition to managing these cases, we conducted an impressive 168 case conferences throughout the year, demonstrating our commitment to thorough and collaborative client care.

### A Success Story:

A client of the MHAPS program was previously living in a tent encampment, facing the daily challenges and uncertainties of homelessness. In an effort to provide more stable and supportive living conditions, the client was warmly referred to our H4G (Housing for Good) Program. This referral marked a turning point in their journey, as they were successfully housed in March 2024. The transition into secure housing has significantly improved their quality of life, providing a foundation for further personal and health improvements.

## Partner Assault Response (PAR) Program

Partner Assault Response (PAR) is a court mandated intervention program that is funded by the Ministry of the Attorney General. This psychoeducational group counseling program is designed to address intimate partner violence by challenging power and control beliefs and tactics that are used in domestic/intimate partner relationships. This 12 session counseling program holds perpetrators of domestic violence/intimate partner violence accountable for their abusive behavior while ensuring victim safety through our Victim/Partner Contact services. JHST continues to operate 6 groups weekly that are male-female co-facilitated. PAR staff are trauma-informed, culturally sensitive and theoretically grounded in relevant evidence-based practices specific to challenging men involved in intimate partner violence and fostering change to reduce the likelihood of offence recurrence. Current PAR staff include: Dharmvishal Barot, Rebecca Hall, Eleisha Morgan, Joseph Vaz, Richard Coke, Kamron Zahedi and Sarah James.

Over this past fiscal year the PAR program received 414 referrals in total. 256 PAR intake assessments were successfully completed with 232 PAR clients successfully attending and completing PAR group counseling. The PAR program further provided individualized supports, safety planning and referrals to almost 600 victims/partners of clients enrolled in our PAR program.

## Partner Assault Response – Centralised Intake And Referral Service (CIRS)

The PAR–Centralized Intake and Referral Service (CIRS) is a MAG – Funded service that is unique to the Toronto region. The JHST CIRS staff team is comprised of Ducquan McFarlane, Julia Laine, Carron Williams, Julianna Valin and Jaime Donofrio. The CIRS intake team conducts intakes and makes referrals for clients currently on bail or probation whose charges are domestic/intimate partner violence related. The CIRS team accurately determines PAR eligible client’s suitability and their individual needs to ensure that all PAR eligible clients are suitably matched and appropriately referred out to 1 of the 10 PAR provider agencies across the Toronto region.

This past fiscal year was a record year for CIRS service delivery. A total of 2079 referrals were processed inclusive of 643 probation referrals and 1436 bail referrals. This is reflective of a 25% increase in referrals processed when compared to the average number of referrals processed in previous years.





## Record Suspension (Pardons)

The Record Suspension Program remains a critical resource for individuals with a criminal record. Over the past year, it has become evident that many individuals actively seek to apply for record suspensions. Notably, changes in the application fee and eligibility criteria have removed certain barriers, allowing more people to access this essential service.

Navigating the record suspension process can be complex and challenging. However, our program receives referrals from various community organizations and even the Parole Board of Canada. These referrals highlight the program's importance and its impact on individuals seeking a fresh start.

In the last year, approximately 400 individuals signed up on our waiting list. These individuals include those looking to apply for both record suspension and fingerprint destruction. Our dedicated team has successfully served over 380 clients, completing 125 intakes and handling more than 3,700 phone calls. Most significantly, 72 clients received their record suspension during this period.

Beyond direct services, we actively engage in community outreach. Our efforts focus on educating community workers and their clients about the record suspension process and relevant legal aspects. By fostering awareness, we aim to empower more individuals to take advantage of this program.

As we move forward, we remain committed to providing this vital service to Toronto's population. Despite challenges, including the stigma associated with criminal records, we look forward to assisting many more individuals on their journey towards reintegration.

## Reintegration Service Trailer (RST)

Over the last couple of years, the Reintegration Service Program/Trailer – Just Out Side the Door Harm Reduction Project has had a fair share of barriers and struggles in implementing desired deliverables but the delivery of our RST services was re-evaluated, restructured, and revitalized to align with projected outcomes and we worked closely with our grant officer to do so. The Trailer reopened its services at the beginning of July 2023 and begin to build upon existing relations with institutional staff, Duty Counsel, Toronto Bail Program, CAMH FEIS, COTA, and others to help connect individuals being released to immediate services. Located right outside of the Discharge doors in the parking lot of the Toronto South Detention Centre, the Reintegration Services Trailer provides support for those being released from the jail or returning to pick up their property. The project is staffed by peer support workers who are available to provide on-site overdose prevention, education, naloxone, harm reduction supplies, sites/ services, and follow up information. We also provide immediate needs, such as, clothing, winter/ summer care packages, beverages/snacks, hygiene products, Presto one-ride passes and/or specific travel accommodations on a need to need basis, plus a place to check emails, access a phone and/or 211 tablet, charge mobile devices, and provide warm referrals to vital services and programs, within the John Howard Society of Toronto and across the city. We also create release care packages per request and there is the opportunity for service users to be accompanied by a peer support worker in the community to essential services.

We'd like to thank those who donated to the RST Trailer. Several donations of usable items were received, such as, boots, blankets (CAMH), and drawstring bags (Salvation Army).

## System Navigator Program (SNP)

The SNP program has been renewed for its 3rd year and is an initiative provided through and funded by SOLGEN. We have partnered with JHS Ontario and other selected John Howard Society affiliates to deliver this program. The SNP Program provided by JHST is designed to deliver short-term (4-6 weeks), intense case management for individuals being released from the Toronto South Detention Centre (TSDC).

We receive referrals directly from the Community Reintegration Officers (CROs) as well as the Institutional Social Workers. JHS Toronto has fostered robust relationships, working closely with the CROs and Social Workers to assist those being released in implementing and carrying out their discharge plans successfully. SNP staff will meet with the individual pre-release to help establish a rapport and will assess their needs at this time in order to prepare them before release so that once in the community they can be seamlessly connected to services.

Individuals being referred to SNP are considered high-risk priority groups who are without community supports upon release and require immediate assistance with potential barriers such as mental health, substance use, housing/shelter, identification, and getting connected to services. The program is intended to be a protective factor to help individuals avoid cycling back through the criminal justice system and to be able to navigate systems upon release, increasing the chances of community reintegration.

The number of referrals remains high, with 180 referrals this fiscal year, and they are consistently coming in. The SNP Program is also a member and sits at one of SOLGEN's Community Reintegration Planning Tables, and staff have supported clients at community health planning tables as well. The program has made great strides in proving how essential immediate supports are upon release and how they can positively impact an individual's reintegration journey.



## Walter Huculak House (Crossroads Program)

The Walter Huculak House, also referred to as the Crossroads Program, is a community based residential facility (CRF) for federally sentenced adult males on supervised release from a federal institution. This program provides accommodations and comprehensive case management support for men returning home after a sentence under the supervision of Correctional Services Canada. Staff work with residents to establish and develop plans that lead to gradual, structured, and successful reintegration into the community.

Nestled within an intimate setting boasting 16 beds, the Crossroads Program fosters meaningful connections between staff and residents. Our dedicated team collaborates closely with residents to craft and execute structured plans, ensuring a gradual and successful reintegration process.

During the 2023-24 fiscal year, the Crossroads Program provided service to a total of 53 clients, 40 of which were discharged prior to the fiscal year end. Of the 40 discharges, 20 were deemed successful, which represents a 50% success rate for discharged clients. The overall success rate of the program was 62% (based on all 53 clients served, and including clients still residing in the CRF as of the end of the fiscal year). The lower success rates at the Crossroads Program are indicative of the program's client population. It is to be expected that clients in an enhanced CRF present with additional challenges, compared to traditional CRFs (such as DGER and other CRFs with a higher population of clients on Day Parole).

The distribution of Crossroads Program clients for 2023-24, and their release types, is as follows:

- Statutory Release with Residency (SRR): 77.36% (41 clients)
- Day Parole (DP): 9.43% (5 clients)
- Full Parole (FP): 3.77% (2 clients)
- Long-Term Supervision Order with Residency (LTSO-R): 9.43% (5 clients)

There were 20 client suspensions at the Crossroads Program. Seven (7) clients successfully reached their Warrant Expiry Date (WED) and 13 clients were discharged to the community but remained under the supervision of the Correctional Service of Canada (CSC).

Crossroads welcomed 25 new clients from April 2023 to March 2024. Of the 25 intakes, 31% identified as visible minorities, while 19% identified as Indigenous. Many of the clients, 87%, were between the ages of 26 and 64, while 13% were under the age of 25. It is worth noting that 62% of clients were employed, which is indicative of progress towards release plans and overall commitment to successful reintegration into society. It is also indicative of the program's efficacy in providing clients with the skills and resources required for success.

Every day, our team at Crossroads diligently provides comprehensive support to our clients. This includes personalized counseling sessions, assistance with resume building and job applications, as well as documentation procurement. Our dedicated staff is committed to the reintegration process, creating a supportive environment that empowers clients with the tools and resources they need for long-term success.

The partnership between CSC and the Crossroads Program, along with the steadfast dedication of our staff, is instrumental in furthering societal aims of harmony and decreased recidivism.

## Etobicoke Services

The Etobicoke Office, located at 3313 Lakeshore Blvd West, serves as the core office for reintegration services and is situated in close proximity to the TSDC. At the Etobicoke Office, we have been seeing a steady increase in walk-ins and continue to handle reintegration phone calls. This office also supports our high-needs residents through our H4G Program, which has six units located above the office.

An increasing number of community members are utilizing our food insecurity program, which includes snack and meal programs, as well as food and pet donations. We are seeing many repeat clients and building recognition within the community through these services. We are averaging approximately 200 contacts per month at our Etobicoke Office, and this number continues to grow.

We have partnered with Daily Bread to support this initiative and have received pet food donations from Amazon Canada, which has generously contributed to our cause. Brands Canada provides monthly clothing donations to help clothe those being released from institutions. Additionally, we have partnered with Bargain Groups to create care packages and receive essential donations such as water and winter kits.

## Toronto Regional Bail Courthouse (TRBC)

We provide reintegration services on an as-needed basis, tailored to meet the unique requirements of individuals transitioning back into the community. Our dedicated team is available at our office one to two days a week, depending on staff availability, ensuring that those in need receive the support and resources necessary for a successful reintegration. This limited but focused availability allows us to offer personalized assistance, addressing specific challenges faced by individuals as they navigate this critical phase of their journey. Our office serves as a place where clients can access immediate services and warm referrals.

We have helped out several times with transportation, a barrier individuals face when released directly from bail court due to its location. We support those travelling back who need to pick up their property from the institution where they were detained. In certain instances, we have provided Uber rides/GO train rides in critical times for vulnerable individuals who have limited options, funds, or capabilities to do so themselves.

In addition to our direct services, JHST collaborates with various community stakeholders to enhance the support network available to individuals reentering society. We actively participate in efforts to gather and donate essential items, contributing to the creation and organization of release care packages. These packages are distributed through the TRBC Resource/Clothing Room, a dedicated space for in-person releases that provides immediate, tangible assistance to those newly released. Our contributions, alongside those of other community partners, help ensure that individuals have access to basic necessities and resources as they begin their reintegration process, reflecting our commitment to fostering a supportive and compassionate community environment.



# Youth Services

## Crossroads Youth Program (CYP)

The Crossroads Youth Program (CYP) plays a crucial role within the John Howard Society of Toronto, focusing on African-Caribbean youth aged 16 years and older. The program aims to address pro-criminal behaviors and provide comprehensive support services. Through individualized case management, counseling, and mentoring, CYP offers positive social and personal development opportunities. Culturally specific programming is integrated to reduce the over-representation of Toronto's most marginalized youth.

The curriculum emphasizes several key areas:

- **Youth Identity:** Encouraging self-reflection and understanding, CYP nurtures a positive sense of self.
- **Culture:** Celebrating African-Caribbean heritage, the program fosters cultural pride and resilience.
- **Anger and Aggression:** Participants learn tools to manage emotions and promote healthy coping mechanisms.
- **Impact of Violence:** CYP raises awareness about the consequences of violence, empowering youth to make informed choices.
- **Strengths and Coping Skills:** Identifying individual strengths and teaching effective coping strategies.
- **Healthy Relationships:** Building skills for positive interactions, including communication, boundaries, and conflict resolution.

Referrals come from various sources, including the Toronto Youth Justice Partners, Toronto Police, The Roy McMurtry Youth Centre, community partners, lawyers, and self-referrals. In the past fiscal year, over 50 youths actively engaged with CYP, both in one-on-one and group settings. Additionally, over 100 individuals received support through referral programs connecting them to appropriate agencies across Toronto.

The Crossroads Youth Program remains committed to empowering African-Caribbean youth, fostering resilience, and creating pathways away from criminal behaviors. As we move forward, we continue to build a stronger, safer community for all.

## Helping Individuals Plan Positively (HIPP)

The Helping Individuals Plan Positively (HIPP) program, operated by the John Howard Society of Toronto, is a vital initiative aimed at empowering youth aged 17-24. Rooted in an anti-oppressive, strength-based approach, HIPP engages young individuals, encourages prosocial activities, and facilitates the development of actionable goals for their educational and career advancement.

The program's mission is clear: to equip participants with essential skills, meet their needs, and reduce the likelihood of conflict with the law. HIPP achieves this through several core strategies. First, individualized case management and counseling provide personalized guidance to address each participant's unique needs and goals. Second, one-on-one counseling sessions offer a confidential space for participants to explore challenges, set objectives, and receive support. Third, group programming fosters a supportive community where collaboration and skill-building thrive. Finally, community engagement and education workshops empower participants with knowledge, addressing issues related to youth violence in neighborhoods and families.

The HIPP program maintains strong collaborations with various community and government agencies. These partnerships enhance the program's reach across Toronto, supporting over 150 individuals within families and communities during the past fiscal year.

## Youth Training 2 Employment

The Youth Training 2 Employment (YT2E) program has been a valuable addition to the suite of programs offered at JHST. Designed to empower young individuals aged 15 to 30, YT2E provides essential support for navigating the labor market and achieving sustainable employment. Over the course of its operation from April 2021 to April 2024, YT2E successfully served 150 youth within the Greater Toronto Area (GTA).

YT2E equips participants with the skills, knowledge, and confidence needed to thrive in the competitive job market. Beyond traditional job training, the program focuses on holistic development, emphasizing not only technical skills but also essential life skills, communication, and emotional intelligence. Participants learn how to present themselves effectively during interviews, build professional relationships, and manage workplace challenges.

Recognizing that each participant's journey is unique, YT2E offers personalized support. The program team works closely with youth to identify their strengths, interests, and career aspirations. Whether it's resume building, interview preparation, or networking strategies, guidance is tailored to meet individual needs.

YT2E collaborates with community service providers, local businesses, and government agencies to enhance its reach. These partnerships enable participants to connect with job opportunities, internships, and apprenticeships. The goal is to create a network of support that extends beyond the program duration.

As YT2E completes its funding cycle, there remains optimism about its impact. The vision is to secure future funding to ensure we continue serving Toronto's most vulnerable population, ensuring that every young person has the opportunity to build a brighter future through education, skills development and meaningful work experience.



# Planning Tables

## Community Reintegration Planning Table

JHST, in its role as the Community Co-Chair for the Toronto South Detention Centre Community Reintegration Planning Tables (CRPT), is committed to fostering a spirit of collaboration. The Toronto South CRPT, established in May 2023 through a partnership between the Ministry of the Solicitor General and the Provincial Human Services and Justice Coordinating Committee, aims to create more personalized reintegration plans for high-needs individuals transitioning out of correctional institutions. Every month, our Community Reintegration Officers from the Toronto South Detention Centre join hands with community service agencies from across the city to craft reintegration plans for individuals leaving the Toronto South Detention Centre, demonstrating our shared responsibility and commitment to this cause.

## The Toronto & Regional Human Service Justice Coordinating Committee

JHST serves as the Community Co-Chair for the Toronto and Regional HSJCC. Its goal is to provide a planning table of service providers to find solutions to the problems of criminalization of people with defined unique needs. Moreover, the organization aims to develop a model of shared responsibility and accountability for assisting this group of people at the intersection with the justice system. Also, the organization aims to recognize and address emerging health equity challenges during and after COVID-19 by working collaboratively and as allies to address intersectional, equity, and Anti-Racism approaches to social determinants of health affecting racialized communities in contact with the justice system.

## Ontario Community Residential Facility Alliance (OCRFA)

The purpose of the Ontario Community Residential Facility Alliance is to provide a forum for Ontario Community Residential Facilities (CRF) operators to connect and collaborate across agencies, and advocate and inform regarding issues of importance to the clients, agencies, and communities we serve. We will operate in a way that promotes open, direct and regular communication, integrity, reciprocity and transparency, and collaboration and partnership.

## Community Assessment Team (CAT)

The purpose of the Community Assessment Team is to screen applicants seeking admission into the Walter Huculak House or DGE Residence by assessing the potential for successful reintegration through supervision and supports to ensure greater public protection for the community. The decision pertaining to a client's acceptance into the transitional house is made by the Community Assessment Team (CAT) as a whole based on a variety of factors.

# 2023 - 2024 Financials

## JOHN HOWARD SOCIETY OF TORONTO STATEMENT OF OPERATIONS FOR THE YEAR MARCH 31, 2024

	<u>2024</u>	<u>2023</u>
<b><u>REVENUE</u></b>		
United Way	\$ 527,351	\$ 468,780
Delta Bingo	80,951	75,572
City of Toronto	966,771	1,266,791
Government of Canada-CSC & Public Safety	2,639,628	2,472,212
Ministry of Attorney General	974,291	897,343
John Howard Society of Ontario (Note 13)	365,474	495,401
Foundations & other agencies	10,865	25,400
Ministry of Community & Social Services	459,690	357,929
Fees for service	164,802	93,800
Donations and fundraising	268,669	440,917
Covid 19 (Note 14 & 15 )	-	376
Other	36,719	33,763
	<u>6,495,211</u>	<u>6,628,284</u>
<b><u>EXPENSES</u></b>		
Advertising & promotion	17,350	14,214
Amortization	29,187	49,035
Bank charges	4,883	1,261
Food	72,936	63,205
Furniture, equipment, computer lease	26,241	30,320
Insurance	49,250	41,502
Mortgage interest	56,257	46,806
Office supplies & expense	50,440	56,952
Postage, fax, courier, publications	7,483	6,896
Printing, copying	7,720	8,653
Professional fees	252,751	244,420
Program	930,383	951,617
Rent	175,596	183,899
Salaries & benefits	4,364,282	4,157,377
Security system & cleaning & maintenance	229,343	156,452
Staff training	25,649	43,288
Telephone & internet	71,789	91,103
Travel	31,792	36,877
Utilities	61,662	69,151
	<u>6,464,994</u>	<u>6,253,028</u>
<b>Excess of Revenue over Expenses</b>	<b>\$ 30,217</b>	<b>\$ 375,256</b>



**JOHN HOWARD SOCIETY OF TORONTO  
STATEMENT OF FINANCIAL POSITION  
AS AT MARCH 31, 2024**

**ASSETS**

	<b><u>2024</u></b>	<b><u>2023</u></b>
<b><u>CURRENT</u></b>		
Cash	\$ 99,038	\$ 396,302
Cash-operating reserve (note 2)	820,438	795,053
Cash-Bingo (note 17)	81,356	74,596
Accounts receivable	209,392	68,187
Accounts receivable-government	429,770	353,934
Due from affiliate-JHSO (note 13)	61,802	169,148
HST receivable	37,175	40,541
Prepaid expenses	<u>100,607</u>	<u>99,235</u>
 Total current assets	 1,839,578	 1,996,996
<b><u>LONG TERM</u></b>		
Cash-Building reserves (note 2)	48,702	24,704
Capital assets-Eglinton reserve fund (notes 2 & 4)	14,081	-
Capital assets (notes 2,3 & 4)	<u>2,467,971</u>	<u>2,492,068</u>
 Total long term assets	 <u>2,530,754</u>	 <u>2,516,772</u>
	<b><u>\$ 4,370,332</u></b>	<b><u>\$ 4,513,768</u></b>

**LIABILITIES**

<b><u>CURRENT</u></b>		
Accounts payable & accrued liabilities	\$ 581,697	\$ 557,998
Accounts payable-government	14,004	164,215
Deferred Contributions (note 5)	199,396	198,500
Current portion of long-term debt (note 7)	<u>399,327</u>	<u>83,978</u>
 Total current liabilities	 <u>1,194,424</u>	 <u>1,004,691</u>
<b><u>LONG TERM</u></b>		
Mortgages payable (note 12 &7)	<u>522,982</u>	<u>910,368</u>
	<u>522,982</u>	<u>910,368</u>
 Total liabilities	 <u>1,717,406</u>	 <u>1,915,059</u>
<b><u>NET ASSETS-FUND BALANCES</u></b>		
Benevolent Fund (note 2)	1,730	1,730
Operating Reserve Fund (note 2)	820,438	795,053
Eglinton Building Reserve Fund (note 2)	25,086	13,086
419 Jones Reserve Fund (note 2)	23,619	11,619
General Fund (note 2)	<u>1,782,053</u>	<u>1,777,221</u>
	<u>2,652,926</u>	<u>2,598,709</u>
	<b><u>\$ 4,370,332</u></b>	<b><u>\$ 4,513,768</u></b>

## Thank You to All of Our Funders

**Canada**

Government of Canada

- Correctional Services Canada
- Service Canada
- Ministry of Public Safety & Emergency Preparedness

**Ontario**

Province of Ontario

- Ministry of the Attorney General
- Ministry of the Solicitor General
- Ministry of Children, Community and Social Services

**Toronto**

City of Toronto

- Toronto Urban Health Fund
- Housing Access and Support Services



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

### Call us

Toll-free: 1-866-265-4434    Local: 416-925-4386

### Office Locations

#### Main Office

1669 Eglinton Ave. west,  
Toronto, On., M6E 2H4

#### Lakeshore Office

(3313 Lakeshore Blvd. W.,  
Etobicoke, On, M8W 1M8

#### Crossroads Reporting Centre

779 Danforth Ave., Toronto, On., M4J 1L2

#### Scarborough Office

1911 Kennedy Rd., Suite 105,  
Scarborough, On., M1P 2L9

#### Reintegration Services Trailer

160 Horner Ave (Parking lot),  
Etobicoke, On, M8Z 4X8.

#### Court Services

10 Armoury St., Toronto, On., M7A 0B9



**Effective.**  
**Just.**  
**Humane.**



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