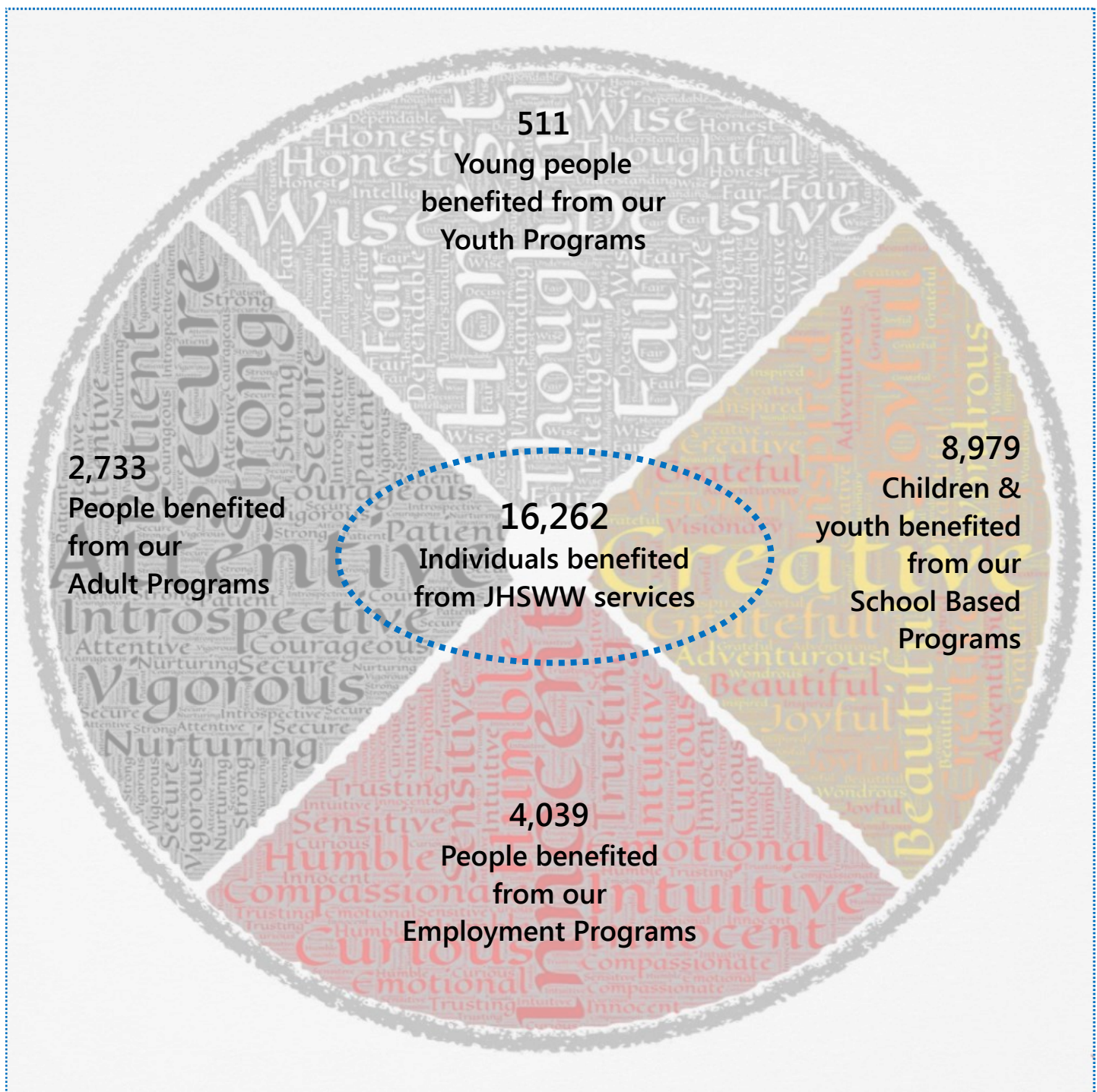


# 2016/2017 - ANNUAL REPORT

## JohnHoward

SOCIETY OF WATERLOO-WELLINGTON



### SUCCESS STORY #1

#### - Attendance Centre Program (AC)

"Mike" (not his real name) is 14. He's been home-schooled since about grade 2. Mike's grandmother was hoping to find assistance to have Mike begin the process of re-entry to the school system especially in light of normative life challenges and his own particular struggles. Local school officials, Mike, and JHSWW agreed that Mike would enter the Attendance Centre (AC) Program as a means of reconnecting with the school system. AC staff worked with Mike to develop problem solving and anger management skills. He also worked on life skills including cooking and interpersonal skills during non-curricular times spent in group. Mike credits JHSWW AC staff with many of the joys he derives from cooking now and is confident and eager to begin high school.

"Thank you for your kindness and time on this. I don't know if I could have stayed afloat mentally, if it weren't for your guidance and direction"

- Direct Accountability Client

"Extremely valuable and caring services provided. So very grateful that John Howard is available in our community."

- Anonymous

### SUCCESS STORY #2

#### - Attendance Centre Program (AC)

18-year-old "Jack" was referred to the AC Program by the Alternative Education Program at Waterloo Region District School Board after Board staff flagged several areas of concern including severe isolation, lack of social supports and poor attendance. It took several attempts and AC staff meeting Jack at school to persuade him to start attending the AC Program. Once attending, Jack's attendance was great: he showed up on time, regularly, and was willing to participate in all areas of programming including recreation and nutrition. Jack used this opportunity to develop positive, supportive relationships with staff and other group members while developing new skills. Jack identified his goal was to obtain a high school credit. He ended up encouraging another student to start attending the AC Program as well. Jack completed the AC Program and achieved the last credit he needed to graduate high school, and has aspirations of pursuing post-secondary education.

"Doing the SCORA exercise was great, it has helped my girlfriend and me work on some issues that we have. I like that we reviewed it, as we can practice when we are at home. It is nice to see our options written out, so we can go back to our plan if we get stuck".

- Youth in Transition Client

"I love the freedom and acceptance of everyone."

- Workshop Participant

- Youth Job Connection

"I had a lengthy conversation with our mutual youth today. He let me know that he has been going to John Howard to the Anger Management group and feels this is helping him. It isn't always like him to share stuff so thought I would let you know."

- Child and Youth Worker

WRDSB

### SUCCESS STORY #3

#### - Adult Diversion Program

"Fred", an adult diversion program client, went to the Literacy Group's programming to fulfil community service hours. Fred enjoyed the literacy program and Literacy Group staff were amazed at how well Fred did in the program. Fred was so committed he did more than just the required number of hours becoming an exemplary literacy student. As a result, he's feeling good about himself and even got a job. He reports his employer is happy with him.



## **Strategic Plan 2016-2019:** **Organizational Adaptiveness & Responsiveness for Service Excellence**

Organizational adaptiveness and responsiveness are key organizational capacities essential in a time of heightened government accountability requirements and outcome-based funding models. Stakeholders want assurance JHSWW can handle emergent demands, can be proactive in planning for future challenges, and is committed to continuous quality improvement.

This focuses on service excellence. Service excellence is a foundation of a healthy community; we contribute to the wellbeing of residents and thus prevent crime by providing high quality services.

Service excellence is achieved by organizational learning and growth that is accomplished by our teams using various ways of fostering their own learning, and applying that knowledge to the work that we do. Aligning learning opportunities with current and anticipated service needs fits with principles of adult education and yields better client outcomes as it links learning needs of practitioners to the challenges they face in working with clients. We're building on our last strategic plan by explicitly continuing our work in certain domains such as mental health and addictions awareness, and our understanding of trauma. Doing so expands our capacity to serve a more diverse client group and acknowledges the importance that trauma has had in the lives of many of our clients who present with complex support needs. Learning more about trauma and trauma-informed practice builds our capacity to work with oppressed and marginalized groups including refugees, LGBT individuals and Canada's indigenous peoples.

Another means of achieving service excellence is to work at system level change through activities such as being part of planning bodies and action-oriented task groups that work at local, regional and provincial levels, and collaborating with post-secondary institutions in support of training the next generation of practitioners. In addition to achieving service excellence, we need to demonstrate our positive impact through evaluation and knowledge transfer that promotes evaluation findings, and to strengthen programs where evaluation reveals areas for improvement.

### **Year 1 Accomplishments:**

- ⇒ A pilot project involving school referrals to our Attendance Centre program resulted in youth being supported to return to school and/or obtain academic credits
- ⇒ Service planning and system design collaborations (e.g., connectivity tables, Human Services & Justice Coordinating Committee, Domestic Assault Response Team, Crown Ward Championship Team)
- ⇒ > \$ 1500 in client support items donated exceeding our target of \$500.00
- ⇒ More than half of our staff have completed six or more online CAMH modules on mental health and addictions, & 12+ staff and volunteers have been trained in Safe Talk Suicide Awareness or Applied Suicide Intervention Skills Training
- ⇒ Almost half of our staff have completed a Fenway Institute module to enhance knowledge in support of our LGBT clients
- ⇒ 90 % of staff have complete indigenous cultural competency awareness training
- ⇒ Leadership Team has cross trained more staff to facilitate better service delivery
- ⇒ 94 % of students (n = 34) were 'highly satisfied' with their placements exceeding Agency target of 80 %

**STATEMENT OF OPERATIONS & CHANGES IN  
UNRESTRICTED NET ASSETS FOR THE YEAR  
ENDED MARCH 31, 2017**

<b>REVENUES</b>	<b>2016-17</b>
Government Program Grants	2,837,652
United Way	235,623
Program fees	247,707
Other Program grants	12,000
Donation, fundraising and miscellaneous	21,266
Interest earned	1,213
<b>TOTAL REVENUES</b>	<b>3,355,461</b>

<b>EXPENDITURES</b>	
Wages and employee benefits	2,496,134
Program	325,744
Building occupancy	122,885
Office and general	57,450
Advertising	9,701
Equipment and Computer Maintenance	121,813
Rent, net of recoveries	10,135
Interest on long term debt	4,558
Travel	23,728
Telephone	24,160
Contracted Services	21,884
Professional fees	29,936
<b>TOTAL EXPENDITURES</b>	<b>3,248,128</b>

**Excess of revenue over expenditures** **107,333**

<b>CAPITAL FUND</b>	
Amortization of property and equipment	54,046
<b>TOTAL</b>	<b>53,287</b>
<b>Opening Net Assets</b>	<b>1,996,406</b>
<b>Closing Net Assets</b>	<b>2,049,693</b>

**Special thank-you to all the  
Volunteers & Board Members.**

**Thank-you to our funders and donors  
who assist us in providing programs and  
services that transform lives and impact  
our communities.**

**Centre for Mental Health & Addiction**

**Corporate & Private Donors**

**Grand River Hospital**

**Ministry of Advanced Education &  
Skills Development**

**Ministry of Children & Youth Services**

**Ministry of Community & Social Services**

**Ministry of Community Safety &  
Correctional Services**

**Ministry of the Attorney General**

**Ross & Doris Dixon Foundation**

**United Way of Guelph & Wellington**

**United Way of Waterloo Region**

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