



LA SOCIÉTÉ

JohnHoward

SOCIETY OF HAMILTON, BURLINGTON & AREA



Annual Report 2013-2014

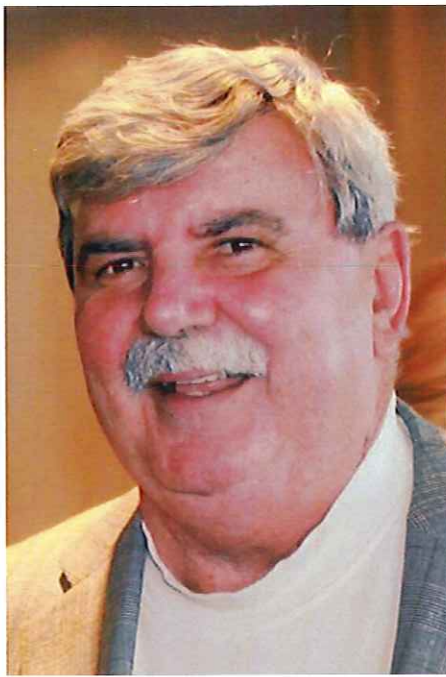
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President's Report



It is hard to believe that another year has gone by since my appointment as President of the Board. So much has happened in the life of this agency and yet service to our clients has continued uninterrupted in the same caring and professional manner that service has been delivered through this agency for the past 65 years.

The agency, after a lengthy search of available properties throughout the city, has finally acquired and moved into our own facility at 654 Barton Street East. We are delighted to have worked out an agreement with the former owners of the property that would bring the financing and possession date within our grasp. And to make this even more of a reality, we have received the financial support of the Province, the City, and private foundations to allow us to make the necessary adaptations and enhancements to the building to allow us to move in on schedule. We aren't finished yet, though. We are making plans to

enhance the exterior property through the development of a multi-use community space at the rear of the building.

At the same time, new programs have been developed, new funding contracts have been established, our staffing has increased, as has our army of volunteers, and day to day agency business has carried on with minimal interruptions. I think the agency closed for only two days during this very extensive and disruptive move from our previous location. Even then, services were delivered off-site. On behalf of the Board of Directors, I want to thank David Lane for providing the excellent leadership, support, and guidance to our management team and our dedicated staff throughout these disruptions. As in the past, our employees have remained flexible and adaptable, allowing us to maintain high service levels while at the same time bringing on new programs to respond to community need. Again, on behalf of the Board of Directors, I want to extend our very sincere appreciation to each individual staff member for their contribution in "Making a Difference" in the lives of our clients. Without your efforts, our agency's vision and mission would never be realized.

Of course, the same can be said of our 114 volunteers who quietly go about their assigned tasks in the same professional manner as our staff. Each year we acknowledge the work of these dedicated individuals during Volunteer Week. However, I would like to make special mention of our Youth Justice Committee volunteers, Ed Cook, Paul Curle, Nancy Leach, Nancie Mleczo, Jean Regrave, and Henry Smees who were recipients of the Ontario Volunteer Service Award for 10 years of service. I also want to recognize one of our volunteers, Tony Lemma, who was the recipient of the 2014 Hamilton Hometown Heroes Award. Other nominees for that same award, who are also active volunteers in our agency, include Dr. Lester Krames, Karin Lang, Don Mason, and Gary Schnurr. Dr. Krames has also been nominated for the Senior of the Year Award for 2014. Thank you to each of these dedicated individuals for their continued support of our work.

My duties as President of the Board for the past year has been highly overrated given the active participation and knowledgeable contributions of each individual member of the Board. The level of expertise and dedication of each of these individuals



has made my job easier and provided the Executive Director with sound policy advice and responsible governance. We welcomed two new members to our Board, Dr. Victor Satzewich, a professor at McMaster, and Giulia Cambocorta, an Assistant Crown Attorney. We have appreciated their participation throughout this past year and look forward to their continued interest and involvement in our agency. At the same time, we were sorry to receive the resignation of Rita Amalfi-Cruse who, because of other personal commitments, could no longer continue her involvement as a Board member. However, we were very pleased to have Dr. Jane Morgan join the Board and we look forward to her expertise and contribution to the work of our agency.



As you know, our Board by-laws require that members step down after 6 continuous years on the Board. For that reason, we are saying good-bye to both Don Clarke and Rudy Florio at our Annual Meeting. Their contributions have been outstanding over the past six years and we have enjoyed their thoughtful deliberations and insights as we have struggled with the many issues facing our organization throughout their tenure. Our thanks to both of these individuals and we wish them all the best in their future endeavours. I have a feeling, though, that we haven't heard the last of either of these gentlemen.

In spite of the relocation of our agency and the high costs relating to such a move, we have ended the year with a small surplus. This not only demonstrates the sound financial management within the agency, but as well would not have been possible without the support of our many funders and our many corporate and individual donors. We are extremely grateful for the continued support of the United Way of Burlington and Greater Hamilton, the Hamilton Community Justice Fund, the Hamilton Community Foundation, the Ontario Trillium Foundation, the Ministry of Community and Youth Services, the Ministry of the Attorney General, the Ministry of Economic Development, Trade and Employment, the Ministry of Community Safety and Correctional Services, and the National Crime Prevention Centre. Once again, the Hamilton Criminal Lawyers Association, Liaison College and the Hamilton Tiger Cats Football Club have all come through for us this past year assisting us through their own fundraising efforts.

But, as we have learned over the years, adequate funding, professional staffing, and hard working volunteers alone are not the only ingredients that go into good service delivery. Community relationships and solid partnerships are a necessary part of our work. We cannot do it alone. We are indebted to Hamilton Police Services, the City of Hamilton, the Hamilton Wentworth District School Board, the Hamilton Wentworth Catholic School Board, and numerous other local agencies and neighbourhood associations for their continued support and partnerships. Working together, we can and do make a difference in the lives of our fellow citizens.

In turning the gavel over to our incoming President, I look forward to yet another year of agency successes and lasting contributions to our community.



Executive Director's Report



Our agency is very proud of our accomplishments over the past year. These accomplishments have been achieved in a challenging environment that includes fiscal restraint and financial cutbacks. Our agency continues to work collaboratively and expand our relationships with community partners to provide researched based programs and best practices to our clients. Many new and innovative programs and services were introduced and funded by a range of funders at a federal, provincial and regional level.

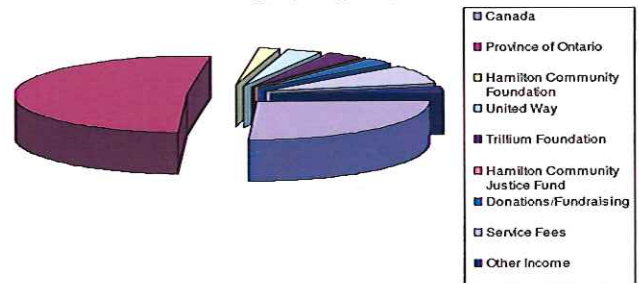
In June 2013 the agency successfully completed the purchase of a new location of the agency at 654 Barton Street East. Through the efforts of our staff and the leadership of Fern McAndrew-Brown our agency was able to complete renovations and move into the new building six weeks from the date of taking ownership. The transition experience had it's challenges but was very successful. The positive attitudes, team work and co-operation of our contractors, staff and volunteers was outstanding!

Through the leaderships of Don Trebilcock the agency has been very active in pursuing and securing capital grants for both inside renovations and outside building improvements. Our agency has worked collaboratively in this regard with architects/contractors and the City of Hamilton to improve the external presentation of the building including the development of a multi-use community space/parkette immediately behind the building. It is anticipated that the landscape/building improvements plans will be completed by the fall of 2014.

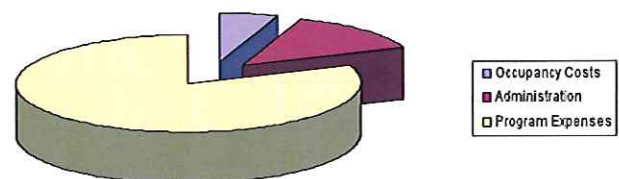
Our Board of Directors through the leadership of Dan Maloney, President, has provided effective governance and expertise to complement the leadership and business of the agency. Members of the Board have supported agency staff and volunteers through their strategic insight and good judgment. The Board of Directors have been a dynamic Board to work with and the agency has benefited tremendously from their leadership.

Our Staff at the agency are and continue to be our core strength. They are an engaged, highly motivated team of professionals that "Make a Difference" every day in the lives of the people we serve. The positive reputation of the work of the agency in the community is a direct result of the outstanding work of our staff. The organization has built a culture and workplace that supports the importance of each staffs contributions to the agency. Our staff are involved in and provide leadership to making our agency

Revenue 2013-2014
(\$2,234,331)



Expenditures 2013-2014
(\$2,223,481)



a great place to work. Staff are involved in every aspect of our business including participation in different internal committees and providing leadership to many community based committees, task forces, advisory groups and neighbourhood associations.

Recently our agency was awarded a United Way of Burlington and Greater Hamilton Platinum Award as well as being nominated for the Community Spirit Award for our fundraising efforts. Our staff United Way Fundraising Committee are simply outstanding in raising donations that exceeded our target. They are to be congratulated for their wonderful efforts.

Our agency continues to identify ways to reinforce the importance and valued work of our staff on a regular basis. Through our catalytic coaching, our staff appreciation program, commitment to fair compensation practices, tuition reimbursement program, contingency/succession planning and a positive organizational culture that best supports each staff in the professional services they delivery on behalf of our agency.

The management team at our agency is an excellent group to work with having great capacity and competence in carrying out their responsibilities. They have a broad range of expertise and are highly respected and sought out by community stakeholders. Through their efforts and leadership our agency has continued to be identified by different Ministry's in Ontario through their organizational risk assessment process as a well-managed agency. The leadership from our management team is also the driving force behind our agency's Social Enterprise plans.

Many of our staff had been recognized outside of the agency for their exceptional work. Margaret Fuca, Youth Worker, was recognized for the "Week of the Child" in November 2013 for her outstanding work with young people and their families in our community. Margaret is a valued and integral member of our staff team and very much appreciated for her dedication and professional services.

Our 114 and growing agency volunteers continue to provide valued and important contributions to the agency. Our volunteers are involved in many aspects of our work and they "Make a Difference" in the lives of the people we work with. Our volunteers have been recognized by the Government of Canada, Province of Ontario and in our own Community. Tony Lemma, an exceptional volunteer with our agency was selected for a 2014 Hamilton Hometown Heroes Award. Tony in his volunteer work has made significant contributions to the health, safety and well-being of our community. We believe of course that all of our volunteers are Hometown Heroes!



“Making a Difference” John Howard Society’s Program and Services

It’s been another busy year for staff and volunteers of the John Howard Society of Hamilton, Burlington & Area. Throughout the year we have added a number of exciting new programs and services and have been fortunate to receive approval on a variety of funding proposals.

NEW PROGRAMS LAUNCHED IN 2013 – 2014 INCLUDE:

Youth at Risk Development (YARD) Hamilton

YARD Hamilton is a replication of a “Promising Practice” program developed in Calgary implemented by Calgary Police Service and identified as a gang reduction intervention. YARD Calgary was modelled after the Office of Juvenile Justice and Delinquency Prevention (OJJDP) Comprehensive Gang Model. In keeping with this Intervention Model, YARD Hamilton is a comprehensive and integrated approach that uses best practice programming to focus on specific locally identified risk domains applied inclusively across appropriate ages of young people in Hamilton. YARD Hamilton identifies an approach that cuts across traditional agency boundaries through an “integrated approach from a team of community agencies and organizations” (OJJDP Comprehensive Gang Model, 2009) to deliver the five following core strategies:

1. Community Mobilization
2. Social Intervention and Outreach
3. Opportunities Provision
4. Suppression
5. Organizational Change

YARD Hamilton began in August 2013 with six months of program development, outreach, human resource recruitment (staff and volunteers), training and protocol and process creation. The recruitment work plan was initiated with job postings, screening, interviews, contracts and training. All team members were trained in a comprehensive 3 week training session. The volunteer mentor recruitment has been successful with 41 applicants, 2 information sessions and 17 volunteers providing service. The end of this fiscal year brought the start of client intakes in March with 11 referrals to the program and 5 participants engaged in programming by the end of March 2014.

Asbestos Abatement Project

In partnership with Rideau Social Enterprises, JHS Ottawa, JHS Toronto and JHS Durham, the asbestos abatement project launched in April 2014. The project provides young people with training and employment opportunities within the asbestos

abatement field. The project provides safety equipment, mandatory training and other employment supports at no cost to the individual. The project supports positive labour market attachment for young people with barriers to employment.

Seniors Information & Referral Service

Funded by Service Canada, New Horizons for Seniors program, the Seniors Information & Referral Service is facilitated by a dedicated team of senior agency volunteers. The volunteers continue to facilitate Restorative Justice based interventions for seniors who are involved in the criminal justice system. Volunteers also provide court support services and resources, information and referrals to seniors and those who support them.

The Riverdale Strengthening Families Program

As of March 31st, 22 families, 17 youth and 18 children participated in the program. In addition to this 14 volunteers dedicated 57 hours of volunteer work to the participants in the program.

Centre of Conflict Prevention and Resolution Services (CCP&R)

With support from Innoweave a grant was provided to fund a Social Enterprise Coach to assist in developing a Social Enterprise Business Plan. With this support a Social Enterprise Business Plan was developed for the Centre of Conflict Prevention and Resolution Services (CCP&R). A second grant through Innoweave was granted to support the Social Enterprise Coach (Princess Alexander) to support an effective transition from the Business Plan to launch the CCP&R.

Downtown Dialogue Initiative – Sault St Marie

The John Howard Society of Sault St Marie requested support a community collaborative restorative justice initiative. A 3 day Restorative Justice training was facilitated to 44 participants in Sault St. Marie consisting of Police Services, Public and Catholic School Boards and Social Service organization representatives. JHS Hamilton provided consultation to develop and support the initiative to form a collaborative partnership with the goal of engaging youth using restorative skills and practice with the anticipated outcome of increasing school and social success in youth.

Riverdale Planning Committee Restorative Justice Training

JHS Hamilton provided a one day Restorative Justice Training session to the Riverdale Community Planning Committee as well provided an additional 3 Restorative Justice Training Sessions to Riverdale community residents.



HWDSB Youth Worker Program Support Contracts

The HWDSB contracted with JHS Hamilton to provide youth work services to the following programs and initiatives: Gateway Suspension and Expulsion Program, Grade 12 + Initiative, Sir John A Macdonald Secondary School and Foundations Program. All of the following contracts identified efforts to support student success by providing the following services:

- Social emotional skill development
- Cognitive Skill Restructuring programs
- Restorative Practice and school climate community building
- Conflict prevention and resolution
- Relationship development and case management
- Engaging students at risk of dropping out of school
- Engaging students engaged in at risk behavior and / or criminal behavior
- Restorative Justice school community development RJ circles
- Skill development RJ circles
- Referrals and support i.e.: housing, addictions, employability skills

Over the past year 805 Students were provided services that range from on-going weekly support to time limited conflict resolution work. A total of 1714 hours of service were provided over the past fiscal period.

Ministry of Children and Youth Services – Asset Mapping and Program Inventory Project for Gang-Involved Youth in Custody/Detention Provincial Report – Western Region

JHS Hamilton was identified to provide coordination and development services of the Western Region Asset Mapping and Program Inventory Report that was part of the overall Provincial Report Development. Research and focus groups were orchestrated with Youth Justice Custody Service Providers, Youth Justice Community Services, Youth Services, social services, youth gang specific services, and gang involved youth. The research template provided consistency across the information gathered from the focus groups to determine current assets across the province as well as areas of development as a result of gaps in service. A program inventory was developed of all services available for young people within the Western Region.



Conrad Furey mural donated through Gord Thompson



PROGRAM / SERVICE	NUMBER OF CLIENTS SERVED 2013 - 2014
PREVENTION PROGRAMS AND SERVICES	
CIRS	317 (648 service requests)
Transportation Program	52
Healthy Community Healthy Youth Flamborough	4440
Choices	88
Crime Prevention Program	27
Family Support Program	80
Aggression Management	28
Riverdale Strengthening Families Program	57
HWDSB Contracts	805
Community Anger Management Program	47
Seniors Restorative Justice Project	12

INTERVENTION PROGRAMS AND SERVICES	
Youth at Risk Development	5
Extra Judicial Measures	244
Extra Judicial Sanctions	209
Non Residential Attendance Centre	70 (2537.5 service hours)
Youth Justice Committee	191
Graffiti Clean Up / Clean & Green Initiative	28
Hamilton Youth Drug Diversion Program	43
Adult Federal Diversion	312
Direct Accountability – Community Justice Worker	480
Direct Accountability – Programming Options	163
Bail Verification & Supervision Program	278

Total Youth Clients Served:	6178
Total Adult Clients Served:	1292
Total Community / Families Served:	506
Total Clients Served by JHS in 2013 / 2014:	7976

PROGRAM / SERVICE	NUMBER OF VOLUNTEER HOURS 2013 - 2014
Bingo Volunteers	3000
Board of Directors	450
CIRS Volunteers	240
Hamilton Community Justice Fund	36
Healthy Community Healthy Youth Flamborough	760
Liaison College Youth Success Fund Volunteers	200
Riverdale Strengthening Families	36
Seniors Restorative Justice Committee	172
Transportation Volunteers	288
Youth Justice Committee Steering Committee	13
Youth Justice Committee	1162
Youth At Risk Development	34

Total Volunteer Hours in 2013 - 2014:	6391
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Board of Directors 2013-2014



- Rita Amalfi-Cruse (resigned Oct. 2013)
- Don Clarke (Past President)
- Mark Daly
- Dr. Emad Elsayed
- Joe Fiorucci
- Rudy Florio
- Erin Freeburn (Vice-President/Treasurer)
- Giulia Gambacorta
- Dan Kinsella
- Dan Maloney (President)
- Mark Miller
- Dr. Jane Morgan (joined Feb. 2014)
- Dr. Victor Satzewich
- David Lane, Secretary (ex-officio)

JohnHoward

SOCIETY OF HAMILTON, BURLINGTON & AREA

The John Howard Society of Hamilton, Burlington & Area is committed to providing a continuum of evidence based and impact driven prevention and intervention services to support individuals to develop the skills and assets necessary to make positive and long lasting life changes, enabling them to become fully contributing members of the community.

