

JohnHoward
SOCIETY OF YORK REGION

Impact Report 2019



Community Safety is Built Here

Impact Report 2019

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Mission

Effective, just and humane responses to crime and its causes



Our Vision

A safe and healthy York Region we can all call home

Description

John Howard Society works to promote community safety and well-being in York Region.

In neighbourhoods and schools throughout the region, we offer programs that are proven to reduce crime and build protective factors in people's lives.

Our programs help people develop life, relationship and coping skills, and are offered to residents of all ages, regardless of whether or not they have been involved in the justice system.

The work we do is important. We all benefit when people have the skills to engage with their community in a meaningful way

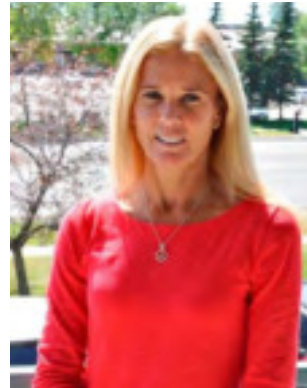
Report of the Chair & Executive Director

What a transformational year this has been for John Howard Society of York Region! We are thrilled to share with you this year's accomplishments and recognize the work and support that made it possible.

Highlighting this year's accomplishments begins with recognition of the outstanding efforts of the JHSYR staff team. Through your tremendous dedication, and with support from our partners across the region, JHSYR expanded our reach and scope, assisting over 4200 members in our community.

We must also recognize the contributions of our Board of Directors, who volunteer their valued time and expertise to provide JHSYR the governance and guidance to the benefit of our service users and community.

This year the JHSYR Board of Directors and staff team worked together to develop an exciting, new 3-year strategic plan. Our Leadership Team operationalized this plan to action this strategy in a tangible way. Our five strategic priorities are to grow partnerships; develop a communication strategy; maximize and diversify funding; elevate and develop employee skills, knowledge and expertise; and optimize programs to enrich services and increase support. The plan will help us to ensure that we operate in a way that is proactive and purposeful over the next three years.



**Jackie
Wilson**

Board Chair



**Christin
Cullen**

Executive Director

Throughout this year, JHSYR focused concerted efforts on reviewing and streamlining processes and systems. By changing the ways in which we conduct our routine productivity tasks, we were able to find efficiencies in our day-to-day work. These efficiencies allowed us to spend less time on administrative tasks, and more time on working with members of our community.

This year was also about examining the methods employed to collect and use data. Through a shared effort, our Leadership Team began reviewing and adjusting data collection methods to improve the ways we measure our work in the community, engage residents, and affect change. For example, our HYPE Program made use of new surveys and held focus groups with our service users to better understand how our program was working and the ways in which we could improve.

Our Administrative Team developed and implemented a comprehensive IT strategy. With the introduction of a remote server and firewall we have strengthened our overall IT security while improving the integration of our offices throughout York Region.

With a continued increase in the number of people served through our existing programs, JHSYR recognized a need to expand service space in South York Region. We are pleased to announce that in April 2019, JHSYR moved to a new office in Markham that provides confidential and welcoming meeting spaces for the community members we serve.

JHSYR's community engagement continued this year with the expansion of our outreach efforts. Staff attended the Pre-Release Fair in Kingston, creating an opportunity to speak with individuals in Federal Institutions; participated in community forums on hate crime, youth gangs, criminal record checks; and inclusivity. JHSYR also had the opportunity to advocate through local op-eds and interviews about the need for criminal record check reform.

We are also pleased to report that JHSYR is now a Co-Chair of the York-South Simcoe Human Services and Justice Coordinating Committee as well as a member of the York Region Human Services Planning Board and their Community Safety and Wellbeing working group.

Throughout the year JHSYR has been involved with the York Region Opioid Education & Response Workgroup responsible for developing the York Region Opioid Action Plan.

Looking forward, JHSYR has been invited to participate in the York Region Youth Homelessness Prevention & Housing Stabilization Strategy. These opportunities continue to increase our impact and advocacy while helping develop a stronger, healthier community.

JHSYR's work could not be done without the support of our generous donors. We would like to extend our greatest thanks to those who continue to invest in the work of our organization and share responsibility for the positive impact and reach your donations make in our community. On behalf of the Board, Executive Director, and all JHSYR staff, we thank our funding partners; the Regional Municipality of York, the United Way of Greater Toronto, the Ontario Trillium Foundation, and the Ministry of the Attorney General. We also thank our community partners; the program volunteers, the York Regional Police, local judges, crown, duty and defense counsel. Together we raise hope for a stronger, healthier York Region.

Community Safety is Built Here

OUR IMPACT

2,162

CLIENTS
DIVERTED

76

GROUPS
STARTED

810

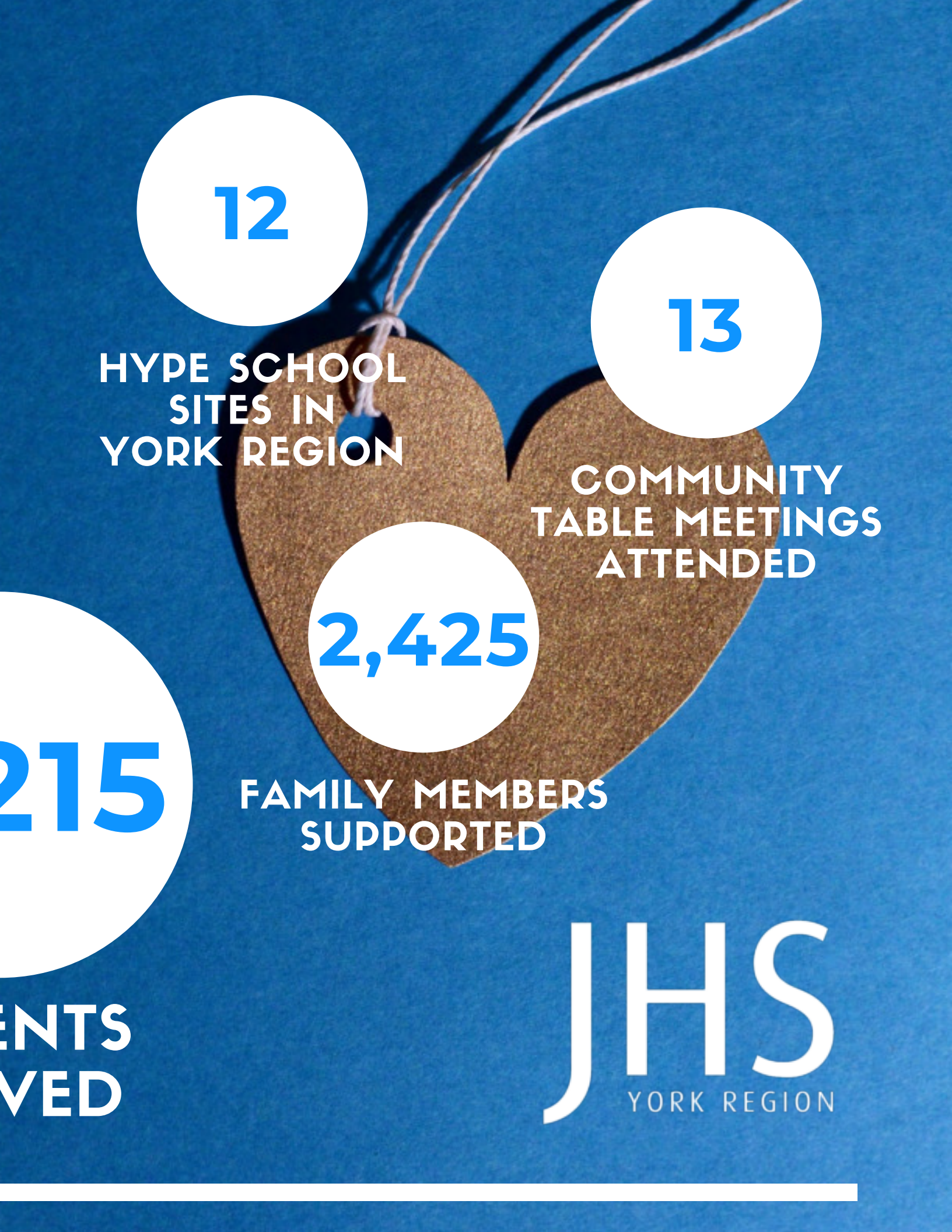
SESSIONS
DELIVERED

4,2

1,202

GROUP
PARTICIPANTS

CLIE
SERV

An infographic on a blue background featuring a large brown heart shape. Inside the heart is a white circle containing the number 2,425. Above the heart are two white circles: the left one contains the number 12 and the right one contains the number 13. To the left of the heart is a large white circle containing the number 215. The text 'HYDE SCHOOL SITES IN YORK REGION' is positioned to the left of the heart, and 'COMMUNITY TABLE MEETINGS ATTENDED' is to the right. Below the heart, the text 'FAMILY MEMBERS SUPPORTED' is displayed. In the bottom right corner is the 'JHS YORK REGION' logo. A white horizontal bar is at the very bottom.

12

**HYDE SCHOOL
SITES IN
YORK REGION**

13

**COMMUNITY
TABLE MEETINGS
ATTENDED**

2,425

**FAMILY MEMBERS
SUPPORTED**

215

**ENTS
VED**

JHS
YORK REGION



Being angry is a human instinct, I came here to learn how to control my anger and I now know it is a skill. Learning how to control anger is a guarantee of self-security and the safety of others.

PAR Client

An abstract painting with thick, expressive brushstrokes. The background is a mix of vibrant blue, deep red, and bright yellow, with white and light blue accents. The strokes are layered and textured, creating a sense of movement and depth. The text 'Program Highlights' is overlaid in white, bold, sans-serif font, centered in the upper half of the image. A white horizontal line is positioned below the text.

Program Highlights



I appreciated being kept informed about my former partner's participation and progress in the PAR Program. I am glad that he has had the benefit of learning some of the helpful tools a person can use to regulate their emotions through the PAR Program. Being updated on his progress in the program felt empowering to me, in a situation which often felt the opposite.

Partner Contact Client



PAR Program

Partner Assault Response (PAR)

It is the role of our program facilitators to promote a safe, non-judgmental environment for people to learn new skills and strategies. The program is a safe space for people to freely talk about their experiences and hear the experiences of others, which lets people know that they are not alone. We encourage participants to use time to self-reflect on their personal values and beliefs in an effort to better resolve conflict. It is also our job to draw out insight and knowledge from group members, while keeping the topics relevant and respectful.

One of the biggest ways we see progress is when we look at participation. In the first session someone can be unwilling to share but by the end of the program that person is comfortable enough to share their experiences, emotions and thoughts with a room full of strangers. That can be a powerful thing.

Just like progress, success is measured differently for everyone. Technically it looks like a completion certificate but looking deeper, it's when a client understands and practices some of the strategies presented in sessions. Taking the information and applying it to real-life scenarios is one of the best ways to know that a client has taken something from the program and has become more accountable.

39

**Groups
Completed**

468

**Sessions
Delivered**

460

**Partners
Supported**



Working with their group was a pleasant and enriching experience that despite completing my hours, I voluntarily committed to provide more support or service to the organization for future events or endeavours. In fact, they have moved me to a Special Volunteer status and have asked me if I could help with their upcoming charity event.

Direct Accountability Client



Court Services

Our Court Services underwent a transformation this past year, ensuring more efficient and impactful support for our clients and community. By overhauling our intake process and expanding our ability to provide referrals, reintegration assistance, and enroll clients in any JHSYR program, our courthouse offices in Newmarket and Bradford have been able to enhance our level of service.

As part of this process our Court Services team has expanded throughout the year. We have been able to put together a team of compassionate and accessible individuals who continually impact those who come through our court offices in a positive way. The courthouse can appear daunting or overwhelming for someone who has never gone through the court process. Our court workers support people everyday by bringing a non-judgmental, listening ear to provide assistance and support.

Our work benefits our community by encouraging the expeditious movement through the court system for clients, prioritizing rehabilitation where possible and providing a wholesome approach to judicial support. In doing so we seek to reduce barriers for individuals to navigate the legal process by providing elements of humanity, empathy, and justice into each case.

2,505
**Individuals
Supported**

343
**Bradford
Clients**

1,906
**Newmarket
Clients**



You don't know how happy I am. This is a huge step for me and I can't wait for this whole situation to be put behind me. I will definitely update you as soon as the Parole Board sends me a letter. Thank you so much. You've given me some hope for the future.

Record Suspension Client



Reintegration Support Services

JHSYR is often the first point of contact for programs and services for people who are or have been justice-involved. An effective reintegration program relies on an inter-organizational approach, supporting the needs of our clients through collaboration with our community partners, ensuring comprehensive assistance and reducing barriers for reintegration. Our team has continued to expand our reach across York Region developing 24 new community connections, providing referrals for clients as needed.

2018/2019 was an especially important year for our Record Suspension services, increasing the number of individuals applying for and receiving record suspensions. Receiving a record suspension reduces barriers for clients finding employment, housing, education opportunities, and obtaining identification.

Our Reintegration Support Services continues to benefit from our dedicated group of volunteers. The fundraising effort of our volunteers provides support to individuals in need, enhancing community safety and advocacy efforts in the Region. Through REACH, MiNDSET, Record Suspension and Reintegration services, 241 individuals received assistance this year.

241

**Individuals
Supported**

8

**Groups
Completed**

83

**Sessions
Delivered**



I really like the people there, because they contributed to what we were talking about and that made me learn, hearing things from them, I'd think about my own life and I'd kind of relate to what they were saying.

HYPE Participant



HYPE Program

Healthy Youth Preventative Education (HYPE)

Our HYPE Program continues to grow serving over 650 youth in the past fiscal year. New partnerships with Kevin's Place Youth Shelter, Rose of Sharon Services for Young Mothers, and York Regional Police's Youth in Policing Initiative along with several York Regional District School Board schools have expanded HYPE's impact and reputation as a leading healthy relationships program for youth.

The HYPE Program has also become a leading research participant with Western University's Centre for School Mental Health. Ensuring that we provide the most effective and evidence based programs is always an emphasis at JHSYR.

As part of this process we partnered with YouthRex to develop the first HYPE Program evaluation report, bringing together perspectives from youth, stakeholders and staff. Through focus groups and surveys, feedback will guide future improvements to the program. One of the many highlights from the report is that 97% of youth surveyed stated they learned something new about healthy relationship dynamics. Thanks to our dedicated program staff, our community partners and all our youth participants that have made this kind of impact possible.

655
**Youth
Served**

29
**Groups
Completed**

286
**Sessions
Delivered**



I got a chance to talk about family issues that I have, and I never really get a chance to (do that) because not a lot of people can relate and I didn't even need anybody to relate to me here, I just like the fact that I could share it, without getting judged or questioned. Also the fact that everybody here is so friendly and easy to befriend, all of us clicked instantly and I really liked that.

HYPE Participant



In my past relationships, I would get smacked a lot and I kinda didn't do anything about it, cause I'm a guy, and suppose to be like whatever. But taking this class, I always knew it wasn't right but now in my new relationship, I really see that it was wrong and that I would never want that for anyone and I would never do that to anyone because of the pain it would cause the other person.

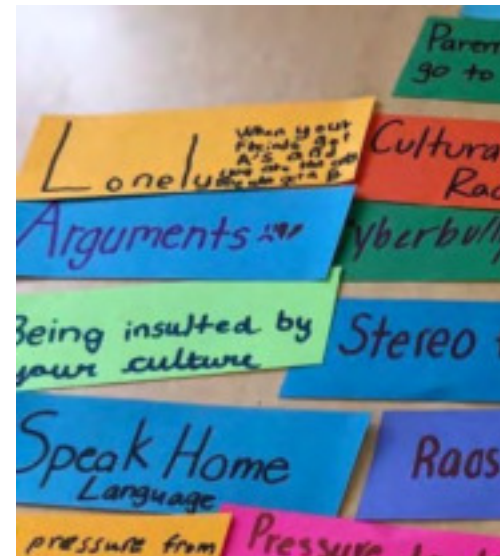
HYPE Participant

HYPE



YOUTHREX
Research & Evaluation eXchange

EVALUATION REPORT



90%

OF STAKEHOLDERS

are likely/very likely
to recommend HYPE
to another person or
organization

93%

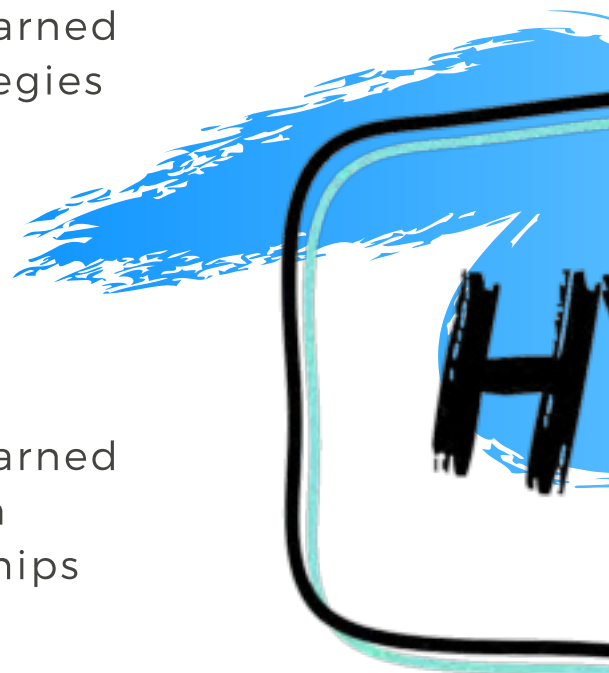
OF YOUTH

indicated they learned
new coping strategies

97%

OF YOUTH

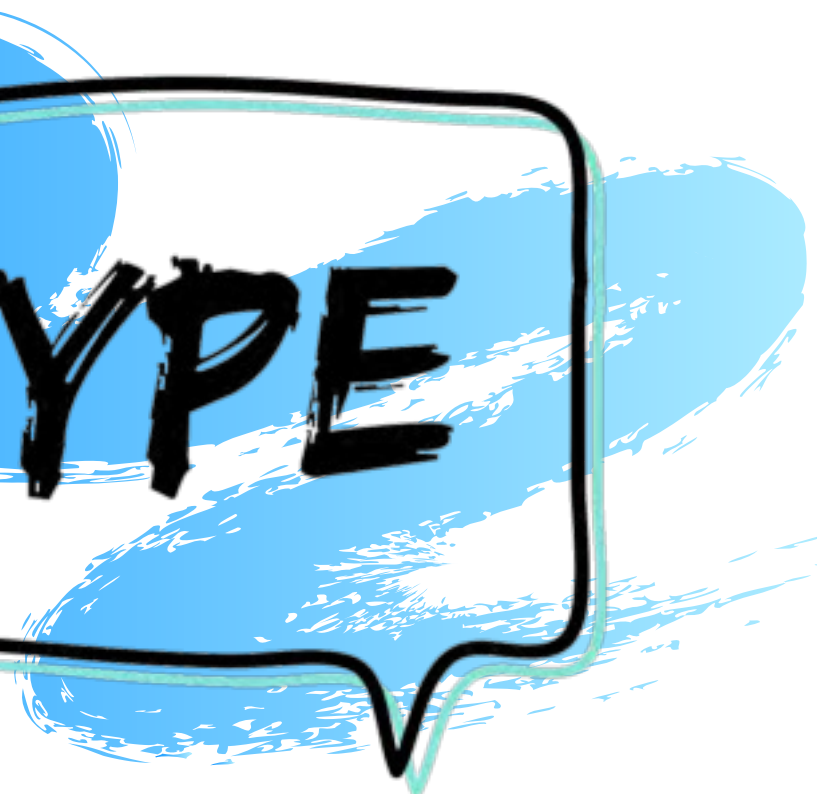
indicated they learned
new skills to form
healthy relationships





CONTENT

"It's easier to understand [the content] when it's spoken to you, and many different perspectives and different ways, other than like reading it off a screen in one way that someone views it instead of in other ways."



RESPECT

"Like with my parents, I used to get into arguments with my parents, like constantly. Now since this program, it's kind of taught me to, like, a lot of respect, and how to approach things and be sincere. When I talk to my parents, when I do something wrong, I own up to it and tell them I'm sorry and that this won't happen again."

SAFE SPACE

"Just a safe space to get stuff off your shoulders and talk about different issues that you're dealing with, other people you know are dealing with,"

SOCIAL MEDIA

78,316

TWITTER
IMPRESSIONS

New Directions

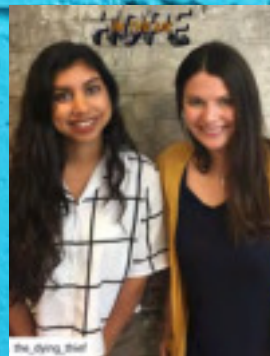
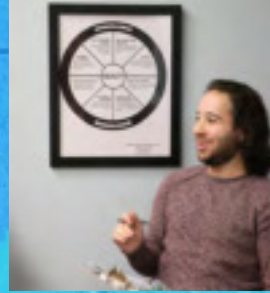
Social media is an increasingly important tool for engaging with supporters and other stakeholders, furthering our reach and carrying out public advocacy. With direction from JHS Ontario and Media Profile, we have continued to enhance our social media presence, strategy, and messaging over the past year

49,383

INSTAGRAM
IMPRESSIONS

16,363

WEBSITE
PAGE VIEWS



LOOKING AHEAD

This year the JHSYR Board of Directors and staff team worked together to develop an exciting, new 3-year strategic plan. The plan will help us to ensure that we operate in a way that is proactive and purposeful over the next three years. A special thank you to all the community stakeholders who provided input and to the Pod Group for assisting us in our strategic process.

Strategic Plan 2019-2022





Partnerships to Enhance Client Support

Grow partnerships to enhance continuum of support for our clients



Funding For Growth

Maximize and diversify funding by exploring new opportunities that are in line with our mission



Communication & Education to Elevate Awareness

Develop a communication and marketing strategy to raise public education and awareness



Engagement & Capacity Building

Elevate and develop employee skills, knowledge and expertise, while fostering a culture of continuous learning



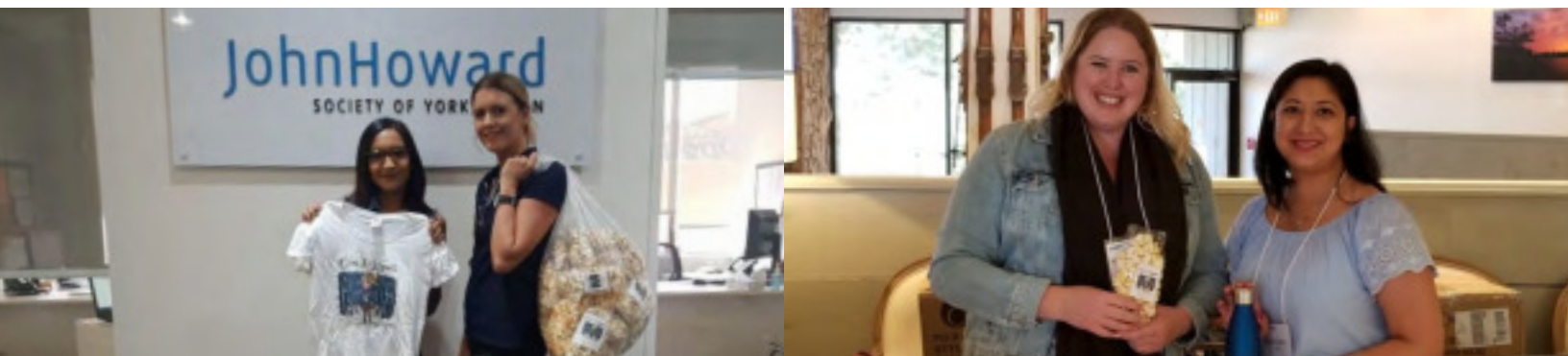
Program Optimization for Continuum of Service

Optimize programs to enrich services and increase support

New Opportunities

JHSO Summit 2019

The 2019 John Howard provincial staff gathering and training opportunity took place in June at the Horseshoe Resort in Barrie. JHSYR Staff had an opportunity to learn new skills, evolve and develop those skills in order to adapt to change and make a difference in our community by actively providing effective and credible service.



Building Partnerships

JHSYR has continued to grow and strengthen partnerships in the community, increasing our reach, advocacy and impact. This past year saw us connect with multiple agencies, initiatives, non-profits and supporters to strengthen community safety and improve service in York Region for those in need.

JHSYR now serves as the Co-Chair of the York-South Simcoe Human Services & Justice Coordinating Committee, providing an opportunity to participate in knowledge exchange activities and support new criminal justice initiatives in the region.

HYPE continued to develop new connections throughout the region running 23 groups at multiple YRDSB Schools, Kevin's Place Youth Shelter, Rose of Sharon Services for Young Mothers, and at YRP's Youth in Policing Initiative. Our Reintegration Program also partnered with Cons & Kernels Gourmet Popcorn supporting reintegration awareness education and advocacy efforts.

Summit Seminars Attended

Understanding the Impact of Trauma and How to Build Resiliency

Dr. Marilyn Van Deiten

Advanced Clinical Skill Re-Development and Workshopping

Michelle Gibson, MSW, RSW

Brief, Solution-Focused Therapy

Stephanie Kersta, MSc, RP and Carolyn Plater-Zyberk, MSW, RSW

Understanding Radicalization and Jihadism

Dr. Lorne L. Dawson, Benjamin Ducol, Kevin D Haggerty,
Sara Thompson, Fahad Ahmad



Strengthening Ties

JHSYR remains active on multiple local Roundtables and Committees

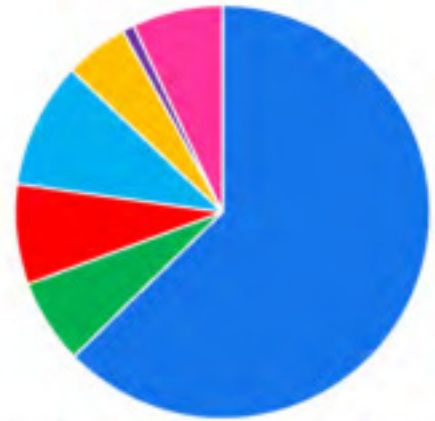
- Community Inclusivity Equity Council of York Region
- Community Resilience Table
- Harm Reduction Coalition of York Region
- Homeless Individuals & Families Information System Roundtable
- Human Services Planning Board of York Region
- HSPB Community Safety and Well-being Working Group
- PAR Central Region Committee
- Seneca Child & Youth Care Program Advisory Committee
- York Region Opioid Education & Response Workgroup
- York Region Violence Against Women Coordinating Committee
- York Region Youth Homelessness Prevention & Housing Stabilization Strategy
- York-South Simcoe Human Services & Justice Coordinating Committee

Financial Statement

The agency achieved a surplus of \$39,876 for the 2018-2019 fiscal year.

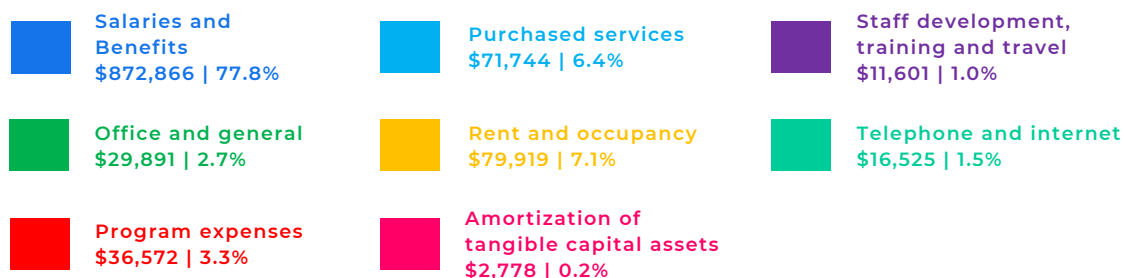
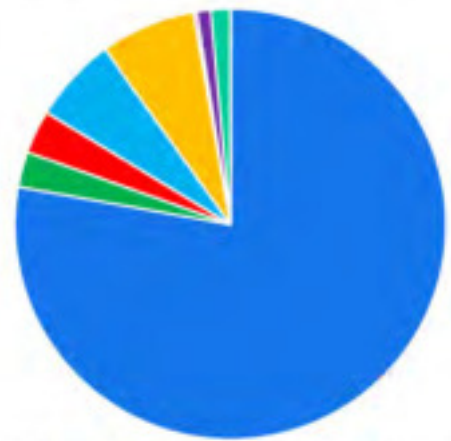
Revenue for the year ended March 31, 2019

Revenue has increased by 36.4% as a result of new program funding, increase of existing program funding, and donations received by volunteering with the Newmarket Charitable Gaming Association.



Expenses for the year ended March 31, 2019

Overall expenses have increased by 39.3% mostly due to the new program funding received. JHSYR did incur more expenses relating to Information Technology to improve our agency infrastructure.



Funders & Supporters

We are pleased to acknowledge the following funders and collaborators. Your generous support is vital to our work and we thank you for your support and belief in our mission.



Ontario
Trillium Foundation



Fondation Trillium
de l'Ontario

An agency of the Government of Ontario
Un organisme du gouvernement de l'Ontario



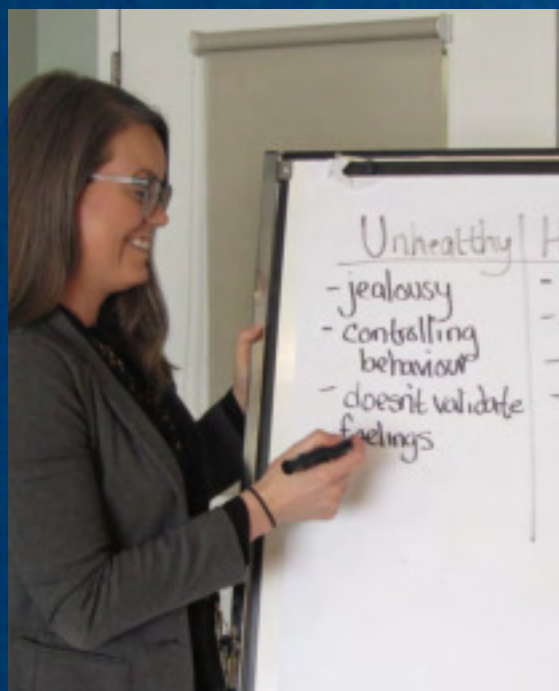
United Way
Greater Toronto



Employment and
Social Development Canada

Emploi et
Développement social Canada







**Our
Team**

JHS
YORK REGION

Board of Directors



Chair	Jackie Wilson
Vice Chair	Madeleine Brens
Treasurer	Gyan Chandra
Secretary	Alexandra Ciobotaru
Director	Madeline Logan John-Baptiste
Director	Kaushik Chawla
Director	Kathleen MacDonald
Director	Henry Yeung

Leadership Team

Executive Director	Christin Cullen
Program Manager	Erika Chang
Program Coordinator	Tricia Samaroo
Program Coordinator	Alexandra Thomson
Finance Manager	Bradley Marr

Agency Staff



Banin Abdul-Kaliq	HYPE / Court
Jeri-Ann Breen	MiNDSET
Alicia Lue	PAR
Emma-Jane Cowan	HYPE / PAR
Matthew Devlin	HYPE / Court
Maghan Ghods	HYPE
Nikki Hanson	Reintegration
Michael Healey	MiNDSET / REACH
Eileen Hsieh	Court
Anisah Hussain	HYPE
Izzie Jones	PAR
Josh Kirstein	PAR
Vanessa Koot	HYPE
Sarita Leicher	PAR
Jennifer Lloyd	HYPE / PAR
Nehama Meckler	Court
Sanaz Milanizadeh	PAR
Phil O'Donnell	Administrative / HYPE
Olusola Olumogba	HYPE / PAR
Jeremy Reinblatt	PAR
Ana Rodrigues	PAR

Volunteers & Students

Shelby Aggiss-Norton	Dwight Hanson
Shelley Arch	Jamie Hayashi
Melissa Beer	Ian Laksono
Christina Blake	Rebecca Lawlor
Neil Bosch	Kasia Lynch
Phil Cowan	Nicole O'Donnell
Ashleigh Crookston	Kholoud Siddique
Carly Downs	Subahini Srikantha
Corey Edgar	Andrew Toong
Jan Emonson	Kaila Gregory



An abstract painting of a person's face, primarily in shades of blue, with vibrant splashes of red, yellow, and white. The style is expressive and textured, with visible brushstrokes and paint layers.

Community Safety is Built Here

We all benefit when people have the skills to engage with their community in a meaningful way

Donate

to support our programs and services through CanadaHelps.org

Volunteer

with us, we are always looking for passionate people looking to support our community

Visit

our website at johnhoward.on.ca/yorkregion

Like

us on Instagram, Twitter, and Facebook @jhsyorkregion to stay up-to-date with our latest news, photos, and videos

JohnHoward

SOCIETY OF YORK REGION



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