



2020

Impact Report



Mission

We strive for effective, just and humane responses to crime and its causes

Vision

We believe that justice is human.

It is a living system of accountability, correction and growth that must work for the communities and individuals it touches. We believe that when our responses to crime are truly effective, they cost society less and provide us with more. When they are just, they create safer communities. And when they are humane, they reflect the potential everyone has for a better future.

Description

We work for the people affected by the justice system. Through evidence-based programs focused on prevention, intervention and re-integration, we build better futures for individuals and safer communities for all. We help youth develop the critical life skills that will let them achieve their full potential and avoid future justice involvement. We support families with counseling and resources to help them navigate the challenges of criminal justice. For those leaving incarceration, we provide housing and training to help them find a job, reintegrate into their community and reduce their risk of re-offense.



"Since my husband started attending your program, he is more patient to understand me, and is more willing to solve the conflict in our communication. Our relationship is smoother than before, I really think we can have a better future together."



Last year we supported **2,755** new individuals through our **8** different programs and services

Our communities are reflected by the way we confront crime. So our response must be effective. Because when the system is effective, it costs us less and provides us more. It lets us break free of the vicious cycle of re-offense. It helps us heal and grow resilient.

Report of the Chair & Executive Director

Erika Chang

Acting Executive Director

With JHS York Region from its early days, Erika Chang recently accepted the role of Acting Executive Director in August 2020.



Resilience. It is a theme and focus within each of our programs. At all levels, our work is grounded in the belief that highlighting our resilience and valuing our capacity to navigate challenging situations, disruptive circumstances, and uncertainty will enable us to build better outcomes now and into the future. It is a strength built from the support of our funders, direction of our Board of Directors,

and most essentially our frontline staff working with our community members every day to ensure we can all recognize our resilience. The last few months have brought into focus the importance of acknowledging our strengths and maintaining our belief that we can move through the many challenges life presents us with. It has also highlighted the need for support and trust across a community, to have

Report of the Chair & Executive Director

resources and empathy available to ensure our health and safety is taken care of; this allows us to build our resilience. While this year has been challenging for many and the future remains uncertain, we know that if we trust in our capacity to recover, to provide support for those in need, and to continue to work towards ensuring the health and safety of our community through effective, community based programs, we will be able to navigate through these challenges and provide the essential services York Region deserves.

The past fiscal year has been a tremendous period of growth for JHSYR, however, it is also necessary to outline the rapid and necessary changes required in response to the COVID-19 pandemic. Like many others, the pandemic forced JHSYR to implement virtual infrastructure while leveraging our existing partnerships to maintain our level of service. Changes that might typically take months had to be completed within days. To provide more detail on our response as well as our ongoing measures we have included a section within this report addressing the COVID-19 pandemic and our modified services. While the pandemic presented an abundance of challenges and stressors, we remind ourselves of what we have been able to provide and accomplish over the course of our 10 years and what we must continue to focus on to continue to do so.

As we continue to position the agency for the future, we have had to rely on our own resilience that has been developing over the past 10 years. We have grown from a small, one-room office at the Newmarket Courthouse, supported by community partners willing to share space, to an agency providing service out of our Newmarket and Markham offices, as well as both the Newmarket and Bradford courthouses, delivering 8 different evidence-based programs serving over 2700 new clients in the past fiscal year in addition to the support we provided for clients over the last several years. While there have been different challenges over the last decade, JHSYR has always been a

place where the power of support, compassion and empathy drives growth and change.

In October of 2019, JHSYR officially signed onto the Inclusion Charter for York Region. Together, with other participating organizations, JHSYR is committed to taking action to achieve the vision of the Charter in our organization and in the community. We strive to promote effective, just, and humane treatment for all we engage with. Our core values position us to build programs that meet the varied needs of a growing diverse population, attract and retain the best talent, and foster progressive and responsible leadership. We recognize the need to consistently and effectively evaluate how our work and agency upholds the Inclusion Charter and ensure our work is equitable and non-discriminatory. To bolster this effort, JHSYR established a Diversity and Equity Committee. The Committee strives to increase awareness and learn about key issues, topics, and solutions while identifying barriers and opportunities to diversity, equity, and inclusion.

As part of an effort to enhance our work to address and alleviate structural inequality throughout our community and the judicial system, we have standardized our intake forms and have begun to collect race-based data. When we have important and essential data, we can provide systematic evidence of the gaps in our community, our judicial system, and our service. JHSYR is prepared to use this data to improve our programs and identify our role in driving change throughout our community. In utilizing race-based data we are able to evaluate how our programs are effectively serving our diverse community, while also identifying what changes may be needed within our programs. This data, in conjunction with the extensive qualitative experience of our frontline staff, furthers JHSYR's position as a community support that promotes a safer and more inclusive York Region.

In early 2020, JHSYR launched our Youth Counselling program with support from the Regional Municipality of York's Community Investment Fund.

This program is designed to build strengths, resilience, and coping skills among youth through one-on-one counselling support. Our Mindset program was re-evaluated and is now backed by stronger evidence as JHSYR continues to ensure we integrate evolving best practices. We continued to expand and build upon our existing partnerships throughout the year. We helped serve a community meal to over 150 individuals at Inn From the Cold, partnered with CMHA York and South Simcoe to explore the potential of a family support

group by surveying our current clients and their families to better understand their needs and which gaps may exist. At the provincial level, we have engaged with a collective of Institutional Service workers to approach reintegration work from a more coordinated and holistic approach. Our partnership with MCIS continues to grow to ensure our programs remain accessible to our diverse community. This year we expanded interpretation services with the support of MCIS to our Mindset, Reintegration and HYPE programs.



Jackie Wilson

Board Chair

In addition to her role as JHS York Region's Board Chair, Jackie Wilson has had a longstanding impact on our community through her work with York Regional Police as well as Board of Directors membership with various community agencies.

JHSYR looked at new and different ways to maintain the longevity of our service. As part of our overall effort to ensure the long-term stability of our agency, JHSYR partnered with the TD Give to Grow Project. Through collaboration between our leadership team and a team of TD senior management, ideas were exchanged and actionable solutions were discussed so that the TD team could culminate a strategic proposal for a sustainable future for JHSYR. As the endeavour nears its end, we look forward to the final product and exploring implementation options.

The resilience of our clients, staff, and funders to manage these unprecedented circumstances gives us hope and belief that

we will be able to navigate the coming months and continue to support individuals in need. The strength of our community will continue to guide us, from those who donated to food banks, called a loved one over Zoom, sewed masks for essential workers, entertained children while working, or simply stopped to take a few deep breaths to find some calm. Our perseverance ensures we can make it through the challenges life puts in front of us. When we come together in common cause, to support those in need and protect those that are vulnerable we make our community safer, healthier, and stronger.

Jackie Wilson, Board Chair

Erika Chang, Acting Executive Director

Report of the Chair & Executive Director Modified Service Update

COVID-19 Response

Our initial response to working from home included the introduction of Zoom to connect virtually, a cloud-based phone network, digital signature software, and the transfer of important and confidential data to our online cloud service. Our programs were modified to the new virtual formats as our facilitators were quickly able to make the best of the online platform, creating engaging and open groups.

Through the generosity of the Ministry of the Attorney General, our technological needs were met so that staff were supported with secure devices while working remotely. Our clients benefited from the generosity of the United Way Greater Toronto through the funding we received to provide gift cards to meet basic needs such as groceries, hygiene products, and other household needs.

Early in 2020 we established a new partnership

with the Food Bank of York Region that created a small food pantry at our offices to support clients in need. As the pandemic has highlighted, food security and access remains an ongoing challenge in our community and the essential service food banks provide remains critical to ensuring many of our clients and community members are supported during these difficult times. Although the pantry has had to be paused, JHSYR continues to support clients access food support as well as contributing to fundraising efforts for local food banks including a virtual 5km run JHSYR staff took part in this summer.



Program Updates

DAP and Federal Diversion

Court services has continued to receive new client referrals while maintaining connection with current clients to assist them through their program sanctions. Court Intake Workers have updated our clients consistently with the operational changes of the Ontario courthouses, so that they are informed.

HYPE

HYPE has continued to deliver group programming online and receive client referrals. We have also been offering one-on-one sessions to accommodate a variety of different circumstances. With schools closing early, we saw an increase in referrals over the summer for supports. In particular, tensions and stressors were high as youth and their families had been isolating for months.

Mindset

Mindset has continued to deliver programming online and receive new client referrals. This program has seen an influx of referrals due to increased stressors associated with the pandemic.

PAR

The PAR Program has continued to deliver sessions online while still receiving new client referrals. Partner Contact support continued throughout in order to ensure families and individuals were safe, particularly during periods of self-isolation. A number of clients and their families were supported with food security as a result of financial instability associated with the pandemic.

Reintegration

Reintegration has continued to receive new client referrals while maintaining ongoing connection with current clients. This program has seen an increase in referring clients to resources for employment support, food security, income credits and housing help.

Youth Counselling

The Youth Counselling Program has been maintained over telephone and Zoom. We have seen an influx in referrals as the need for additional mental health and crisis supports had drastically increased during these difficult times. Along with individual counselling sessions, counsellors also supported with referring clients to housing supports, providing grocery cards for food security, and referrals for additional therapy.

Our Impact



Data Collection Update

Collecting accurate data helps to ensure our evidence-based programs remain effective and just. Over the past year we have adjusted our data collection in order to serve our community better by adopting a standardized intake form and beginning to collect race-based data to populate agency statistics and to provide referrals to clients when needed.

Race-based data can be used to learn who our clients are in York Region, adapt programming or create programs to better support clients from a culturally specific lens,

and can help identify and monitor systemic racism barriers and disadvantages. The development of this data collection is guided in part by Ontario's Anti-Racism Data Standards as well as client feedback.

In addition to these adjustments we now focus on the number of new clients we served throughout the fiscal year. While we still maintain support for an additional number of clients on an ongoing basis, outlining the number of new clients allows us to track our growth more effectively.

Adult Services

John Howard Society of York Region offers a variety of prevention, intervention, educational and service programs to families and individuals who are 18 or older. We strive to keep the humanity in justice.

Through our evidence-based programs and services, we seek to build better outcomes for our neighbours affected by the criminal justice system, and safer futures for our communities.

Programs

- The Partner Assault Response Program is a 12-session Domestic Violence Court initiative that delivers a specialized community-based group intervention program to give individuals the opportunity to examine their beliefs and attitudes towards intimate partner violence and to learn non-abusive ways of resolving conflict.
- The Reintegration Program follows the APIC Model to provide case management, brief support, referrals to community resources and client advocacy to individuals and families who may have experienced contact with the law or are at risk. Individuals are supported in goal planning and assisted in navigating and accessing community resources.
- The Direct Accountability Program is an alternative to formal prosecution for people who have been charged with certain minor offences. The program involves accused persons being held accountable through community-based sanctions. The Federal Diversion Program is an alternative for people who have been charged with a federal offence.
- Mindset, our anger management program, utilizes techniques based on Cognitive Behavioural Therapy (CBT) to help increase an individual's capacity to better understand and manage their anger and emotional responses in a more constructive and positive manner.



We heal together by **building bridges** between people leaving incarceration and their communities.

Through Our **Criminal Record Hotline** individuals can access education on what a record suspension is and the process, steps to take while waiting to become eligible for a record suspension, information for people with non-conviction police records, requests for fingerprint and photograph removal from police databases, as well as US travel waivers.



Success Story

Reintegration Program

*“They really made me **feel supported throughout** the whole process for my record suspension.*



This particular client has been working with us throughout the year. It was a family member who first reached out on their behalf while they were incarcerated in Texas. We met once and discussed our Reintegration supports with this client who then decided it seemed like a good fit.

Once they were released from prison and had made their way back to Canada, they gave us a call. This client disclosed that they had been incarcerated for almost 10 years. They expressed great gratitude that they had family members willing to provide post-release support.

Not knowing where to begin, we sat down and went over some of the basics (financial, housing, identification) and made a tangible, short-term plan together. The client disclosed that they left the appointment feeling like a weight had been taken off their shoulders. After only a week, we had worked

together to complete an Ontario Works application, set up an appointment with an employment specialist and began to look into how to apply for a health card.

This individual showed great tenacity and determination ever since their release from prison. They have secured full-time employment, acquired their driver's license, they're involved in several community programs, have started to look for their own apartment and they're also considering going back to college! This was all achieved in the short span of 5 months (not to mention a global pandemic).

We check-in with each other on a monthly basis to provide follow-up support. Stories like this showcase the positive impact our work at JHSYR has within our community.

Nikki Hanson - Reintegration Worker

Youth Services

John Howard Society of York Region offers a variety of prevention, intervention, educational and service programs to individuals who are between the ages of 12 and 29. Through evidence-based

programs, we build better futures for individuals and safer communities for all. We help youth develop the critical life skills that will let them achieve their full potential and avoid future justice involvement.

Programs



The HYPE (Healthy Youth Preventative Education) Program is an evidence-based program that targets the prevention of violence through the promotion of positive, healthy relationships. The HYPE Program offers small group sessions that promote healthy relationships and target a wide range of risk behaviours, and addictions among adolescents. Through this program, youth will be equipped to engage in healthier relationships and build social and emotional strengths.



The Youth Counselling Program is designed to build strengths, resilience and coping skills among youth. Through individualized one-on-one support, the Youth Counselling service provides free weekly sessions for youth to discuss issues affecting their lives. The counsellor will work collaboratively with the youth to enhance their understanding, overcome their challenges and meet their goals.

"Before I thought this program would be really boring but I liked the fact that I had someone to talk to, especially about the issue that made me join this program. It made me open up a lot and I want to thank you for hearing me out"



When the system is just, it works **equally for everyone** involved and everyone affected.

When the system is just, it carries out the law without unnecessary stigmatization. It offers accountability without vengeance. Our communities are reflected by the way we confront crime. So our response must be effective. Our response must be just and humane.



HYPE Program

*“Coming to this program, I was afraid of how I would have been seen. **The leaders were very supportive of everyone, including myself, making sure that everybody would be included**”*

This young person came to us to participate in the HYPE Program. We began working together in a one-on-one capacity virtually through Zoom. This young person was an active participant but rarely wanted to relate content back to their own lives. As a facilitator, I felt that it was important to highlight that our sessions are confidential and are meant to offer a new perspective on things we may already know.

Following this discussion, the youth opened up more on what brought them to us. The youth applied healthy communication skills to their life, and how they believe this skill will help them in their future endeavours. They were able to take accountability for their actions and discuss strategies that they plan to use in the future.

They are looking forward to moving past this incident and are hoping to begin post-secondary education in the coming year. This youth provided a

great description of their experience with us:

“Hey, I wanted to say that my days of experiencing counselling for the first time was really good. It took me a while to finally get into the program, but it was worth it. I know most of the things we went through I already knew or heard of. I was surprised to hear these new things that I never knew like how mental health is not only a negative thing, it also can be carried in a positive matter. Before I thought this program would be really boring but I liked the fact that I had someone to talk to, especially about the issue that made me join this program. It made me open up a lot and I want to thank you for hearing me out. I will do my best to stay out of trouble and will use these communication skills to approach future situations in a respectful manner.”

Emma-Jane Cowan - Youth Outreach Worker

10 Years of JHS York Region

2010

JHSYR is officially incorporated on March 17, 2010

Christin Cullen officially assumes the position of Executive Director

We begin working out of the Newmarket Courthouse and the basement of the Quaker Meeting House in Newmarket

DAP is our first program delivered and we later in the year start offering it at the Bradford courthouse



2012

Still growing, we needed more space! We find our new home at 16600 Bayview Avenue, Suite 202



JohnHoward
SOCIETY OF YORK REGION

2011

JHSYR develops and introduces our Reintegration Program

Inn From the Cold generously shares space with us so that we can meet clients in person for their reintegration needs

2013

JHSYR starts to deliver the PAR Program

2014

South York Region, here we come! We move into our office space at 155 East Beaver Creek Road in Richmond Hill



Thank you to everyone who has been a part of the last 10 years! You put the **humanity in justice.**

From Staff, Students, Volunteers, Board Members, and our broader community we thank you for the support and continued desire to build a safer York Region. Our work would not be possible without our generous funders, both past and present, that support effective community programs.



2020

JHSYR starts delivering our Youth Counselling Program

In response to the COVID-19 pandemic, JHSYR continues to support York Region by modifying service delivery and extending access and assistance through several emergency funding sources



2018

Anger Management was renamed as Mindset to eliminate stigma that people often face when they disclose that they've attended anger management programming



2015

JHSYR starts to deliver an Anger Management Program



2019

Having outgrown our Richmond Hill office space we move to our current Markham office



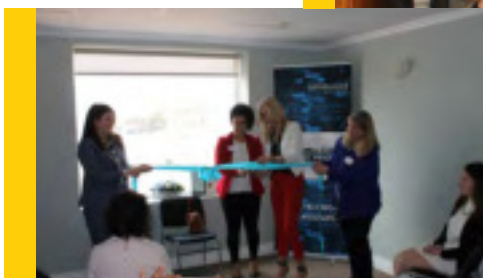
2016

We seize the opportunity to move into a larger space in the same building, moving from Suite 202 to 306 in our current Newmarket office

JHSYR pilots the HYPE Program

2017

JHSYR serves over 3000 individuals over the fiscal year for our first time

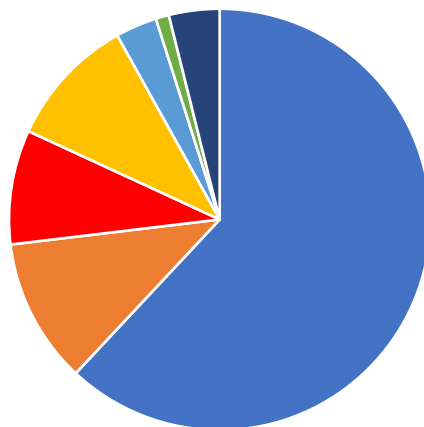


Financials

Revenue for the year ended March 31, 2020

Revenue has increased by 0.5% as a result of funding overall being similar to the previous fiscal period and the timing of expenses incurred in relation to the funding received.

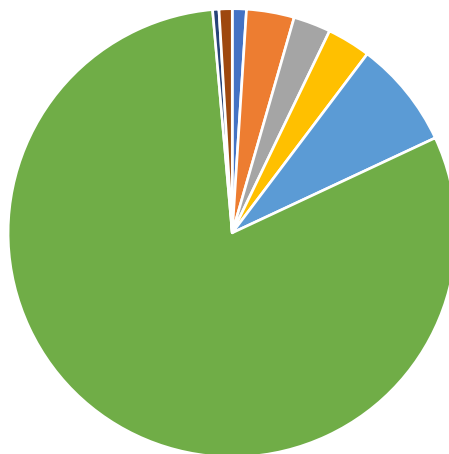
The agency achieved a surplus of \$23,523 for the 2019-2020 fiscal year.



- Ministry of the Attorney General
\$723,570 | 62.0%
- Ontario Trillium Foundation
\$129,908 | 11.1%
- United Way Greater Toronto
\$102,544 | 8.8%
- The Regional Municipality of York
\$117,169 | 10.0%
- Ontario Lottery Gaming Corporation
\$37,167 | 3.2%
- Donations
\$11,853 | 1.0%
- Other Revenue
\$45,340 | 3.9%

Expenses for the year ended March 31, 2020

Overall expenses have increased by 2.0% mostly due to salaries and benefits spending increasing by 5% and all other expenses spending decreasing by 11% compared to the previous fiscal year. Historically salaries and benefits spending has a direct correlation to the increase and decrease of funding available. The 2.0% increase in expenses is similar to the rate of inflation in Canada (Consumer Price Index).



- Amortization of tangible capital assets
\$11,602 | 1.0%
- Office and general
\$39,395 | 3.4%
- Program expenses
\$30,791 | 2.7%
- Purchased services
\$35,942 | 3.1%
- Rent and occupancy
\$88,611 | 7.7%
- Salaries and benefits
\$921,635 | 80.6%
- Staff development, training and travel
\$5,221 | 0.5%
- Telephone and internet
\$10,831 | 0.9%

Funders and 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.

**United Way
Greater Toronto**

Ontario 

Ontario
Trillium
Foundation  Fondation
Trillium
de l'Ontario

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


York Region

 Employment and Social
Development **Canada**  Emploi et Développement
social


Newmarket

Staff and Volunteers

Staff

Banin Abdul Khaliq

Court Intake Worker

Jeri-Ann Breen

Mindset Facilitator

Erika Chang

Acting Executive Director

Emma-Jane Cowan

Youth Outreach Worker

Christin Cullen

Executive Director

Sodiq Dada

Youth Counsellor

Matthew Devlin

Court Intake Worker

Nikki Hanson

Reintegration Worker

Micheal Healey

Mindset Facilitator

Eileen Hsieh

Court Intake Worker

Anisah Hussain

Youth Outreach Worker

Izzie Jones

PAR Facilitator

Josh Kirstein

PAR Facilitator

Vanessa Koot

HYPE Facilitator

Sarita Leicher

PAR Worker and Facilitator

Jennifer Lloyd

Youth Counsellor and Facilitator

Bradley Marr

Finance Manager

Nehama Meckler

Court Intake Worker

Sanaz Milanizadeh

PAR Worker

Phil O'Donnell

Administrative Assistant

Olusola Olumogba

HYPE Facilitator

Ana Rodrigues

PAR Worker

Tricia Samaroo

Program Coordinator

Alexandra Thomson

Program Coordinator

Volunteers

Alex Blake

Christina Blake

Arielle Boshi

Zonaira Chaudhry

Zaynab Dhalla

Chris Doni

Corey Edgar

Kaila Gregory

Dwight Hanson

Jamie Hayashi

Nelly Juarez

Ian Laksono

Kasia Lynch

Jovita Ng

Nicole O'Donnell

Subahini Srikantha

Erica Stabile

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Director



Effective.
Just.
Humane.

