



2021

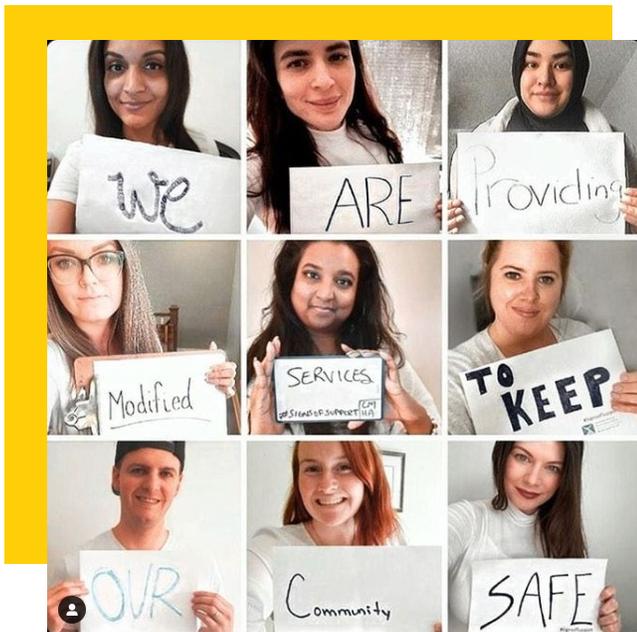
Impact Report



York Region

Mission

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



Vision

A safe and healthy York Region we can all call home.

Description

We work for the people affected by the justice system. We work for human justice. Through evidence-based programs focused on prevention, intervention and reintegration, 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 to help them navigate the challenges of criminal justice. For those leaving incarceration, we provide counselling and resources to help them reintegrate into their community.

Report of the Chair & Executive Director

2020 was certainly a year unlike any other. We saw the COVID-19 pandemic impact communities on local and global levels. We saw social justice movements gaining more momentum than ever, giving us an opportunity, as a leader in the York Region community, to reflect on ourselves and the work that still needs to be done.

As we gained our footing in virtual service delivery, we started hearing about the challenges and struggles our clients faced. Whether it was from isolation, family conflict, financial strain, or precarious housing we heard a clear need for more support during a time that was very difficult to navigate for many people.

While the number of COVID-19 cases started to climb, we learned about the increased risk to people living in congregate settings and thus, the frequently forgotten population of incarcerated individuals. Efforts were eventually made by the government to release some individuals ahead of their scheduled release dates, but this resulted in challenges and barriers arising upon their release.

Everyone was instructed to stay at home for their health and safety. For many of us, this was a reasonable request, however, our community members who did not have homes to take shelter in faced higher risks to their health and wellbeing. Many families saw an increase in conflict in the home, with isolation impacting the mental health of parents, children, and youth. The economic impact from job loss was felt throughout households as families were put in positions where they had to choose between paying bills or putting meals on the table. The increase in the dependency on technology made the gap in access to technology quite apparent.

Report of the Chair & Executive Director

As these dire situations impacted the lives of many, we explored ways to persevere, recover, and grow. The opportunities for learning came in ways we never imagined possible and the lessons learned helped us to continue contributing and helping people move forward in their lives and healing journeys. Our knowledge and expertise in housing expanded as we explored alternatives to emergency shelters for clients. We also shifted our focus to assisting people with their basic needs such as groceries, hygiene products, and medication. Additionally, we were able to support individuals with laptops, tablets, and cellphones so that they could connect to school, work, and community resources. All of these efforts could not have happened without the support of our generous funders and community partners.

We saw a shift in leadership at the agency when we bid farewell to our Board of Directors Chair, Jackie Wilson who moved on to pursue community work in her area of residence at the close of her term. Jackie was a longstanding and vital member of the Board of Directors and her contribution to JHSYR will be missed. We welcomed Madeleine Brens into the role of Board Chair and look forward to a refreshed approach to the work we do.

Our Diversity and Equity Committee mobilized this year and helped propel our commitment to the Inclusion Charter of York Region while also taking a more meaningful look at our Anti-Racist and Anti-Oppressive approaches. This gave us an opportunity to identify areas for growth and learning, continue providing a safer space for our staff, and explore innovative ways to enhance diversity, equity, and inclusion within the agency and the community.

We close this year knowing that we collectively still have a ways to go before we conquer the effects of the pandemic, but we look onward – to dignity, humanity, opportunity, and recovery.



Pandemic Response and Recovery

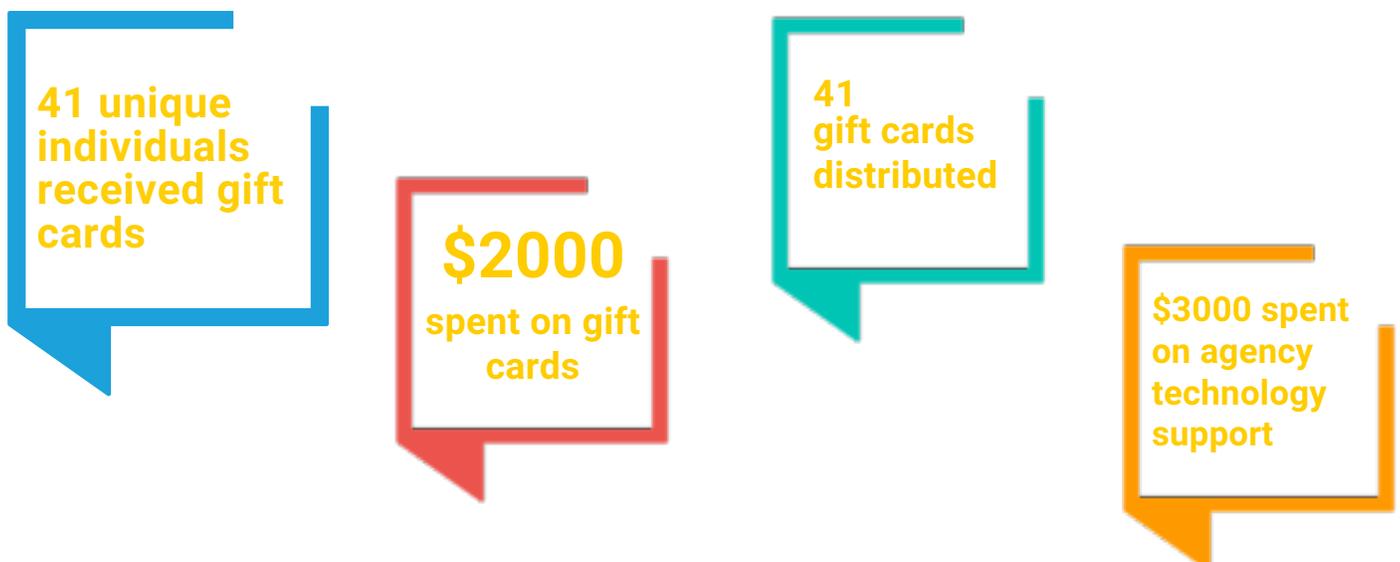
JHSYR is no stranger to helping people recover from various experiences and circumstances. When presented with unique opportunities through our funders and community partners, we looked at how our most vulnerable community members could benefit from our assistance throughout the pandemic. As a result, our Black, Indigenous, and People of Colour (BIPOC) service users, along with individuals who were homeless or at risk of homelessness were able to be further supported.

United Way Great Toronto (UWGT): Local Love Fund

As we started to learn more about COVID-19 and the immense ways it would impact the way we deliver programs and services, we quickly realized that we were not prepared for such a shift. We relied heavily on being able to support our clients in-person and now had to look at how we would sustain service over the telephone and through videoconferencing platforms. Our staff started engaging in a higher volume of calls with clients who were in distress, with many clients feeling the stress of having to complete programs or risk legal consequences that would exacerbate their involvement in the criminal justice system.

United Way Greater Toronto's Local Love Fund was our first opportunity to support the agency's newfound technology needs. We started to implement training and utilization of the Zoom videoconferencing platform so that we could resume service as quickly as possible.

The Local Love Fund not only helped JHSYR with operations, but also gave us the opportunity to start supporting individuals who were hardest hit at the onset of the pandemic. We were able to distribute grocery gift cards to support individuals and their families.



Ministry of the Attorney General: Partner Assault Response Program

The Partner Assault Response (PAR) Program is one of JHSYR's busiest programs. While group sessions were put on hold as we transitioned to remote program delivery, we had participants and their partners or ex-partners still requiring support. Added to this were the referrals received from new incidents of intimate partner violence.

While there was no shortage of work to be done, we were at a shortage of equipment for staff. Through the help of the Ministry of the Attorney General, we were able to support staff so that they could adequately meet the increasing needs of program participants, enabling them to work safely and securely in a remote setting.

The financial assistance from the Ministry of the Attorney General allowed us to meet our emerging need for technology. We acquired software and access to assist in alternate service delivery formats, some of which included a cloud-based telephone system, licensing for an e-signature platform, and a cloud-based invoice management system.



The ability to reach people while delivering services remotely allowed JHSYR to work with 576 individuals impacted by intimate partner violence.

UWGT & Service Canada Reaching Home: COVID-19 Emergency Community Support Fund (Emergency Reintegration Support)



Funding by United Way of Greater Toronto's COVID-19 Economic Response Fund allowed us to expand our current Reintegration Program to better assist adults being released from prisons. We sought to provide more intensive support to those being released because we knew that those leaving prison have higher rates of homelessness, unemployment, physical and mental illness, substance use and social stigma than others. As well, we knew that the prison population had been impacted by the rapid and increasing discharge rates from correctional institutions in the wake of the COVID-19 pandemic.

Our Emergency Reintegration Support program extended our hours to Monday to Saturday from 9:00am to 9:00pm, in order for our Reintegration Workers to be able to immediately provide wraparound supports to people being released. This funding also enabled our Reintegration Workers to provide services that were not traditionally available before, such as grocery and meal gift cards, food bank items, hygiene kits, immediate clothing access, hotel stays, Presto gift cards, and Uber and taxi rides. By tending to the immediate housing and basic needs of those leaving prisons, our Reintegration Workers were able to efficiently and effectively provide one-on-one counselling sessions and referrals to community services and programs that supported clients in reintegrating back to the York Region Community.

With the help of United Way Greater Toronto, we were able to support 15 individuals who left various correctional institutions in Ontario with their reintegration needs.

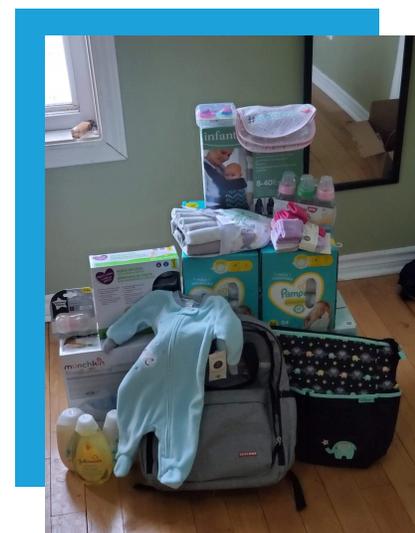
UWGT & Service Canada Reaching Home: COVID-19 Emergency Housing Fund (Home Start)

Due to the cyclical relationship between justice involvement and homelessness, we knew that many of our clients were, or were at risk of, experiencing homelessness; and with the impact of COVID-19, the risk of homelessness and poverty only increased for these individuals.

With funding from United Way of Greater Toronto's COVID-19 Homelessness Emergency Housing Fund, the Home Start program allowed our Reintegration Workers to provide up to 6 months of temporary housing through hotel stays for people involved with the criminal justice system who were facing homelessness. Through this funding we were also able to provide individuals with housing start-up costs such as first and last month's rent, moving costs, furniture and supplies, groceries, and other basic necessities.

By being able to quickly house people in need with temporary, safe shelter, our Reintegration Workers were able to focus on providing wraparound services in order to support clients in obtaining more permanent and stable housing opportunities. When our clients were provided with the opportunity to receive support with upfront funding for costs associated with rent, furniture, moving and basic necessities, participants of Home Start became more motivated in seeking and securing safe, stable, permanent, and appropriate housing.

With the help of United Way Greater Toronto, the Reintegration Team was able to support 19 individuals who had involvement with the criminal justice system find more permanent housing options.



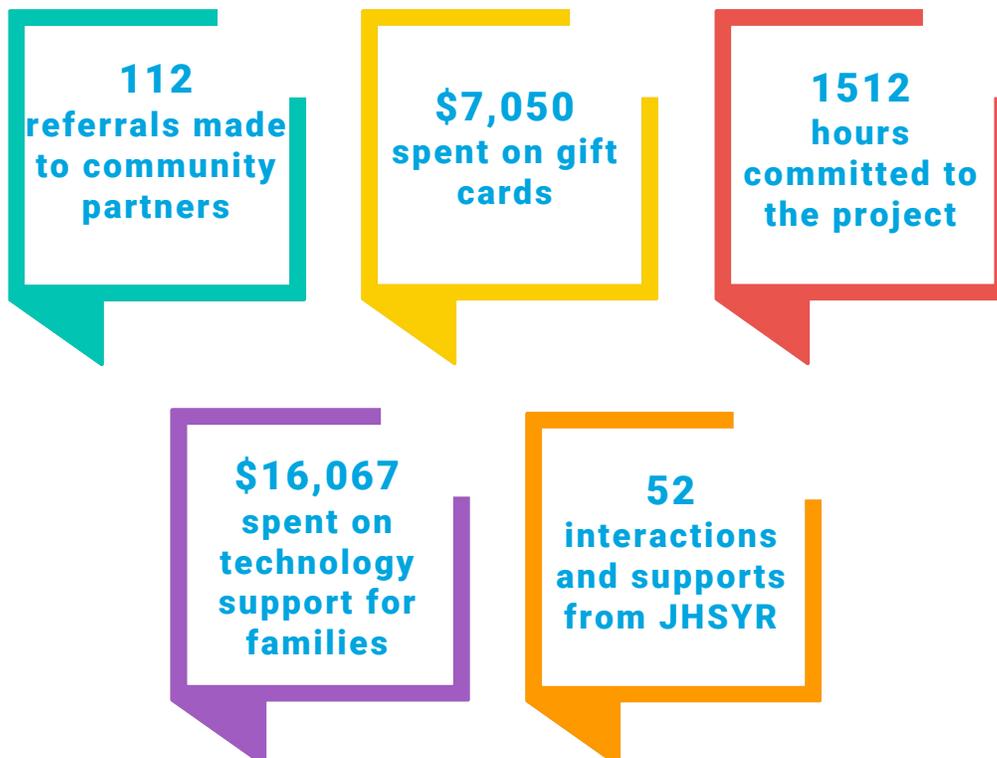
A Home Start client was able to prepare for the arrival of her baby through support for purchasing baby products. Additionally, she received support with transportation to medical appointments.

Children's Aid Foundation of Canada (CAFC): Emergency Support for Youth & Families

The COVID-19 pandemic led to unprecedented amounts of familial and domestic conflict, isolation, and mental crises. This was particularly concerning for youth who were especially vulnerable to abuse during the pandemic. This time of social isolation and financial crisis enhanced the need for increased emotional supports, resources, and counselling to support youth and their families as well as reduce the risk of becoming involved with the criminal justice and child welfare systems. In Ontario, COVID-19 infection rates were 3 times higher in the most diverse ethno-cultural neighbourhoods compared to the least diverse neighbourhoods.

JHSYR received funding from the Children's Aid Foundation of Canada to deliver the Emergency Support for Youth and Families Project. We expanded our Youth Counselling Program specifically to support BIPOC youth and families who were involved with child welfare or at risk of entering care. These funds were used to meet immediate needs by providing free counselling as well as financial supports for basic needs and technology supports. Families were able to access grocery gift cards, laptops, tablets, printers, and other necessities.

With the help of the Children's Aid Foundation of Canada, we were able to support 20 BIPOC families, made up of 50 unique individuals in our community.



#GivingTuesday



40
unique
individuals
provided with
gift cards

9
individuals
who identified
as Black

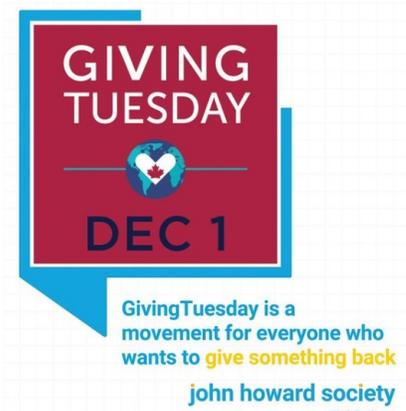
4
individuals
who
identified as
Indigenous

27
individuals
who
identified as
People of
Colour

GivingTuesday is a global movement for giving and volunteering when the giving community comes together for various causes.

With the pandemic highlighting the issue of food insecurity, JHSYR sought to support our BIPOC clients with grocery gift cards. We chose to focus on our BIPOC clients because they are at greater risk of food insecurity due to systemic racism creating unfair barriers for these communities to access valuable benefits and opportunities.

Our GivingTuesday fundraising goal was set at \$1000.00. We successfully surpassed our goal and raised a total of \$2,250.00. We are grateful to all of our donors, the GivingTuesday fundraising team, the Social Media team, and our staff, students, and volunteers who helped us achieve this goal and just as importantly, helped raise awareness of the issue of food insecurity amongst BIPOC populations in York Region.



Canadian Mental Health Association (CMHA): Cellphone Assistance

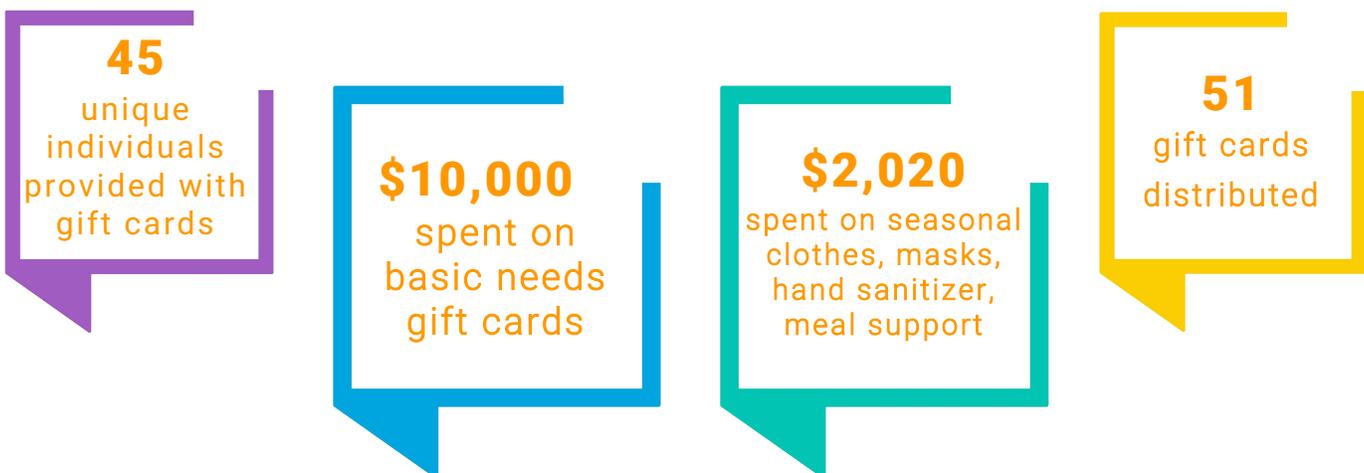
The Homelessness Cluster Response Table was initiated by United Way Greater Toronto and the Region of York as a response to the emerging needs of individuals throughout York Region who were at risk of or experiencing homelessness during the pandemic.

JHSYR's membership on this community table provided an opportunity to connect with other agencies whose service users were encountering similar experiences. Through this collaboration, JHSYR received ten cellphones from the Canadian Mental Health Association that we were able to distribute to clients in need. As a result, people were able to stay connected with loved ones, access applications for housing and government assistance, and access service from JHSYR and other community agencies.

UWGT & Service Canada Reaching Home: Basic Needs

United Way Greater Toronto provided yet another opportunity for JHSYR to expand services to meet the needs of individuals involved with the criminal justice system. As we started realizing that the effects of the pandemic would be long lasting, we wanted to ensure that we could support clients in ways that would alleviate burdens and ultimately avoid the risk of homelessness.

This funding allowed us to support people being released from correctional institutions or police holding stations who required seasonal clothing, COVID-19 prevention products such as masks and hand sanitizer, and grocery and meal support.



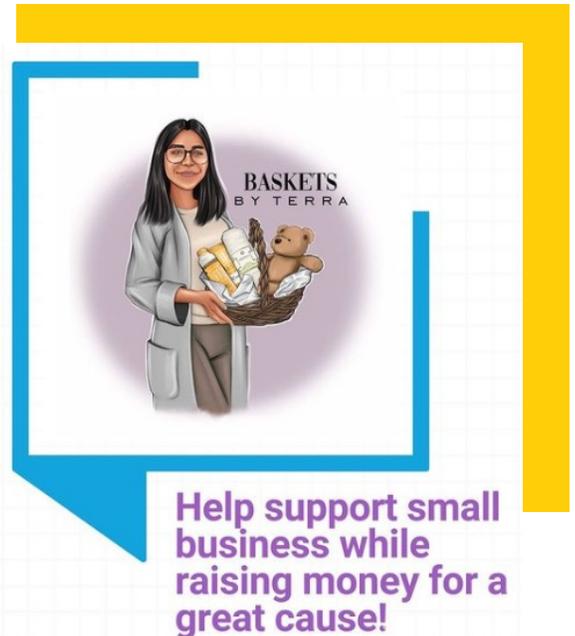
Diversity & Equity at JHSYR



JHSYR established its Diversity and Equity Committee (DEC) in 2020 to further foster diversity, equity, and inclusion at the agency and within our community. The Committee strives to increase awareness and learn about key issues, topics, and solutions while identifying barriers and opportunities to diversity, equity, and inclusion.

In its first year of inception, the DEC took the lead in continuing the development of the agency's BIPOC York Region Business Guide. Supporting BIPOC businesses as an agency will build upon increasing a multicultural and diverse network, while supporting our local economy. In total, we developed a roster of 42 BIPOC businesses, including those in the health and wellness sector, restaurant industry, cosmetics, labour, and clothing industry.

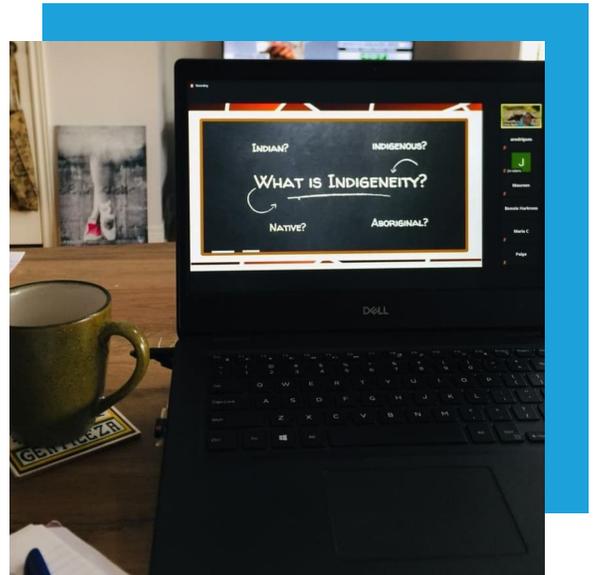
We successfully held three agency forums that opened up dialogue and created a safe space for staff, students, and volunteers to discuss topics such as privilege, cultural competency, the notion of the model minority, implicit bias, racism in the criminal justice system, and mental health.



Baskets by Terra is a BIPOC-owned business in York Region. Terra Cable curates custom gift baskets and donates proceeds back to the community.

Diversity & Equity at JHSYR

In our commitment to continuing to take steps toward anti-oppressive and anti-racist practices, the DEC attended an Ask an Elder workshop led by Elder Duke Redbird with Myseum of Toronto. We became better informed about the purpose of land acknowledgments which resulted in us taking appropriate steps toward creating a meaningful land acknowledgment.



The leadership team and front line staff participated in Anti-Racism/Anti-Oppression training with Nene Kwasi Kafele. This provided us an opportunity to reflect on our own personal growth as well as the growth of the agency. We made modifications to our recruitment practices as we took measures to emphasize lived experiences and multiple languages as assets in our job postings, further emphasizing our commitment to building a diverse workforce that reflects the community we serve. We continued to improve our process of collecting race-based data in accordance with the *Ontario Anti-Racist Data Standards* so that we can more effectively serve the York Region community.



Experiences of **discrimination, racism and historical trauma** are important social **determinants of health** for certain groups such as **Indigenous Peoples, 2SLGBTQ+ and Black Canadians.**

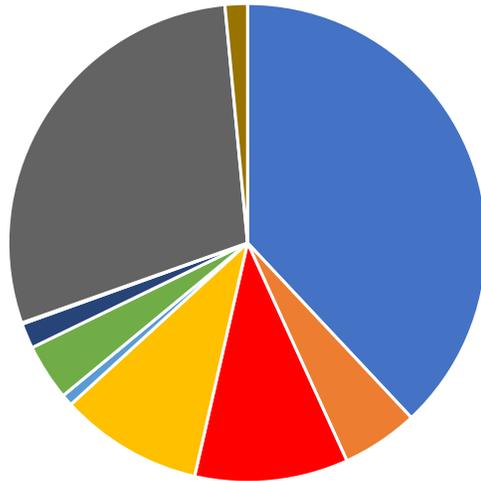
In the next year, the DEC hopes to expand on promoting and improving diversity and inclusion in the workplace. The DEC will be implementing a staff Diversity & Equity suggestion box, which will function to collect any concerns, questions, suggestions, or ideas that JHSYR staff, students, and volunteers may have for the DEC. Additionally, the DEC will be distributing an agency Awareness Calendar with health awareness months, weeks, and days highlighted. In developing this calendar, the DEC hopes to give staff an opportunity to come together and individually to spread awareness and show support through educational or fundraising events.

Financials

The agency achieved a surplus of \$523,704 for the 2020-2021 fiscal year.

Revenue for the year end March 31, 2021

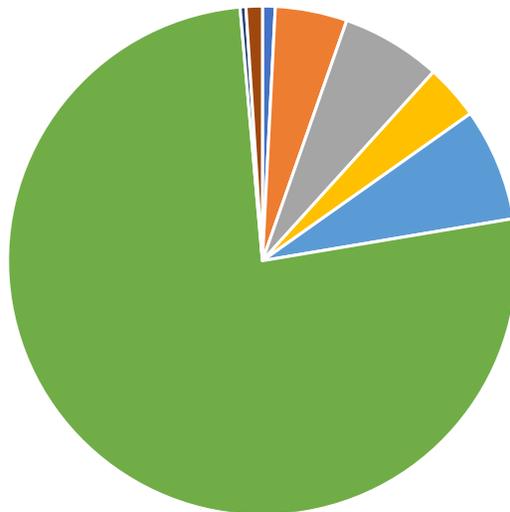
Revenue has increased by 57.2% compared to the previous fiscal year as a result of new funding, increased funding from existing funders and government wage and rent subsidies received.



- Ministry of the Attorney General
\$697,779 | 38.0%
- Ontario Trillium Foundation
\$94,997 | 5.2%
- United Way Greater Toronto
\$190,046 | 10.4%
- The Regional Municipality of York
\$177,187 | 9.7%
- Ontario Lottery Gaming Corporation
\$14,324 | 0.8%
- Children's Aid Foundation of Canada
\$70,000 | 3.8%
- Ontario Solicitor General
\$31,085 | 1.7%
- Donations
\$1,651 | 0.1%
- Grants and Subsidies
\$530,488 | 28.9%
- Other Revenue
\$27,742 | 1.5%

Expenses for the year ended March 31, 2021

Overall expenses have increased by 14.6%. This is due to office and general spending increasing by 34.2% as a result of laptops being purchased for staff to work remotely. Program expenses spending increased by 63.0% as a result of extra funding received for client assistance. All other expenses spending increased by 8.3% compared to the previous fiscal year.



- Amortization of tangible capital assets
\$10,573 | 0.8%
- Office and general
\$59,833 | 4.6%
- Program expenses
\$83,115 | 6.3%
- Purchased services
\$45,713 | 3.5%
- Rent and occupancy
\$93,911 | 7.2%
- Salaries and benefits
\$1,000,023 | 76.2%
- Staff development, training and travel
\$4,853 | 0.4%
- Telephone and internet
\$13,574 | 1.0%

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.



United Way
Greater Toronto



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



*CHARITABLE GAMING
BENEFITS THIS ORGANIZATION
AND YOUR COMMUNITY.*

bingoworld.ca/newmarket



Staff & Volunteers

Staff

Banin Abdul Khaliq
Court Intake Worker

Sneha Abraham
Youth Counsellor

Arielle Boshi
Program Facilitator

Erika Chang
Acting Executive Director

Zonaira Chaudhry
Youth Counsellor and
Reintegration Worker

Natania Clarke
Intake Worker

Emma-Jane Cowan
Youth Outreach Worker

Christin Cullen
Executive Director

Sodiq Dada
Youth Counsellor

Zaynab Dhalla
Program Facilitator

Nikki Hanson
Reintegration Worker

Jamie Hayashi
Program Administrative
Assistant

Anisah Hussain
Youth Outreach Worker

Izzie Jones
PAR Facilitator

Josh Kirstein
PAR Facilitator

Terren Lee
Youth Counsellor

Sarita Leicher
PAR Intake Worker and
Facilitator

Jennifer Lloyd
Youth Outreach Worker

Andy Luu
Youth Counsellor and
Facilitator

Bradley Marr
Finance Manager

Nehama Meckler
Court Intake Worker

Sanaz Milanizadeh
PAR Worker

Phil O'Donnell
Administrative Assistant

Justin Reid
Facilitator

Ana Rodrigues
PAR Worker

Tricia Samaroo
Program Coordinator

Alexandra Thomson
Program Coordinator

Volunteers

Arielle Boshi

Zaynab Dhalla

Chris Doni

Tricia Grant

Jamie Hayashi

Victoria Kren

Ian Laksono

Fabian Mosquera

MaKayla Pelekis

Mark Anthony Pena

Aleah Pitamber

Karyn Tam

Nicole Zambri

Tina Zeinali

JHSYR Committees

Diversity & Equity Committee

Banin Abdul Khaliq
Erika Chang
Sarita Leicher
Jennifer Lloyd
Sanaz Milanizadeh
Phil O'Donnell
Ana Rodrigues
Tricia Samaroo

Community Outreach & Resource Team

Banin Abdul Khaliq
Zonaira Chaudhry
Emma-Jane Cowan
Nikki Hanson
Sarita Leicher
Jennifer Lloyd
Nehama Meckler
Sanaz Milanizadeh

Phil O'Donnell
Tricia Samaroo
Alexandra Thomson

Social Committee

Banin Abdul Khaliq
Natania Clarke
Nikki Hanson
Sarita Leicher
Sanaz Milanizadeh
Phil O'Donnell

Return to the Workplace Task Force

Banin Abdul Khaliq
Erika Chang
Nikki Hanson
Josh Kirstein
Sarita Leicher
Sanaz Milanizadeh

Phil O'Donnell
Alexandra Thomson

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Jessica Sickinger
Director

Henry Yeung
Director

Effective.
Just.
Humane.