



John Howard

SOCIETY OF HAMILTON, BURLINGTON & AREA



NOT-FOR-PROFIT 2010 Outstanding Business Achievement Award
Presented to the John Howard Society of Hamilton, Burlington & Area

Annual Report 2010-2011

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PresidentsReport



This has been a year of change, a year of consolidation, and a year of strengthening our foundation for the future. Throughout all of the changes, the agency remains committed to the same mission, vision and core values that have provided the cornerstone of our programs and services for the past 61 years.

2010-2011 has brought with it a number of program changes resulting from changing government priorities and new strategies and directions for the John Howard Society of Hamilton, Burlington & Area. These changes are highlighted in the Executive Director's report. The Board, however, wishes to acknowledge the excellent work and dedication to client services shown by all of our management, administrative and

program staff, under the very capable leadership and guidance of our Executive Director, David Lane, through some very challenging times. The process of change, particularly when it involves program closures and staff lay-offs, at the best of times, is a very emotionally exhausting process. Couple this with the process of proposal writing and the implementation of a number of new programs and projects and you have the makings of a very challenging year. Our appreciation goes out to each and every member of our staff who, together, met those challenges with a great deal of professionalism and integrity.

Although our volunteers are formally recognized for their contribution to the work of the agency at our annual Volunteer Recognition Event held at the Chamber of Commerce, I want to take this opportunity, once again, to thank each of them for their outstanding commitment and willingness to support our clients in the many ways that they do. They are involved in Board and committee work, fundraising activities, driving clients to and from appointments, visits, etc., and participating directly with youth in our many youth programs.

As in the past, we are extremely grateful for the continued support of the United Way of Burlington and Greater Hamilton, Ontario Trillium Foundation, the Hamilton Community Justice Fund, the City of Hamilton, Hamilton Community Foundation, the Ministry of Children and Youth Services, the Ministry of the Attorney General, the Ministry of Training, Colleges, & Universities, Service Canada, the National Crime Prevention Centre, and Justice Canada. In addition, we wish to acknowledge the financial support provided to the John Howard Society by the Criminal Lawyers Association, the Hamilton Lawyers Legacy Fund, J-Core Marketing, and our many other individual and corporate donors. One such corporate partnership has recently been established with Liaison College which has resulted in the founding of the Liaison College Youth Success Fund, providing financial assistance to young people in our community. Newalta has also partnered with the agency in providing financial and volunteer supports to our youth involved in our drug diversion program. Their support has allowed us to provide many services beyond those for which we have received government funding.

Many of our programs and services require the collaboration, cooperation, and support of our many community partners. We are fortunate to include in our list of partners Hamilton Police Services, Hamilton-Wentworth District School Board, Hamilton Catholic District School Board, and the City of Hamilton. There are many others, too numerous to mention in my report, but it is gratifying to know that we are a part of a dynamic and supportive network of community services that is a part of the fabric of this community.

The agency continues to build on an organizational culture that supports and reinforces service



excellence, professionalism, quality of life work balance, and the stakeholder status of its employees. Through sound fiscal management and strategic human resource planning, the agency has been able to provide competitive compensation for all staff while maintaining a performance based salary administration system.

The agency's strategic plan was further developed, during this past year, to ensure alignment with the agency's Mission Statement and Operating Principles while at the same time positioning itself for the future. Utilizing the "Agency Reporting Tool/Risk Assessment Survey" mandated by the Ministry of Children & Youth Services, the agency's level of risk, based on such factors as governance, service delivery, stakeholder satisfaction, financial accountability, legal, technology, information and human resources, was assessed to be low. We are very proud of that rating, and we are particularly proud to have been nominated for and won the Chamber of Commerce "Outstanding Business Achievement Award" in the not-for-profit category for 2010.



We have had two new members appointed to the Board of Directors over this past year. We welcome Ted Graham and Mark Daly and we look forward to their participation in the year ahead. At the same time, we acknowledge the retirement of Andrew Goodman who has recently been appointed to the bench in the Superior Court of Justice of Ontario. We congratulate Justice Goodman on this well deserved appointment, but we will, undoubtedly, miss his insights, sage advice, and informed support in the ongoing work of the Board of Directors. We also wish to acknowledge the retirement of Hermon Mayers who has retired

from the Board after six years of service. As Past-President of our Board throughout this past year, he has represented the agency well as a member of the Board of Directors of the John Howard Society of Ontario. I also want express my personal appreciation to each of the members of the Board. Their outstanding dedication and commitment to this agency has made my job as President a satisfying and pleasurable experience.



Executive Directors Report

During the past year at the agency it has been a busy year for all of us. We have successfully managed the introduction of many new initiatives and services while winding up a number of time limited project based programs.

Our staff are a dynamic group of highly skilled and dedicated professionals that are committed to "Making a Difference" in the lives of our clients. They continue to deliver the "best of it's class" programs and services in our community. The capacity and commitment of our staff team is the key to our agency's success and effectiveness. Our agency continues to build and reinforce an organizational culture which supports high participation and leadership opportunities for all staff. The agency has a number of staff driven committee structures that make significant and important contributions that benefit all staff and contribute to our positive workplace.

During the Week of the Child Youth Worker, Stephanie Hampson, was recognized by the Hamilton Community for her outstanding work with young people in our community. Stephanie has contributed greatly in providing hope and inspiration to the young people and families in the Hamilton and Burlington Community.

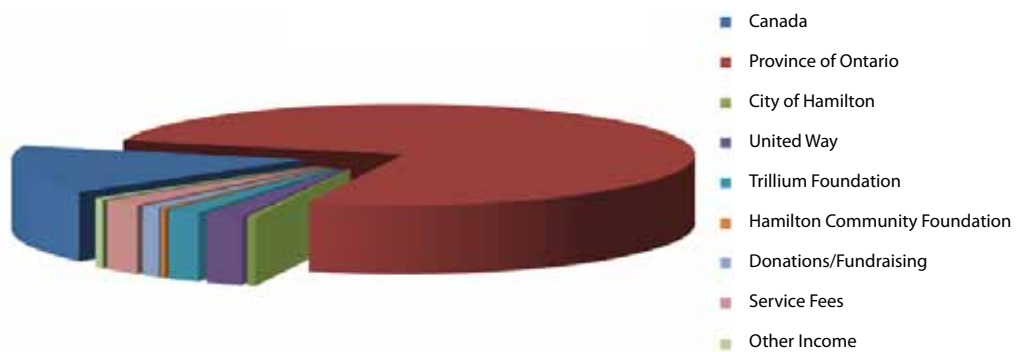
The Hamilton Wentworth District School Board nominated Simba Mataruse for the Angela Longo Award for being an exceptional workplace buddy. The agency was recently informed that Simba had won the Award and it was presented to him by The Centre for Leadership and Learning, Ministry of Ontario Government Services.

Don Trebilcock, Manager, Finance and Administration retired in the spring of 2011. Don's contribution to the agency over the past 5 years has simply been outstanding! We will all miss Don, but we wish him all the best in his retirement. Norma Stickland who has been with us for a number of years in the accounting area is now working in the capacity of Manager, Finance & Administration.

Our agency volunteers are an integral part of our agency and have been great in complimenting the services



Revenue 2010-2011
\$3,126,605



of our agency. They have provided many important and value added services. Again this year many of our volunteers were recognized individually by the Province of Ontario, Region of Halton and the City of Hamilton. Congratulation to all of these volunteers. It was also very exciting for our Youth Justice Committee volunteers to be recognized as a nominee for YMCA Peace Medal Award.



Our agency over the past year demonstrated a strong commitment to student placements and work experiences from community learning institutions including McMaster University, Mohawk College, Sheridan College and the Hamilton-Wentworth District School Board. The feedback from students placed with the agency has been very positive regarding the support, mentorship and supervised work experience provided by our staff.

Our agency through a range of events and program presentations received a great deal of positive press coverage throughout 2010/2011 through national and regional television, radio and the press media. This exposure provided many opportunities to share with the public the range and scope of our services and the impact we are having in our community.

Our agency continues to participate in a range of community committees, task forces collaborative and planning tables. We are pleased to work closely with many organizations and individuals in our community in "Making a Difference" in the lives of our most vulnerable citizens.

I want to highlight the continued support of our core programs provided by the Ministry of Children and Youth Services, the Ministry of the Attorney General and the United Way of Burlington and Greater Hamilton. The positive relationship with each of these funders over many years has allowed us to provide support and assistance to our any clients in our community.

We look forward to continuing and expanding on these relationships in the year ahead.

Expenditures 2010-2011

\$3,087,077



“Making A Difference” John Howard Society’s Mandate

2010 – 2011 has certainly been a busy year for us here at the John Howard Society of Hamilton, Burlington & Area. The agency received an additional year of funding from the Ministry of Training Colleges and Universities for the continuation of the Career Links adjustment advisory program. Career Links provided training and employment supports to workers who had been laid off, were on notice of lay off or who had received severance.

After a very competitive application process, the agency was identified as the successful agency to deliver the full suite of adult diversion services under the Ministry of the Attorney General’s Direct Accountability initiative. Direct Accountability has two components, a Community Justice Worker who is present at court every day to receive referrals for diversion. Informational and educational programming options including Drug and Alcohol Awareness, Anger Management and Stop Shop Theft are also offered under the Direct Accountability Initiative.



In response to an identified service gap in our community for supports and programming for high risk youth facing multiple barriers to employment, the agency submitted a proposal to Service Canada through the Skills Link program.

Project HYPE was implemented in January 2011. Twenty –five participants completed four weeks of intensive pre-employment and life skills programming including certification training in WHMIS, safe food handling, First Aid & CPR and forklift operation. These participants were subsequently placed into work experience placements with a variety of employers in both the for profit and not for profit sectors. In March 2011 Service Canada approved a request for an abbreviated program intake and six additional participants were brought into the program. The new participants completed two weeks of intensive pre-employment and life skills programming and have also been placed into work experience placements.



Another new JHS initiative in 2010 was CAPS (Collaborative Assistance Program Supports) funded by the Hamilton Community Foundation. CAPS is currently offered within the McQuesten and Riverdale neighbourhood hubs to provide pre-employment supports to residents as well as supports to former gang involved youth who are reintegrating into their home communities.

2010 also saw the implementation of the Seniors Restorative Justice Committee project. Funded by Service Canada’s New Horizons for Seniors program, the Seniors Restorative Justice Committee is made up of trained senior and older adult volunteers (aged 55 and older). The committee works with senior and older adult offenders (also aged 55 and older) who have committed an offense against the community. Utilizing a restorative justice model, volunteers work collaboratively with the offender to determine appropriate sanctions according to the nature of the offense. Sanctions could include a letter of apology, financial restitution, community service, counselling or participation in a range of community based programs and services.



Under the Enhanced Employment Services initiative, the City of Hamilton approved a proposal submitted by the agency to provide pre-employment, life skills and job search and education related supports to Ontario Works participants with significant barriers to employment and little or no attachment to the local labour market. STEP (Specialized Training & Employment Program) achieved great success exceeding targets for both intake activity and outcomes.

JHS had another successful year delivering the "Towards No Drugs" program to more than 850 at risk youth in collaboration with local Boards of Education. This was the 2nd year of a 4 year contract providing extensive education and support around issues of alcohol, tobacco, drugs and violence.

The Hamilton – Wentworth District School Board has extended our collaborative contracts for JHS Youth Workers in the Grade 12 and 12+ initiative and Urban Priorities Initiative.

Several special events took place in early 2011 including the launch of our Gang Prevention Guide and Victim Awareness Event. On March 30th at Hamilton Place's Piano Nobile Lounge, we launched our recently completed Gang Prevention Guide. The guide was designed to provide information and resources for youth, parents and community agencies concerned about young persons engaging in gang mentality and activity in Hamilton. The guide provides information on youth gangs, risk factors as well as prevention and intervention strategies and community resources to assist with both prevention and intervention. The guide also includes reference material to promote understanding and awareness of gang related issues in our community. The Gang Prevention Guide was funded by the Department of Justice and was prepared in collaboration and consultation with a number of community partners.

The guide is available on our website in both English and French.

English - <http://jhshamilton.on.ca/pdfs/gang-prevention-manual-en.pdf>

French - <http://jhshamilton.on.ca/pdfs/gang-prevention-manual-en.pdf>

On Thursday April 14th the John Howard Society of Hamilton, Burlington & Area hosted an event as part of Victim Awareness Week. The agency presented Restorative Justice: Listening to the Many Voices with special guest speaker Priscilla de Villiers. Ms. De Villiers is an activist who founded CAVEAT (Canadians Against Violence Everywhere Advocating for its Termination). She spoke about the origins of Restorative Justice in Canada and her own personal experience with victims' issues. The evening also featured a panel discussion



on the topic of Restorative Justice in our community with speakers Garth Bell (JHS Hamilton) and Perry Mason (Hamilton Police Service). Community members including a Hamilton area mother and a youth also participated, sharing their experiences with Restorative Justice practices.

The event was an informative evening at the Hamilton Convention Centre and was made possible by funding from the Department of Justice Canada.

Thanks to grants from the Allegra FootPRINT Fund and the Ontario Chiefs of Police we were able to produce a booklet for parents with information about the warning signs of drug use and what to do if a parent believes their child is using alcohol or drugs. The "Substance Use and Your Teen: A Resource Guide for the Parents

of Hamilton and Burlington Area" contains facts about drug use among youth in Hamilton, prevention and communication strategies as well as resources and information on where to get help.

This year JHS had the opportunity to participate in the Ontario Public Service Work and Learn Program. To date we have had two high school students working to provide reception and administrative support to JHS staff and clients. As part of the program, students are paid to work while they earn credits toward their Ontario Secondary School Diploma. At the same time they are gaining valuable skills and experience.

These programs are instrumental in keeping families together through difficult times. The Family Support Program is a support and skill building process for parents and is designed to teach effective parenting strategies. The Transportation Program offers low cost transportation for visitors to the federal institutions in the Warkworth and Kingston areas.

Building on the successes of the past and on the principle that every person has intrinsic worth and has the right to be treated with dignity, equity, fairness, and compassion, the organization will continue to develop responsive and effective services in response to client need, "making a difference" in the lives of Hamilton's disadvantaged and often marginalized citizens.

Board of Directors 2010-2011



Rita Amalfi-Cruse
Lynda Brewer
Dr. Ralph Brown, President
Don Clarke
Robert Gee
Stanley Dudzic, Past President
Rudy Florio, Vice-President/Treasurer
Erin Freeburn
Andrew Goodman (resigned 2011, became the Honourable Andrew J. Goodman)
Ted Graham (joined February 2011)
Dan Maloney
Hermon Mayers (John Howard Ontario Representative)
Sgt. Frank Miscione
David Lane, Secretary (ex-officio)

Board of Directors' Vision, Mission, & Core Values

Vision

Every individual achieves success in reaching his/her full potential in a healthy, safe, and supportive community.

Mission

To promote and foster a safer and healthier community through the provision of a continuum of community based services that are needs based, consumer focused, and provide an opportunity for individuals to achieve, maintain, and regain a balance in their life within the community.

Core Values

1. People have the right to live in a safe and peaceful society as well as a responsibility, implied by this right, to respect the law.
2. Every person has intrinsic worth and the right to be treated with dignity, equity, fairness and compassion, without discrimination based on race, national or ethnic origin, colour, religion, gender, sexual orientation, age, or disability.
3. All people have the potential to become responsible, productive citizens.
4. Every person has the right and responsibility to be informed about, and involved in the services available to them, including criminal justice, health care, education, employment, and social services.
5. Justice is best served through measures that resolve conflicts, repair harm, and restore peaceful relations in society.

