

Message from the Executive Director and President of the Board

Adaptability. Individuals, families, small business and large corporations require this ability to survive and succeed in their goals. It's a skill that JHS has kept in its tool kit of operations since it's earliest days, and has been used many times to weather both difficult economies, and to respond to identified needs in the community.

The very nature of this report and our 2008 annual meeting embodies adaptability; the report covers 15 months instead of the usual 12, and our AGM is now in the fall instead the spring. Changes to our fiscal year-end required us to adapt.

Early in 2007, an opportunity arose for JHS and Children's Aid Society to work together.

The Youth in Transition program was created to help young adults, who were in the care of C.A.S., to adapt to independent living. It's a crucial bridge for these youth, because their supports from CAS cease at age 21.

In the spring of 2007 we partnered with Strategic Solutions Consortium and InfoSource Learning to offer a new service called Equi-Pass. We adapted ourselves to take advantage of the

accessibility of the Internet, enabling our clients to upgrade their skills in more than 100 courses, at any time, from anywhere.

In late summer we were struck by a flood in our Firehouse Youth Centre in Bowmanville, followed by a fire outside the door of our Literacy program in Oshawa. Both programs were kept running by adapting the workplace to accommodate clients in other areas while repairs were made.

In the fall, as part of our on-going part to support the United Way in its fundraising campaign, we adapted the entire Youth Centre into a large, tour-guide lead, haunted house! It was such a success, people were only disappointed that we were running it for just one night!

(It will be on for two nights in 2008!)

Adaptability has allowed us to grow with the needs of Durham Region, to work with many other agencies towards grass-roots solutions, and to take some hard hits without being down for the count.

We thank our funders, and supporters like you, who work with us to encourage individuals to find the means to adapt and move forward even in their darkest hour.



Ajax—136 Commercial Ave
905-427-8165



Whitby—105 Consumers Dr.
905-666-8847

**EFFECTIVE, JUST
AND HUMANE
RESPONSES TO
CRIME AND ITS
CAUSES.**



Oshawa— 75 Richmond St. W.
905-579-8482



Bowmanville—132 Church St.
905-623-6814

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- New brand, new colour, new logo... a Province wide update for the look of JHS
- JHS Changes its fiscal year end from December 31st to March 31st
- New programs and services

Board of Directors

Gord Brook (President)
 Jim Adams (Vice President)
 Cliff Lehman (Treasurer)
 Abb Gilbert (Personnel Chair)
 Hugh Peacock
 Deborah Hastings
 Peter Stephenson
 Sandy Archibald
 Steve Gyorffy
 Ted Marks
 Trish Paterson

Like the agency itself, the board members of JHS represent a diverse mixture of skills and resources that come from one end of Durham through to the other. With their support and leadership over the years, JHS has been able to survive difficult times, and capitalize on new programming opportunities.

As volunteers, these individuals are giving more than just time to attend meetings—they are supporting a mission and vision of making the community a better place.

Program Activity

The year 2007 saw new services launched (Youth in Transition, Equi-Pass, Extra-Judicial Measures) to compliment the work of our existing programs. Even without these additions, client activity and overall client volume has continued to increase as it has for the past 6 years. We now see over 40,000 visits between our four offices and two residential sites.

Program	2007	Jan.—Mar. 2008
Counselling Services Applicants (Group Programs & Individual)	939	234
Equi-Pass Online Training (new clients)	68	62
Employment Services (# of clients)	7,562	3,679
Extra-Judicial Measures (# clients)	149	63
Firehouse Youth Centre (youth centre visits)	3,125	1,101
Housing Services (individuals served)	1,387	346
Literacy (Learner Hours)	13,400	3,246
Pardons Assistance (new files)	91	36
Project X-Change (# needles In)	113,388	26,016
Residence Program (# clients)	55	26
Youth in Transition (# referrals)	42	9

"They tell you what you need to know and they get to the point."

“Great service. They help you for free. Really friendly, fast and reliable service.”



John Howard Society—Re-branding

Across the province you can find 18 branches of the John Howard Society. Each is unique in its function to its own community. Some, like Durham, focus a large part of their delivery on crime prevention-based programming. Others are closely connected to a local correctional facility and so focus their efforts on services for this specific population. But as a whole, we share the theme of responding to crime and its causes.

Something else that has been different from branch to branch is the look of the logo and colour of the brand. In Durham we’ve used the “head” of our name sake for decades. Other branches have used a swoosh-like symbol or waves, and so on. As a family of community service providers, the Provincial office of the John Howard Society has begun an effort to unite our image. This annual report is a first step in that direction for our branch—we’ve applied the colour scheme of our new brand, “cosmic blue”.



In the coming months our cards, letterhead, website and other marketing materials will slowly shift to the new brand you see in the image above. We’ll miss our old look, but this new style is an important step towards clarifying our presence in the community, for our clients, for our partner agencies, and for the community as a whole.

Youth In Transition—Success Stories

Before coming into contact with JHS, "Sara" had poor school attendance, her housing was unstable, she was unemployed and her future lacked direction. Through direct contact and support from the *Youth In Transition* program, “Sara” got back on track to graduate from high school, and is now pursuing her post-secondary education. Her housing is stable, she gained employment experience and valuable employment certifications, and is now doing seasonal work, and has set goals for her future. In the beginning, "Sara" was afraid to assert herself and did not recognize her own strengths. Today, "Sara" has become more assertive and confident in her abilities. She was always a smart, insightful and funny young lady, but now she believes it!

When we first met with “Jay”, he was AWOL from his foster family, had been in jail, was not attending school, not able to identify feelings or thoughts, and was hiding out from his CAS worker. Through our work together, he has been able to maintain housing, is back in school, calls his worker regularly to update, and is following through with his probation order and appointments. "Jay" is able to recognize his own needs and wants and able to verbalize them in a mature manner.

Rhonda Asada & Sabylla Mathieu
Transition Workers
Youth In Transition Program

“The way I was welcomed made me feel comfortable and I was pleased with the information and assistance. Also the constant check-in on my progress and setting up my resume. It helped to build my confidence in obtaining a job.”

* These are the actual stories of the clients we serve. Only the names have been changed to protect their privacy.

Programs & Services

Over the years, the John Howard Society of Durham Region has been able to enhance and expand upon the kinds of services offered to the community. These resources are funded by a variety of sources, and therefore each has its own set of requirements for reporting and documentation. For the individual who walks through our doors looking for help to put their life on track and their goals back in sight, it means they can find the most important supports in one place, quickly and easily.



New in 2007 are Equi-Pass, Extra-Judicial Measures, and Youth In Transition. Each of these new services addresses a different kind of need in the community through direct client contact that motivates the individual to self-improvement.

Aside from in-office services, JHS is also very active year-round at many different community events. In 2007 we also hosted a few of our own, such as this BBQ band day!

Active Parenting

An 8-week group program designed to encourage greater communication between parent and child and enhance overall parenting skills. Eliminating power struggles with discipline skills that really work, such as the "method of choice." Participants learn how to increase their child's sense of pride, inner strength, and develop a sense of responsibility. This program is offered in formats for parents of children age 0-4, 5-12 and teens.

Anger Management

A 10-week cognitive behavioural group program designed to help participants manage their anger and emotions more effectively. Participants identify triggers and develop coping skills for resolving conflict.

Programming is offered for both youth and adults.

C.A.S.S.

Community Alternatives for School Suspension is a unique program for students to productively utilize their suspension period through academic studies, community involvement and life skills development. Working with students, parents, schools and community partners, JHS creates a safe and respectful environment where all individuals have opportunity to make positive life choices.

Counselling Services

One to one counselling is available for a wide variety of issues, including stress, anxiety, relationships, substance abuse, divorce, family counselling, separation, depression, court support and more. Clients can take comfort in communicating their needs with an objective and supportive counsellor.

D.A.D.S.

A group program for fathers that are experiencing issues related to separation and divorce. Our weekly meetings cover a variety of topics including effects of separation and divorce on children, parenting skills, conflict resolution, healthy relationships, stress management and more.

Equi-Pass Online Training

An online skills upgrading service where individuals can log on from anywhere, any time, to work on computer and soft skills courses. Over 100 such courses covering hundreds of lessons such as MS Word, Excel and Power Point (versions 2000 through to 2007), business writing, communications, interview preparation, team management, sales and many more.

"My transition worker has helped me alot with my emotions and how to not be afraid to express myself ..."

Employment Services

Job Connect, Summer Jobs Service and four employment resource centres across Durham provide high quality support for any job seeker needing help with finding gainful employment. Free access to the Internet, use of fax, photocopier, resume templates, job boards and much more. Employment counselors can provide one to one assistance, and access to workshops on skills upgrading.

Extra-Judicial Measures

The Extrajudicial Measures program provides community based pre-charge measures for youth who have come into conflict with the law. The program, which encompasses anger management and/or anti-theft, is offered to youth between the ages of 12-17 who have been referred by Durham Regional Police.

Housing Services

Staff provide assistance with finding affordable housing, eviction prevention, and mediation and advocacy between landlord and tenants. Other support includes assistance with re-acquiring personal identification, workshops for both tenants and landlords on the Residential Tenancy Act, inmate post-release support, and connection to shelters and other basic needs services throughout the community.

Firehouse Youth Centre

An after-school and summertime drop-in center providing adult supervised recreation. Created in 1998 after the community approached JHS about offering alternative programming for youth. Each weeknight youth can enjoy basketball, pool, exercise equipment and are made an active part of special events in the community.

Learning Alternatives

This adult literacy program helps individuals with basic reading, writing, and math skills. Clients benefit from both one to one and group instruction, and can participate with flexible hours. Learners work at their own pace to meet their employment, educational, or independence goals. Participants can join the program at any time during the year.

Pardons Assistance

Confidential assistance with the application for a federal pardon. Many people who have been in conflict with the law in the past have a real opportunity to make a fresh start. We provide support, information and guidance, aiding the client in understanding the full process. With the applicant's consent, we undertake all the necessary steps and procedures for sealing a criminal record.

Project X-Change

This Harm Reduction program targets those at risk of becoming infected by HIV/AIDS, Hepatitis B and C, and sexually transmitted infections (STIs). It protects the community at large by offering high risk individuals safe disposal of used syringes, access to sterile injection equipment, condoms, education, support, and referrals to treatment, health or community services through fixed sites, mobile outreach and a satellite site.

Residence Program

Our two Residences provide a safe, structured, supportive environment for young men and young women who are motivated to make constructive changes in their lives. Youth learn the skills necessary to live independently in the community such as budgeting, goal setting, problem solving, communication skills, menu planning and more. Each client has an individualized service plan and counselling support.

Youth In Transition

This program assists youth 15 to 20 years of age who are current Crown Wards of Durham Children's Aid Society to transition successfully from care to independent living in the community.

The program involves the development, implementation, and evaluation of programming for youth as they are assisted in becoming responsible young adults in their respective communities.

Thanks for Your Time!

Many thanks to the volunteers and students (*) who have helped with answering calls, staffing displays at special events, painting our Bowmanville office, assisting clients, dropping things off or picking things up, and any number of other important tasks we can't do without. A volunteer's gift of time is crucial to our ability to meet the needs of Durham Region, and we appreciate you for choosing us for that gift!

Adelle Kalderway
 Alesha Thorne
 Allan Stinson
 Amanda Ingram
 Ammaar Dawson
 Andrew Wright
 Angela Williams*
 Ashley Decker*
 Bianca Allen
 Braedi Zielinski
 Brandon Lunn
 Brian O'Shea
 Brianne Schuratoff
 Carolyn Dunn
 Cheryl Howe
 Cheryl Rodero
 Chris Albin
 Chris Newall
 Christine Szilagyi
 Cindy Dunn*
 Conaully Russell
 Courtney Van Dusen
 Curtis Moss
 Dan Davis
 Danielle Bragg*
 Darren Judd
 Dave Allin
 David Baubie
 Deanne Westerman
 Derek Grant*
 Derek Westerman
 Diane Westerman*
 Douglas Murray
 Edwin Brunton*



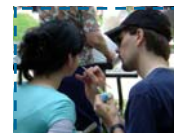
Eric Baird
 Evelyn Oudyk
 Fran Frake
 Gary Collins
 Geoff Powell
 Grant Semelman
 Harold Westerman
 Holly Norwick
 Ingrid Reinsma
 Jake Bolton
 James Calderone
 James Robertson
 Janet Rourke
 Jessica Menzie
 John Westerman
 Jordon Dunn
 Josh Mata
 Judson Allen
 Kaitlynn Wright
 Katie Adams
 Kayla Cowan
 Kasey Reyes
 Katie Knowler*
 Katrina Russell
 Ken Lawrence
 Kevin Boehnke
 Khalid Coroghly
 Krissie Lyons
 Krista Colley
 Kristina Cowan
 Kyle Smith
 Kylie Payne*
 Landon Stutt

"You don't judge based on appearance, you help everyone."



"Very good programs, and even better workers, I feel blessed ..."

Lillian Russell
 Lisa Reycraft*
 Marinela Batulski
 Marita Jacobs
 Matt Brown
 Matt Burley
 Michael Patane
 Michelle Morash*
 Mikael Nelson
 Mike Crowder
 Natasha Evelyn
 Nick McKay
 Nick Tromely
 Nicole Charron
 Partick Bradley
 Pauline Kaldeway
 Paul Langstaff
 Ron Hooper
 Ruth McCurdy
 Sabrina Thibodeau
 Samantha Warren
 Sarah Wong
 Scott Johnston
 Shane Emmanuel
 Shawna Butler
 Sidney Judd
 Stevie Judd
 Tyler Massey
 Tyler Thompson
 Victoria Byers
 Victoria Morrison
 Victoria Oliver
 Wally Rourke
 Zakkary Lacoursieve





Thanks to Our Supporters

Financial support from foundations, government, service clubs, and individuals make it possible for JHS to provide a holistic approach to service. Thank you for your generosity, consideration and for investing in the needs of your community. Your support builds a stronger and brighter tomorrow.

2 for 1 Pizza	Radiant Communications
Beaches Tanning Salon	Regional Municipality of Durham
Been There—Found the Wonder of Myself	Royal Ashburn Golf Club
Big Brothers - Big Sisters Bowl for Kids Sake	Salvation Army Food Bank (Bowmanville)
BNI Durham	Santa Fe Salon
Boston Pizza	Shoeless Joe's Restaurant
Bowmanville Zoo	Sobey's Whitby Warehouse Retail Store
Canadian Tire	Square Boy Pizza
Carolyn's Beauty Supply	Swiss Chalet
Casa Loma	Three Faces of Eve
Cineplex Entertainment	Tim Hortons
City of Oshawa	Toronto & Region Conservation
Durham Home & Small Business Association	W. Hingston Wildlife Tours!
General Motors Centre	Work Authority
Home Depot Bowmanville	
Hope Fellowship Youth	
Ice Vodka	
Jack Astor's Bar and Grill	
Jungle Cat World	
Kings Court Catering	
KX96	
Loblaw Superstore (Oshawa)	
MAC Cosmetics	
Maple Leaf Entertainment (Raptors)	
Meagan's Specialty Cakes	
Ollie Golf Inc.	
One for One Pizza	
Ontario Place	
Ontario Power Generators	
Ontario Science Centre	
Pizza Nova	
Red Lobster	



"What I most liked was how welcoming and helpful people were. I also like all the sheets giving step by step explanations."

Thanks to Our Funders

Ministry of the Attorney General
 Ministry of Community and Social Services
 Ministry of Training, Colleges and Universities
 Municipality of Clarington
 Region of Durham Health Department
 Region of Durham Housing Department
 Trillium Foundation
 United Way of Ajax/Pickering/Uxbridge
 United Way of Oshawa/Whitby/Clarington/Brock/Scugog

Statement of Operations for Year Ends December 31, 2006, 2007, March 31 2008 (Core Program)

On the advice of our auditors, *Smith, Chappell, Marsh, Vilander LLP Chartered Accountants*, we are in the process of consolidating all of our programs into one statement. This will be seen in our next annual report. Full financial statements will be available on our website following the annual general meeting.

	<u>2006</u>	<u>2007</u>	<u>2008 (to Mar. 31)</u>
REVENUE			
United Way grants	365,558	376,194	86,299
Other programs	61,218	53,223	12,974
Project X (needle exchange)	163,600	187,700	51,675
Bingo	54,792	24,076	18,887
Other receipts	8,164	7,484	35,906
Donations	13,505	6,968	367
Interest	7,501	12,297	3,355
Amortization of deferred contributions (Note 2b)	1,340	660	-
	675,678	668,602	209,463
EXPENSES			
Salaries and benefits	2,415,776	2,593,187	747,199
Staff training	2,350	3,210	592
Travel	3,931	4,052	1,609
Project X (needle exchange)	173,334	187,589	48,319
Occupancy (Note 9)	94,132	115,081	31,409
Mortgage interest	14,602	13,958	2,901
Insurance	18,214	25,182	5,477
Telephone	15,863	15,583	3,111
Office	37,666	61,203	13,286
Office equipment and maintenance	16,390	31,200	12,549
Contribution to the John Howard Society of Ontario	47,774	55,988	14,538
Meetings and promotion	3,851	4,392	705
Professional fees	11,976	17,150	8,000
Client assistance	258	35	-
Amortization	8,930	7,460	1,655
Fundraising	13,690	7,478	1,520
Other programs	19,083	7,674	5,318
Miscellaneous	1,492	1,152	408
Allocated salaries and benefits (Note 7)	(1,871,327)	(2,129,172)	(529,079)
Allocated administration (Note 7)	(540,198)	(485,205)	(169,922)
	<u>487,787</u>	<u>537,196</u>	<u>199,595</u>
Excess of revenue over expenses	187,891	131,405	9,868

Staff Recognition



4 Years or Less
Agatha Firek
Amanda Sidock
Angela Mazurkiewich
April Solomon
Ashley Romano
Bernie Gardiner
Beverley Oke-Hickey
Brad Arbour
Cassandra Duncan
Christie Bowes
Christina Barrow
Danielle Mosey
Darren Grant
Diane Westerman
Dean MacDonald
Denise Douglas-Murray
Gisele Whalley
Janet Topham
Jeff Belbeck
Joelle Mosey
Kate Stewart
Lisa Filippelli
Margaret Beck
Meagan Orozco
Patsy Budgell
Rachel Lucas
Rhonda Asada
Sabiha Abo
Sabylla Mathieu
Susan Maxwell
Suzette Campbell-Morrison
Tass Tsakmas
Veronica Breen
Wayne Hingston

5-9 Years
Cheryl Thompson
Cindy Baird
Gail Spackman
Judy Gales
Laurie Croft
Maria Perrino
Michelle Heald*
Patti Harrington*
Paul Dobbs
Tanya Cochrane

10-14 years
Barb Hume
Beth Whalen
Pat Oliver

15 to 19 Years
Bonnie Finn
David Smith*
Dianna Eastwood
Joelle Morey
Maggie McCallum*
Shelley Lawrence*

20 to 29 Years
Jan Langlois*
Linda Haley
Maureen Bandola

Over 30 Years!
Bill Fry*

As the Region grows, and the demands for our services increase, we've been privileged to have new hard-working, skilled minds join us, and have been able to retain many of our existing dedicated and talented staff.

For these staff, providing a service is more than following a protocol, a plan, or recording a statistic. It's a commitment to caring for the community we live in. It's a desire to help lift someone up from the depths of what seems like a bottomless and dark place. This is what drives our staff.



Staff from the Whitby office show their creativity with a song at the agency Christmas party & United Way auction.

They don't work according to a strict "9 to 5" box, they make themselves available when the client needs. They don't spend "extra" time with a person, they give whatever time they can to meet that person's needs. And they don't work "overtime", they just tackle the task until its achieved, whatever that requires.

Our staff make the difference by being different. Each has a valuable set of tools, talents and ideas that compliments each other, and like our service model, makes for a holistic team of resources. Thanks to all of you for going above and beyond.

* Denotes staff receiving recognition award for either 5, 10, 15, 20 or 30 years of service.

ANNUAL REPORT (JAN 07—MAR 08)

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Annual Report Editor: Paul Dobbs

The John Howard Society of Durham Region (JHS), founded in 1962, is a community-based social service agency. JHS is part of a national organization, and one of 18 branches in Ontario. JHS has approximately 60 full time personnel, as well as students, and project staff, with a diverse background of education and experience. JHS serves Durham Region, and has six locations: 4 offices (located in Ajax, Whitby, Oshawa, and Clarington) and 2 residences (located in Whitby and Oshawa). Although programs differ from branch to branch across the country, reflecting different community needs, the agency as a whole adheres to the same principle. philosophy and mission.

CHECK OUT OUR WEBSITES!

JOBCONNECTDURHAM.CA

JHSDURHAM.ON.CA

JHSLEARN.CA

THEFIREHOUSE.CA



Mission Statement:
“Effective, just, and humane
responses to crime and its
causes.”

YOUR SUPPORT IS NEEDED!

As a registered charity, JHS Durham can issue tax receipts for your charitable donation. One of the easiest ways to express your support is through our secure, online donation system at our website.

Click on the “[Make A Donation](#)” option on our website to start. JHS uses the Canada Helps website to coordinate and secure online giving. You can even designate your donation in honour or in memory of someone else.

You can also send for free, an electronic card for any donation. For example, you could send a friend or family member an “e-card” to let them know a donation has been made in their name. E-cards are available for birthdays, weddings, and more.

Aside from a small transaction fee for JHS Durham to utilize this online service, 97% of your donation goes to our charity!

- Tax receipts are sent immediately following the payment of your donation) to the E-mail address you supply.
- Your receipt is valid for tax credits! A secure PDF file type is used for your tax receipt. Electronic receipts are valid for tax filing by the CRA.
- Your donor information is not shared or sold to any other party.

For more information, or to donate in person, please feel free to contact us at 905-579-8482.

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Your image is our
inspiration.

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With thanks to CustomPrinting.ca for their ongoing support and services.