



John Howard Society of Sault Ste. Marie and District

“Effective, just and humane responses to crime and its causes”

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Riding the Storm

Here we go again! After working in social services for 29 years it's quite amazing to see the cycles and rebounds we all live through. In 2008 we saw the economy fall and by 2009 unemployment rose to its highest level in years. JHS feared the fallout would result in many social services unable to cope with the increased needs of the Sault residents. We feared the government would scale back programs, many which still hadn't recovered from major cuts more than 10 years ago. By mid 2008 and into 2009, employers were scaling back through layoffs and reducing hours. As a result, **agencies pulled together** to develop strategies to help those most in need. Thankfully JHS **teamwork** in 2008 resulted in us continuing to run all our evidence-based, effective programs. By the end of the fiscal year, we were even **more diversified and had more partnerships**, but layoffs still came in July 2009 as we lost our Options to Employment Program.

After 47 years in the Sault, we continue to provide services to thousands of people yearly. With a staff compliment of 15, shared between two offices, we provide a full spectrum of services to achieve our mandate of “**Effective, just and humane responses to crime and its causes**”. Staff, students and volunteers help to develop and provide services to children, youth and adults most in need.

Our **committed Board of Directors, Staff and volunteers** has continued to surprise so many in our community through our ability to be creative and flexible in meeting the needs of those facing many barriers. The challenge of finding solutions seems to generate energy at JHS as we offer alternatives and encouragement to find solutions when times are tough. Passion to help our clients is what we're best known for in the community and why we have so many long term employees.

Municipal, Provincial and Federal Governments along with the United Way continue to support our programs to youth and adults who face poverty, unemployment, addictions, anger problems, reintegration issues, and a lack of skills to live healthy lifestyles.

This past year, we received training in **Outcome Measures** from the United Way, which is helping us develop outcomes that are measurable for all our programs. This will be an advantage for both ongoing assessments of our programs and providing us with empirical data for **future planning**.

We're excited about our new **partnership** with the Correctional Services Canada (CSC), where we are performing community assessments. We're also assisting with parole supervision which provides an **added connection** for parolees to our other support services. All our support services increase community safety.

Two potential programs are in the works through partnership applications with the Innovation Centre and both Boards of Education. If successful, we'll be developing different forms of **communication and skill building** to reach high risk youth who face problems with bullying, conflict resolution, drugs, abuse, suspensions, expulsions, etc.

We continue to work towards **reducing costs** in the criminal justice system, increasing the number of people able to **support themselves financially** and **improving the skills of youth and adults**. We offer these services with the ultimate goal of **increasing safety** in our community.

Suzanne Lajambe Stortini,
Executive Director

ANNUAL REVIEW
April 1, 2008 - March 31, 2009

The roots of the John Howard Society can be traced back to 18th Century in England, to a man named John Howard. He began investigating prison conditions - lack of medical care, sanitation, death from disease and starvation, dirt floors, beatings, etc. He wrote a paper that was presented to the British House of Parliament entitled "On the State of Prisons in England". He began the reform movement. He continued to devote the rest of his life to prison reform. He died in 1790. His work has been recognized by JHS for 80 years.

There are many organizations around the world which use the name John Howard. Most of them are associated with correctional reform and/or services to help offenders make positive changes in their lives. Although the organizations outside of Canada are not formally aligned, they share a common purpose and philosophy which reflects the life and work of the man John Howard.

In Canada

The John Howard Society of Canada fills an important role in public education, community service and in pressing for reform in the criminal justice area. Currently there are branches and offices in 78 communities across Canada, provincial offices in all 10 provinces, the Northwest Territories and a national office in Kingston. There are more than 450 programs serving clients, clients' families and the public at large.

In Ontario

In Ontario, The John Howard Society traces its roots back to religious classes taught in Toronto's Don Jail in the late 1800s. In a more formal way, the organization was founded in 1929 by Brigadier General Draper, then the Chief of Police in Toronto. Draper recognized the futility in much of the work being done by police, trying to solve crimes and apprehend offenders, when prisoners who were being released from jail were thrust into circumstances of unemployment, isolation and poverty – circumstances that escalate rather than decrease the chances of re-offending.

There are currently 18 John Howard Society affiliates in Ontario. Each John Howard Society offers a variety of programs, dependent on the make up of their own community. They all however, share the same mandate and minimum standards.

The John Howard Society has been committed to providing effective programs and services which assist in reducing crime and its causes. The John Howard Society of Ontario supports JHS Affiliates through applied research, policy and program development. We strive to offer the most effective service possible to our clients and their families and contribute to the health, well-being and safety of communities. Our experience and research informs us that longer prison sentences are not an effective method of rehabilitation, nor an effective way of reducing crime. As such, we support decreasing the over-reliance on incarceration and support increasing the use of community-based sanctions, gradual release and prevention focused social programs. We promote the provisions of adequate social supports, which reliably reduce rates of crime and victimization.

In Sault Ste. Marie

The John Howard Society has been active in Sault Ste. Marie for 47 years. From 1962 to 1978 the Society offered supportive services to offenders through volunteers. In 1978, funding was received and the first staff-supported program began. We now have 15 professional staff, as well as volunteers and students within the program areas. Many services are open to all in the community including: youth and adults facing barriers to independent/healthy living, offenders, the unemployed and high risk individuals: by virtue of abuse/low education and/or no support system. To ensure a full service continuum, the John Howard Society has become heavily involved in partnerships with other organizations and expands those partnerships each year.

Program Review for April 2008 - March 2009

The best way to reduce crime and keep a community safe, is to prevent young people from dropping out of school, help out families in trouble, improve the way people manage the problems of life, rehabilitate offenders and keep people employed. The John Howard Society believes our range of services help people in all of those areas. As an organization with roots that go back 47 years, we are creating solutions that work.

Volunteers and students assist in all programs of the agency. Depending on educational background, we train volunteers to assist in client monitoring, facilitating groups, assisting in individual counselling and report writing. In 2008/09, a total of almost 1500 hours were contributed by volunteers.

Outlined below are the services we offered during the year and their service location.

Main Office (27 King St.)

Community Education

Crime and crime prevention are complex issues. To help people understand these issues better, the Society provides information about rehabilitation, root causes of crime, crime prevention and employment resources. We have several resources and all of our services are listed on our website:

www.jhsossm.ca

We continue to develop and display our John Howard Society pamphlets, information sheets on workshops, a monthly calendar and a Labour Market Information Newsletter in our Employment Resource Centre. The Employment Resource Centre takes every opportunity to promote and inform on the programs offered through our agency.

Presentations from April 2008 - March 2009

The local John Howard Society is very visible and active in this community. We are always striving to educate people about our programs and services by developing presentations and attending various functions.

Regular meetings are attended to ensure that information and referrals are up to date. It is our intention to ensure that services are not duplicated and client referral processes are appropriate. This year, we have continued to educate the public about the variety of services and programs that the local John Howard Society offers. We have successfully marketed and raised the profile of the Agency through media at all levels and promotion of our services with partnerships and the community in general.

Presentations/Workshops in the Community

- Algoma University Career Fair – on-line
- NCO Service provider fair-open to employees of NCO
- Service Provider Fair (Service Canada) –open to the public
- S.S. Marie Police Week - open to the public
- Action Centre Union Hall (Tenaris Algoma Tubes Inc. Employees) Overview of Employment Resources
- E. Dish Espresso Café (interview by Julie Hache) Employment in S.S. Marie
- Algoma Workforce Committee (open to all community agencies)
- Essential Skills Sault College (open to all community agencies)
- Team Sault Ste. Marie (Equi-pass presentation)
- Web page restructured (to comply with all JHS in Ontario)
- Big Bike - Heart and Stroke

JHS Committee Work

- **Team Sault Ste. Marie** - made up of service providers representing employment, education, business and government sectors. The objective is to bring resources together to assist in marketing the local quality of life and streamlining new business set-up. Committee encourages economic and social development.
- **Human Services Justice Coordination Committee** - involves all the service providers, government and hospital services working with the mentally ill in conflict with the law. Coordination and improved services to this client group is the primary goal.
- **Social Development Council** - Council to oversee Social Services with the intent of reviewing gaps in service and developing strategies to overcome them. Information sharing of social services to reduce gaps in services to those whose immediate needs are not being met (food, shelter, clothing).

- **Housing Supports Committee** - Agencies meet monthly to discuss gaps and services available to the homeless. Strategies are developed to ensure priorities are met for safe, affordable and accessible housing.
- **Community Assistance Trust** – community members meet to review applications for funding assistance to meet basic needs from those who find themselves unable to afford an unexpected cost.
- **Legal Aid Area Committee** – legal and community agency representatives meet monthly to review applications for legal assistance for those who have been denied by the Legal Aid Area office.
- **Alliance to End Homelessness** – Local organizations who work with the homeless meet monthly to discuss educational and promotional activities that we can develop to help the community understand the present state of homelessness in Sault Ste. Marie.

Memberships

United Way of Sault Ste. Marie & District - participating agency.

Rotary Club – new member in 2008

YOUTH SERVICES

Prevention and Diversion – Peer Mediation

The John Howard Society entered into a new venture in 2007 with the Ministry of Children and Youth Services. Our school based youth services provide an effective and timely response to offending behaviour in the school system. Services are determined on an individual basis and encourage the young person to demonstrate responsibility, while providing an opportunity to recognize his/her skills and abilities and encourage constructive use of leisure time. Services through the program encourage young persons to make reparation for their behaviour and can include peer mediation, support services, linkage with services such as mental health, addiction counseling, recreational programming or promotion of proactive alternatives to broaden problem solving/conflict resolution skills. The program provides an opportunity for victims to participate in decisions related to the services. Youth may be referred to the program through the support of the principal, another delegated person within the school, or police.

In partnership with schools, JHS has developed and implemented training and coordination of on-site peer mediators and support to links with community services, to assist at-risk youth to remain in school while receiving support for longer term needs.

We were successful in working with **32** youth as **trained peer mediators** while helping **73 at risk youth** resolve barriers to staying in school.

Community Service Order – Youth

The CSO program offers 12 - 17 year old youth under the Youth Criminal Justice Act, an alternative to custody. Putting a child in jail is not only costly but ineffective in reducing crime in the long term. Through the Youth Criminal Justice Act, alternatives are offered when possible, to prevent youth from becoming part of the “system” We meet with youth to determine the “root” cause of an offence, followed by determining an appropriate placement, which is both restorative to the community and a learning experience for the youth. We’re excited to be part of these services and hopeful that it will result in future partnerships with the youth of our community. In 2008/09 we assisted **208** youth. They completed **3326** volunteer hours in the community.

Extra Judicial Measures (12-17 yrs old)

In 2003 the Youth Criminal Justice Act came into law which resulted in the development of a partnership between the police services and JHS. This program is aimed at providing effective measures outside of the court process to less serious youth crime. It matches a low level of intervention with low risk youth. These measures are to provide meaningful consequences for the youth, requiring him/her to repair the harm done to the victim. This could include writing a letter of apology, or doing a small job for the victim if the victim agrees to have contact with the youth otherwise, they would perform work for a non profit agency or business. If the youth follows through on the agreed upon extrajudicial measure, there is no conviction registered and the youth has no criminal record. This process also enables the courts to focus on more serious cases. In 2008/09 we assisted **22** youth in this program.

YOUTH AND ADULT SERVICES

Homeless Prevention Services

Using the NewStart Life Skills curriculum, trained coaches teach skills that can be used in five life areas which are self, family, community, school/work, and leisure. The John Howard Society has become well known for its programming using the NewStart Life Skills model in providing Social Skills training to groups and individuals. It is a cognitive behavioral approach to teaching skills that include assertiveness, decision making, problem solving, stress management and goal setting. The program is geared to the homeless or at risk of homelessness, for those who face barriers to succeeding in independent living. The program has grown and developed over the past four years.

We are now providing outreach in the community which allows us to reach the clients where they are most comfortable. Individual support is offered by counselors who are able to help with developing a plan of action and provide advocacy services and short-term supportive counseling. The program provided **1463** services to clients in 2008/09 by providing social skills training.

ADULT SERVICES

Community Service Order – Adult

This program brings the community and the offender together. It does this by involving the community in the justice system. Community Service hours are non-paid work hours performed by an individual as part of a court ordered sentence. A person completes hours by working at a non-profit community organization or activity. It is a way for the individual to pay back the community for their crime. In 2008/09, **214** people were assisted through the CSO program. Also, clients assisted many non profit agencies with a total of **4421.50** volunteer hours worked at those agencies throughout the year.

Intermittent Community Work Program

When a participant receives a sentence of 90 days or less, the judge may allow that sentence to be served intermittently on the weekends. Participants serving intermittent sentences report to jail on Friday evenings, to spend the entire weekend in custody. While participants are serving these sentences, they are not contributing to society.

Operation Springboard, the Ministry of Community Safety and Correctional Services, in cooperation with the John Howard Society have developed a community work program for participants serving intermittent sentences. This program allows a non violent sentenced offender to work in the community on the weekends at a non profit agency. This work is monitored by the agency and participants are required to be under home arrest during the hours they are not at their work placement. The reduced costs affiliated with this program compared to incarceration, combined with the ability of families to stay together, makes the program a safe alternative to incarceration, while helping the community agencies.

Bail Verification and Supervision Program

JHS ran this program from 1979 until 1995, and then was successful in beginning the program again in 2007. It is a safe/cost saving program which has been researched and returned to the communities which had lost funding in 1995. The Bail Verification and Supervision Program serves two principles upon which our democratic justice system is based: presumption of innocence before trial, and fair treatment of all people regardless

of social and economic background. The John Howard Society provides supervision of individuals released on bail conditions, to reduce the risk of failing to appear in court. The program also aims to reduce the high numbers of people remanded into over-crowded correctional facilities awaiting trial. The increased supports to those awaiting trial allows for families to keep their income and have added supports and referrals while in the community. We were able to assist **560** people with verification reports and **100** people were placed on supervision in 2008/09.

Brief Services and Discharge Planning

These services are provided to individuals in short term need and/or in custody at the Algoma Treatment and Remand Centre. The program offers assistance with basic needs, pre-release planning and institutional adjustment. For people re-entering the community after a period of custody, the program offers information on housing, clothing, finances and community services. We assisted **163** inmates with their discharge plans. The program also provides short term counseling in the office. In 2008/09 the program assisted **381** people through brief services services in the office. We also provided a trustee service to **6** clients in order to assist them with their finances to ensure they were able to maintain housing and support themselves throughout the month. The service includes budgeting, advocacy and ongoing counseling.

Pardon Applications

Many people have criminal records from years ago and do not realize that they can receive a pardon. Having a pardon is beneficial when applying for employment. An employer is legally able to ask, "Do you have a criminal record, for which you have not received a pardon?" Once successful at getting a pardon, you may answer "no", which will improve your chances of obtaining any job.

For those unable to cross the border due to a previous record, a United States Waiver needs to be applied for. JHS can assist in this process, which is different than applying for a pardon.

Anyone with a criminal conviction in Canada as an adult 18 years or older after waiting three years on a summary conviction or five years on an indictable conviction following sentence completion can apply for a pardon. JHS can assist with the process and ensure all records are gathered and completed correctly. In 2008/09 we helped **27** people apply for a pardon and/or waiver.

Anger Management - 2 different models

In 2008/09, **64** clients were serviced through our Anger Management Programs. The following two programs were delivered based on the needs of the clients:

Intensive Anger Management (16 sessions)

This Intensive Program is geared for high risk males who face difficulties with their anger. This program has been researched and uses the most up to date literature on what works with this client group. It includes assessment, motivational interviewing and cognitive behavioral strategies, including follow-up and ongoing support services throughout the program.

Research has identified the link between growing up in a violent home and becoming violent as an adult. Research has shown that many parents that have been abused as children are now passing on the same deficits. Their children are therefore at greater risk to become violent, if not treated. In order to break this cycle, it is important for participants to understand the impact of witnessing and/or experiencing family violence and its correlation to how they currently manage their anger. Once brought to this level of understanding, participants take ownership for their issues and are ready to make changes. The role of emotions and how they can fuel anger is another common theme.

“Change is a Choice” (Low Intensity - 6 sessions)

Change is a Choice is intended to give clients general information about anger management and rehabilitative options. The program consists of six - 1½ hour sessions that use video tapes, limited discussion and handout materials to give information about anger and aggression. Clients are able to identify skills needed to manage behaviour when angry and provide opportunities for self assessment. It is hoped that after completing this program, clients will be more motivated to attend more intensive anger management programming, if needed.

Community Assessments, Parole Supervision and Offender Treatment

New to the agency in 2008/09 was a partnership with Correctional Services Canada (CSC) to assist in performing assessments for parolees returning to the community. We connect with family/loved ones to assess living arrangements. These assessments are vital to the safety of the community and offers further supports to families from the John Howard Society, once the family is reunited.

Parole Supervision is also a service we offer when they require extra staffing. A thoughtful understanding of parole shows that it is an essential part of the strategy to reduce the risk of reoffending after release from prison. Parole allows for the supervision of the activities of the individual in the community during the critical time after release. Also, it permits the imposition of conditions. Such conditions not only can restrict the person's activities (no drinking, no criminal associations) but, more important, can engage the individual in services and programs to assist them to become law-abiding citizens (substance abuse treatment, assistance with housing and employment).

The John Howard Society is one of the agencies that continue to encourage parolees to remain crime free through offering supports and skills. We have provided Anger

Management, Cognitive Skills and Relapse Prevention to those on parole for over 10 years. These services are essential to the success of those returning to the Soo following incarceration in the Federal Prison System. In 2008/09 we offered **35** clients support services.

Options to Employment Program

The Options Program was funded as a pilot by the Ministry of Community and Social Services and Ontario Works as a pilot program in 2007 to provide social assistance recipients with employment support services. Unfortunately the program ended in June 2009 due to a lack of funds to continue ongoing. The program goals were to assist participants to prepare for, obtain and maintain competitive employment. It also empowered people by giving them a chance to contribute to the community, to connect with others and achieve personal goals. The program included training for employers and their current employees, to build healthy work environments, improve staff retention and productivity and improve the long term sustainability of all employees. In 2008/09 **128** participants received a service from the program and **46** secured employment.

Workshops included in the Options to Employment Program

Social Skills Training

Social Skills training is an applied problem solving process. Individuals learn and practice new problem solving and communications skills to live a healthier and balanced lifestyle at home and in the workplace. Social Skills training uses a group process in the following areas: Identify the various communication types, exposure to various cultures and lifestyles, opportunity to practice newly learned skills, and learn to balance risk taking and build your confidence level. Participants meet for three hours, three times weekly, in a group setting. Part of social skills training included Work Placement Readiness Training. The purpose of this was to allow the facilitators to discuss general job expectations and engage in role plays that mirrored real situations in the workplace.

E-Sport

E-sport is a software on-line application that is used to measure competency related to the 9 essential skills as defined by Service Canada. This software measures a client's level of skill and interest and then suggests occupations that fall inside the client's area of interest. It will also show if there are essential skill deficits for the selected occupation. This assists staff to provide better career direction for clients.

Work Experience Placement

Through individual interviews, individuals were chosen to participate in a work experience placement. The selections were based on individual interest and appropriateness along with progress in groups and workshops. Individuals interested in a work placement completed a resume with a cover letter and an interview was set up between the employer and the client. To ensure no duplication of services, clients were

encouraged to access the JHS Employment Resource Centre for resume development, the Ontario Works employment unit or the ODSP Employment Supports Service Providers for further employment services, in preparing for this portion.

Job Coaching Interventions

At regular intervals and/or when problems arise, the Job Coach met with the employer and client on placement to discuss, problem solve and otherwise support as needed. More support was offered in the beginning stages of the placement. These sessions allowed the clients to discuss learning and strategize how they can deal with any problems that occurred.

Resource Centre Services (22 Bay Street)

The John Howard Society provides services to the general public on employment opportunities and self help resources through our Resource Centre. The following is available:

- ❖ Self Help Services
- ❖ Multi-Media Job Banks
- ❖ Computerized Workstations with current software & free Internet access
- ❖ Labour market information
- ❖ Information and referral
- ❖ Communication systems: phone to help with job searches and employer contacts, fax machine and photocopier for sending resumes and letters to employers.

Within the 2008/09 year, the Resource Centre provided **15,334** services to the unemployed in Sault Ste. Marie.

Introduction to the Web

Our staff at the Resource Centre assist client's on how to use the internet effectively in job search, career planning and research, as well as learning how to use a search engine, familiarize themselves with the tool bar and the definition of key terms.

Equi-Pass

New to JHS and the Employment Resource Centre, Equi-Pass is a service which allows people to learn how to use software in the Resource Centre or anywhere they have access to the internet. Near the end of 2007/08 we introduced this new service and have registered **51** people in 2008/09.

Summary for 2008/09

The above services have been outlined to provide an overview of what we did in 2008/09. JHS continues to improve its services each year therefore our website is kept up to date on programs and services offered throughout the year. We encourage the community to visit our website to learn more about what we do in the community and to learn more about the criminal justice system and crime prevention strategies that are effective. JHS is proud of the services and partnerships we have and hope they will continue for many years to come.

visit us at: www.jhsossm.ca

Our financial supporters in 2008/09 included:

Algoma Treatment and Remand Centre	\$ 18,744
Ministry of Attorney General	183,880
Correctional Services Canada	6,545
District Social Services Administration Board – Ontario Works	44,000
Donations, memberships, interest	1,661
Fee for Services	7,699
Ministry of Children & Youth Services	131,905
Ministry of Community and Social Services	289,649
Ministry of Community Safety and Correctional Services	65,609
Ministry of Training, Colleges and Universities	261,584
Ontario Disability Support Program	4,380
Operation Springboard	15,200
Other income	45,596
United Way	<u>52,300</u>
TOTAL INCOME for 2008/09	<u>\$1,127,752</u>

**EMPLOYEE LIST AND LENGTH OF EMPLOYMENT
(As of September 30, 2009)**

Name	Program	Length of Employment
Pamela Muntean	Prevention and Diversion	2.5 years
Lee-Ann Harrison	Bail Program	2.5 years
Melinda Turgeon	Support Staff – Resource Centre	3 years
Jennifer Kersley	On Call Support Staff – both offices	4.5 years
Kim Speers	On Call Resource Centre Services	4.5 years
Susan Wright	Support Staff - both offices	6.5 years
Connie Meyers	Homeless Prevention Services	9 years
Jackie Martin	CSO Youth and Adult Programs	10 years
George Wright	LAN Technician / Pardon Assistance/ Intermittent Sentencing	13 years
Wendy Hamilton	Bail Program	14 years
Kathy Morrison	Marketing / Resource Centre	16 years
Sue Roy	Offender Treatment / Anger Management / Discharge Planning	18 years
Marilyn Robinson	Support Staff - Main Office	19 years
Sandra Slater-Possamai	Assistant Executive Director	28 years
Suzanne Lajambe Stortini	Executive Director	29 years

We also had tremendous help from our summer student in 2008, Lee Skinner. She completed some marketing research and a power point presentation which we are still using in the community. It was the highlight at our Annual Meeting in 2008.

**John Howard Society of Sault Ste. Marie & District
2008/2009 BOARD MEMBERSHIP**

Art Glassford (Honorary Member)	47
Alf Johns, Vice President	17
Rosalind Kiteley, Secretary	17
Denzil Rathbone (resigned in 2009)	16
Bob McMenemy	10
David McArthur, Past President	8
Susanne Bugyra	8
Brian DeLorenzi, Treasurer	7
Maija Laitinen, President	4