

**The John Howard Society of Newfoundland  
& Labrador Inc.  
Annual Report - 2007-2008**

**Mission**

**The John Howard Society of Newfoundland and Labrador Inc. is a community-based, volunteer organization which works primarily to reduce crime by providing opportunities for the rehabilitation of offenders and advocating reform through successful program interventions; public education; crime prevention strategies and restorative justice principles.**

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Annual Report  
2007-2008**

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**The John Howard Society of Newfoundland and Labrador Inc.  
2007-2008**

**President** - Bryan Purcell  
**Vice-President** - Phonse Miller  
**Secretary**- Wanda Lundrigan\*  
(Resigned)  
**Treasurer** - Bonnie Abbott  
**Past President** - Catherine Gogan

**Board of Directors**  
Debbie Sue Martin    Joan Atkinson  
Donna Burke        Michelle Short  
Susan Antle        Dick Spellacy  
Mike Tobin        Pat Duff  
Dieter Hajek

**Executive Director**  
Cindy Murphy

**Main Office Staff**  
**Bookkeeper/Office Manager** - Linda Fisher  
**Secretary/Receptionist** - Ivy Martin

**West Coast Council**  
President - vacant  
Treasurer - Howard Hicks  
Directors - Brian Dunphy, Cathy Whitehead  
Albert Grandy, Mike Tobin

## **Committees St. John's**

### **Executive Committee**

Bryan Purcell  
Wanda Lundrigan  
Phonse Miller  
Bonnie Abbott

### **Personnel Committee**

Bryan Purcell  
Michelle Short  
Donna Burke  
Cindy Murphy

### **Scholarship Committee**

Catherine Gogan  
Joan Atkinson  
Michelle Park  
Cindy Murphy

## **The John Howard Society of Newfoundland and Labrador Inc.**

### **Minutes of the Annual General Meeting**

**3:45 p.m. Thursday 14 June, 2007, Officer's Mess, Pleasantville**

Provincial Board President and Chair, Catherine Gogan welcomed everyone in attendance. The minutes of the 2006 Annual General Meeting were reviewed and approved. (Mike Tobin/Paul Nofall).

President Catherine Gogan spoke to the contents of her report. She highlighted the Organizational Review as an important undertaking this past year and stated that a written overview had been prepared for discussion/questions purposes at the end of the meeting. The president also extended her congratulations and best wishes to Graham Stewart who will be retiring this month from the position of Executive Director of John Howard Society of Canada and welcomed Craig Jones as the new Executive Director.

Executive Director, Cindy Murphy provided an overview of activities and highlights during the year. She extended her thanks to outgoing president, Cathy Gogan and welcomed Bryan Purcell as the new President for the John Howard Society of Newfoundland and Labrador. The executive director expressed thoughts about the previous year, highlighting a number of challenges and successes. Greg McCann-Beranger was welcomed as the new Director of the Learning Resources Program, along with Carolyn Hapgood as Acting Director of the C-Step Program and Laura Martin who is filling in as Employment Services Coordinator. Also highlighted was the Society's recognition at the ceremony held at the Fairmont Hotel by the Solicitor General of Canada; renaming of John Howard Society building on Water Street to the Terry M. Carlson Building; the national John Howard Society Conference in Ottawa with staff members Randy Penney, Greg McCann-Beranger, Val Corcoran and Carolyn Hapgood presenting on behalf of the Society. Other noteworthy events included the annual Christmas Party for clients children and a special thanks to the people who presented at the day's events, along with Rod Harris and Edwina McCarthy for their work on the AGM planning committee.

Albert Stewart, Regional Director highlighted some of the challenges on the West Coast for 2006-2007. Albert reported that this was a year of change and said that they have adopted well to change and thanked everyone for supporting each other. The regional director noted one significant development this past year was the centralization of their offices in the downtown area. He noted that the West Coast enjoyed hosting the AGM last year and also acknowledged his meeting with Public Safety Minister Stockwell Day. Special mention was given to Nadine Humber-Brennan who has taken up a position with the College of the North Atlantic and Jeff Mitchell who was hired as Acting Director for the Community Based Intervention Program.

The Treasurer's Report was presented by Phonse Miller. Audited statements are available at 426 Water Street. There was a motion to re-appoint Deloitte and Touche as auditors for 2007-2008. (Howard Hansford/Susan Miller Yetman).

Clara Rendell called for nominations for the Board of Directors: Joan Atkinson, Bonnie Abbott, Donna Burke and Debbie Sue Martin were nominated for another term. Clara read out the list of other board members. ????

The meeting adjourned at 4:10 p.m. (Greg McCann-Beranger/Audrey Gracie).

Edwina McCarthy  
Recorder

## **Events Surrounding the Annual General Meeting**

A number of events took place surrounding the Annual General Meeting held in St. John's on June 14, 2007.

On the evening of June 13, 2007 staff and volunteers enjoyed a get together at a local bar and restaurant downtown. The following morning the day's events got underway with a greeting from the President, Catherine Gogan. Following the President's remarks a presentation was provided by Tracy Butler, Manager of Eastern Health Addiction Services on the new Youth Addictions Program.

Later that morning Executive Director, Cindy Murphy, provided an overview of the Serious Incident Policy that recently came into effect. The policy was developed by John Howard Society of Canada to help guide and protect the Society when faced with serious incidents.

President Catherine Gogan followed up with an overview of the executive summary of the Organizational Review which was recently completed. The executive summary contained a number of recommendations to help better streamline programs and services for the Society.

Lunch took place at the (Elks)??? Club with criminal lawyer, Jerome Kennedy as guest speaker. Mr. Kennedy spoke very thoughtfully about some of his experiences as a criminal lawyer, and more specifically his special interest in wrongful murder convictions, as well as his involvement with the Lamer Inquiry which released its report in June 2006.

In the afternoon two John Howard Society staff, Carolyn Hapgood, Acting Director of the C-Step Program and Greg McCann-Beranger, LRP Director combined to present "Having a Bad Day at Work" preparing to respond to serious incidents. This was an informative presentation to assist staff in working through difficult workplace incidents that occur with clients.

## **President's Report**

The past year has certainly been a busy, challenging and successful one for the Society in terms of its overall goals and operations. The following are the major highlights of the year.

At the Annual General Meeting (AGM) in June 2007, Board President Catherine Gogan announced her retirement after more than six years of outstanding service in that position. Cathy first joined the Board in 1986, and will continue to serve on the Board as Past President, The Society has benefitted greatly from her skills, knowledge and commitment and we extend our sincere thanks to her.

A new Executive subsequently took office, with Bryan Purcell as President, Phonse Miller moving from the position of Treasurer to become Vice-President, Bonnie Abbott as Treasurer and Wanda Lundrigan as Secretary. In January 2008, Wanda resigned from the Board. Wanda has served the Society with distinction for many years. We will miss her contributions and we wish her well in her future endeavors. Efforts are currently underway to fill the position of Secretary of the Society.

Other Board changes during the year included the addition of Dieter Hajek and Bonnie Abbott. Recruitment efforts are underway to fill remaining vacancies. A number of candidates have been identified.

The Society and its programs have benefitted greatly again this year through the invaluable efforts of our Executive Director, Cindy Murphy and of a talented and highly-committed staff in all areas. Through them, the Society has continued to deliver high-quality programs to meet the diverse needs of the people whom we serve. All existing programs were sustained during the year and a number of new initiatives were pursued. Some of these initiatives have commenced, while others will commence over the next several months.

During the year, the Board embarked upon a board development process and a decision was made to evaluate the appropriateness of the Carver Model of Board Governance. Subsequently, a one-day workshop was held in October, at which it was decided to adopt the model. A subsequent one-day workshop is scheduled for April to further pursue the necessary developmental work. This model has demonstrated great utility in providing a framework for the effective operation and development of public service organizations such as ours. Sincere thanks are extended to Board members for their participation and commitment, to Cindy for her excellent organizational work and to former JHS Canada Executive Director Graham Stewart for his expert knowledge and his facilitation of the workshops. The Board will continue to pursue this work during the coming year.

Work has also been continuing on the implementation of the findings of the Organizational Review and the Deloitte Report on Financial Operations. As well, the Board has engaged in a process of reviewing the constitution, by-laws, policies and regulations of the Society to ensure that they appropriately reflect the principles of the agency and to make any necessary changes required to address the current realities of its operations. This work will be on-going. Work completed to date has included comprehensive Conflict of Interest Regulations for board members, staff and volunteers

who are members of the Society; and a set of criteria to evaluate accommodation needs for the Society's programs. Work will commence shortly on revised confidentiality regulations.

Two of the Society's staff groups have been unionized for a considerable period of time, (Loretta Bartlett Home for Youth under Newfoundland and Labrador Association of Public Employees (NAPE) and the Home for Youth under Canadian Union Public Employees (CUPE); both under the Public Service Collective Bargaining Act as part of Government's Group Home Master Collective Agreements.) The Society has enjoyed excellent relationships with both groups. During 2007-08, a majority of the staff in the Society's other programs voted to form a bargaining unit under CUPE and were subsequently certified under the Labour Relations Act. Negotiations to develop an initial collective agreement commenced in January. Much progress has been made and it is hoped that an agreement will be concluded in the near future. We look forward to continuing to work with CUPE and the new bargaining unit to ensure the effective delivery of the Society's programs.

In terms of external relations, the Board and the Executive Director continue to maintain positive relationships with our community partners and with relevant government departments at all levels. We have made representations to government on a wide range of issues and have, in turn, been consulted by government on a number of its initiatives. Notable among these were the Justice Minister Committee on Violence Against Women, the Justice Internal Review of H. M. Penitentiary and the planning for the new prison for the province.

In the area of financial operations, a number of significant events occurred. The mortgage on the building at 426 Water St was paid off in March. This will free up some funds to pursue long-overdue maintenance and renovations on the building. As noted, work continued on the implementation of the recommendations of the Deloitte Report. Progress has been slower than hoped due to unforeseen difficulties; however, work is ongoing and will be completed over the coming months. Efforts are ongoing to fill the position of Director of Finance and Corporate Services. The Executive Director and the Treasurer are in the process of completing an integrated and comprehensive budget for 2008-09 incorporating all programs and operations. The audits for 2007-08 are being completed and will be reported upon separately. Plans are underway to put in place improved operational and contingency funding provisions. The Society has successfully negotiated new contracts with its primary funders for all existing programs. Where possible, some limited funding increases have been achieved. It continues to be a challenge to maintain the highest possible program standards within limited financial resources. However, we are very confident that, as always in the past, with the innovativeness and commitment of staff, we will continue to meet and exceed expectations.

In November, JHS Canada held its AGM and Conference in Ottawa. I attended, as did national board representative Catherine Gogan and Executive Director Cindy Murphy. As well, during the year, Catherine attended several meetings and workshops held by the national Board. Our ongoing involvement with JHS Canada and through that, with the various provincial and territorial affiliates, provides important opportunities to share knowledge and keep abreast of national and international developments, as well as to have input into national issues and governmental policy and legislative initiatives.

John Howard Week (February 20-16, 2008) was celebrated with a number of events, including guest speakers, public and institutional presentations, media appearances, etc. During the week, the annual luncheon for staff and volunteers was held at Howard House. We congratulate Paul Noftall of the Home for Youth, who was acknowledged at the luncheon for ten years of service. This year, three staff members have reached the very significant milestone of 25 years service. We look forward to celebrating with Valerie Corcoran, Edwina McCarthy and Susanne Rendell at the AGM!

Also, during John Howard Week the Society awarded the Terry M. Carlson Scholarships to two recipients. Established in 2006 to honor the contributions of our former Executive Director, these scholarships have a cash value of \$250 each and this year the first two awards went to one individual from Stephenville and one from St. John's to pursue academic upgrading and post-secondary education, respectively.

In closing, I would like to extend sincere thanks to the members of the board, to staff, to volunteers and to our many community partners and supporters for making this another highly successful year. On behalf of myself and the Board, we look forward to another exciting year.

Bryan Purcell  
President

## **Executive Director's Report**

2007-08 represented the John Howard Society of Newfoundland and Labrador's 56<sup>th</sup> year of community service to offenders, ex-offenders and their families in this province. The Society continued to provide effective correctional programs, inform public policy on correctional matters as well as provide support and advocacy. The agency faced a number of challenges throughout the year, most of which were overcome, some we continue to navigate through. Despite the challenges that are often inherent in many community-based organizations, our focus never wavered from the commitment to effective and human responses to crime and criminal justice matters. The following report highlights some of the activities of 2007-08.

### **Public Education and Advocacy**

Throughout the year the Society commented publically on a number of pertinent correctional matters including: the reintegration of high risk offenders; mental health needs of offenders in custody; conditions at H.M. Penitentiary; as well as issues relating to the need for a new correctional center for the province. Information about services provided by the John Howard Society and other correctional issues were conveyed through the media, various workshops and conferences as well as classroom presentations.

### **Organizational Changes**

In June 2007, the Board of Directors approved a motion to accept the Executive Summary that was completed in response to an organizational review conducted in 2006-07. The Review focused on three major areas: Organizational Design/Structure; Organizational Culture/Operations; and Governance. Resulting from the review, a number of recommendations were proposed with an understanding that changes would need to occur over time, would require strong board leadership and enhanced financial resources to implement. In highlighting some of the challenges the review then created a framework to begin to address the challenges and create a more inclusive and comprehensive organizational structure, while addressing the collective needs of the staff.

Since that time a number of changes have taken place. The board of directors has participated in a governance policy seminar which was facilitated by former executive director of John Howard Society Canada, Graham Stewart. The workshop was extremely helpful understanding the Craver Model of Policy Governance. A second session is scheduled for April 2008, with the hopes of implementing the governance model over the next year.

Other initiatives have included the restructuring of some Society programs which have resulted in new permanent homes for the Youth Services program and the Prison Liaison/Family Services program which were relocated to C-STEP and Howard House respectively. These changes were facilitated to provide for a more integrated delivery of client services and additional program support.

Another recommendation the Society will be following through with is the creation of a new

management position - Director of Corporate Services. To date, the Society has not found an appropriate candidate but will continue to actively recruit to fill the position. Next year the agency will continue to address the recommendations proposed in the organization review with the goal of creating a more inclusive and comprehensive organizational structure to meet the needs and future goals of the John Howard Society of Newfoundland and Labrador.

### **Open Custody Retreat June 6 -7, 2007**

In June, President Bryan Purcell, Home for Youth Senior Counsellor Darren Pelley and the Executive Director traveled to Clarendville to participate in an Open Custody Retreat with Eastern Health. This was a welcome opportunity to meet and discuss various issues with the board members and staff of other open custody facilities.

### **Correctional Investigator Luncheon**

On November 14, 2007 the John Howard Society, in conjunction with the Canadian Criminal Justice Association was very fortunate to host a luncheon at the Battery Hotel with Correctional Investigator Howard Sapers as our guest speaker.

The Correctional Investigator is an Ombudsman for federal offenders and the primary function of the Office is to investigate and bring resolution to individual offender complaints. The Office as well, has a responsibility to review and make recommendations on the Correctional Service's policies and procedures associated with the areas of individual complaints to ensure that systemic areas of concern are identified and appropriately addressed.

Mr Sapers spoke to some of the highlights of his recently released 2006-07 report 'The Challenges of Oversight' to an audience of approximately 40 people representing the Department of Justice, Correctional Service of Canada, other community based agencies, board and staff of the Society. Special thanks to former Executive Director Terry Carlson for his assistance in organizing the luncheon.

### **John Howard Society of Canada AGM & Conference - November 22-24, 2007**

President Bryan Purcell, John Howard Society of Canada board representative Catherine Gogan and the executive director attended the annual meeting and conference in Ottawa in November. A number of interesting speakers presented at the conference including the following; Irvin Waller, Professor of Criminology and co-founder of the Institute for the Prevention of Crime at the University of Ottawa; Eugene Oscapella, co-founder of the Canadian Foundation for Drug Policy; and Dr. Paul Fedoroff, director of forensic research and co-director of the Sexual Behaviors Clinic at the Royal Ottawa Mental Health Center.

### **Annual John Howard Society Children's Christmas Party**

The Christmas Party for children of Society clients and former clients was held on December 5, 2007

and was once again a great success. Funds for the party were solicited from the business community and other community organizations and individuals. We would like to especially thank the Elks Club and Hickman/Saturn for their significant financial donations as well as Jiffy Cabs, the Hub and Santa himself, Bruce Templeton for their yearly contributions. I would like to congratulate Susanne Rendell of Howard House for once again coordinating this event, and all the staff and volunteers who make this yearly event special for the more than 50 children in attendance.

### **John Howard Society Week - February 10-16, 2008**

Every year in February the Society celebrates John Howard Society week. It is an opportunity to highlight some Society activities and recognize contributions of some of our long-term staff.

#### ***Meeting with Justice Minister***

In keeping with tradition, on February 8, 2008 Minister of Justice Jerome Kennedy, Deputy Minister Chris Curran and Assistant Deputy Minister Marvin McNutt met with Board President Bryan Purcell, Vice-President Phonse Miller and the Executive Director. The Minister signed the proclamation declaring the week of February 10, 2008 John Howard Society Week. Photos were also taken and later placed in the Telegram and Western Star. The meeting also provided an opportunity to discuss issues of concern to the Society, including the proposed new correctional facility.

#### ***Motivational Speaker Mike Gaultos***

The Society, along with the Community Youth Network engaged motivational speaker Mike Gaultos to make two presentations. Mr Gaultos is a burn survivor who provided a very inspirational message on his struggles to overcome the many obstacles he has faced since being burned in a tragic accident. The first presentation was to inmates at H. M. Penitentiary and the second at the St. John's City Hall E. B. Foran Room to a large audience of service providers and ex-offenders. Both presentations were very well received.

#### ***Howard House Luncheon***

On February 15, 2008 Howard House was once again the site of the annual staff luncheon. Paul Noftall, with the Home for Youth program was acknowledged for 10 years with the agency. Three other staff, Susanne Rendell, Valerie Corcoran and Edwina McCarthy will have reached or surpassed 25 years with the Society this year. A special presentation will be held at the Annual General Meeting Luncheon in June to commemorate their significant constitutions over the past twenty five years.

#### ***“Out of the Fog”***

On February 14, 2008, Acting C-STEP Director Carolyn Hapgood, along with two clients of the program appeared on the television program “Out of the Fog”. The focus of the interview was to highlight some barriers offenders face when trying to secure employment, and how the C-STEP Employment program helps individuals overcome these barriers.

### ***H.M. Penitentiary Presentation***

Along with motivational guest speaker Mike Gaultos, Society staff made an additional presentation to inmates. It was an opportunity to discuss our services and answer the many question individuals had on how to access programs and services.

### ***Terry M. Carlson Scholarship***

During John Howard Society Week, the first two recipients of the Terry M. Carlson Scholarship were selected. The scholarship was created to commemorate the contributions of the former Executive Director Terry Carlson for his longstanding career with the Society. Both recipients (from St. John's and Stephenville) were enrolled in full-time educational programs. Congratulations to both.

### **Unionization**

At the end of the year the Society was in the process of negotiating a collective agreement for staff presently not unionized. This is a result of a certification order received from the Labour Relations Board in November 2007, certifying the Canadian Union of Public Employees (CUPE) as the agent of record for non-unionized staff. The Society presently has two collective agreements, the Home for Youth in St. John's (CUPE) and the Loretta Bartlett Home for Youth in Corner Brook (NAPE). As with the two existing agreements currently in place, we look forward to reaching a fair and equitable agreement with the Canadian Union of Public Employees early in the new year.

### **West Bridge House**

In early February, Correctional Service of Canada (CSC) conducted a procedural audit of the West Bridge House Program in Stephenville. These audits are conducted periodically to ensure compliance with CSC standards. Audits are also conducted routinely when a death has occurred at the facility as was the case in February 2007. The audit resulted in a very positive evaluation. Staff of West Bridge House as well as the regional director are to be commended for their efforts.

### **The H.M. Penitentiary Library**

The Library program at H.M. Penitentiary continues to operate due to the generosity of Society volunteers. The library service is regularly used and valued by inmates and over the past year it went through some what of a transformation. We would like to thank 'Toastmasters' for a generous financial donation that permitted the purchase of some new resources, and also to those who donated books and magazines. We continue to appreciate the support of HMP correctional staff.

### **Justice Minister Committee on Family Violence Against Women**

Late this fiscal year the Society was asked to join the Justice Minister's Committee on Violence Against Women. The committee is represented by a number of stakeholders who are working to promote a society free of violence against women. We are very pleased to participate and look

forward to a meeting scheduled for early April. As part of the Provincial Government's Violence Prevention Initiative (VPI), a Provincial Stakeholders Conference titled "The Web of Youth Violence" was held in March. The conference brought together various community groups, along with government officials to continue to look at the causes and solutions to youth violence.

### **Changes in Leadership**

During the past year the Society experienced some changes in leadership. In June, Randy Penney Director, C-STEP program was granted a leave of absence to pursue a private practice. Randy has been with the agency for many years and has contributed in so many ways. We wish him the very best in his new endeavors. Carolyn Hapgood who was in the clinical director's position will assume the duties of acting Director in Randy's absence.

Regional Director Albert Stewart was also granted a leave of absence to pursue other interests. Albert has been with the Society for 21 years and has made many valuable contributions to the programs and services on the West Coast. Albert has graciously agreed to continue with a limited number of duties during the transition until the position is filled. We wish him much fulfillment in his new position.

### **Collaboration and Support**

The Society is very grateful to our community partners for their ongoing support which is vitally important to the delivery of correctional services. Collaborative partnerships with the provincial Department of Justice, Health and Community Services, Human Resources Labour and Employment, along with Correctional Service of Canada and Service Canada are crucial to the delivery of the Society sponsored programs and services.

Recently we learned of two pending retirements at the Department of Justice. Assistant Deputy Minister Marvin McNutt and Chief Adult Probation Officer Wayne Payne will be leaving their positions in May 2008. Both Marvin and Wayne have worked closely with the Society for many years and the agency has greatly benefitted from their support. We offer our congratulations and bid them health and happiness in their retirement.

In closing, I am very appreciative of the staff and volunteers in their work of promoting the values of the Society and providing quality services to our clients. I wish to thank the board for their direction and support over the past year and look forward to another year.

Cindy Murphy  
Executive Director

## Howard House

The following report outlines the activities of the Howard House Program for 2007-2008. This year represented the program's 31<sup>st</sup> year of operation and in January was able to welcome the addition of the Prison and Family Services Program to the list of services provided by Howard House. Unfortunately, we had a number of staff changes, but were still able to maintain all programming and continued to provide the valuable service to our clients.

In 2007-2008 Howard House provided a total of 3342 bed days to Correctional Service of Canada (CSC) clients released on day parole, full parole and statutory release; a decrease of 678 bed days or 17 %. Corrections and Community Services (CCS) - Adult Corrections Division utilized 651 bed days; this represented a decrease of 93 bed days or 13% over the previous year. CSC continued to provide the majority of clients (40) while CCS admitted 24 clients.

**Table 1-A**

CSC	Day Parole	Full Parole	Statutory Release	Unescorted Temporary Absence	Total
Federal Referrals	8	12	1	0	20
Provincial Referrals	15	5	-	-	20

**Table 1-B**

CCS	Temporary Absence	Probation	Conditional Sentence	Total
	14	9	1	24

Of the 64 admissions to the program, 36 successfully completed their period of residency while 11 continued as of March 31, 2008. Of the 17 who failed to complete the program, 13 were for technical violations of which the majority were directly related to substance abuse. One went unlawfully at large and three self-discharged. As approximately 80% of admissions to the program were assessed as having addictive behaviours, many of which are directly linked to criminal behaviours thus suspensions from the program became necessary to reduce the likelihood of re-offending.

Our Moderate Intensity Management of Offender Substance Abuse (MIMOSA) program has been a successful part of Howard House for the past four years and we anticipate its success will continue in the years to come. In October 2006 we were able to open the program to non-residential clients of adult corrections. By doing this we allowed clients who do not necessarily need all the support of a halfway house to access addictions programming. The referrals for the day program are still

coming in and there are currently 42 on the waitlist. Howard House was also able to offer the Community Maintenance Program (CMP) for a short period, prior to Susan Miller Yetman taking a leave of absence.

The table below represents the activities of the MIMOSA program for 2007-2008.

<b>MIMOSA</b>	<b>Referred</b>	<b>Successful Completion</b>	<b>On-Going</b>	<b>Incomplete</b>	<b>To be Assessed</b>
<b>CSC</b>	12	10	0	2	
<b>TA</b>	9	6	1	2	
<b>Probation</b>	4	3	0	1	
<b>Day Program</b>	23	9	4	10	42
<b>Total</b>	48	28	5	15	42

Referrals to the Howard House program are carefully screened by our Admissions Committee which continued to meet biweekly as required. A total of 123 presentations were made with an average of five presentations per meeting. CSC presentations were made by parole officers Connie Jackman and Trevor Budgell, while classification officers, Bob Pike and Susan Greene presented for Her Majesty's Penitentiary. The following table represents the decisions of the Admissions Committee for 2007-2008.

**Table 2 - Admissions**

<b>Admissions</b>	<b>Accepted</b>	<b>Denied</b>	<b>Total</b>
<b>CSC</b>	<b>50</b>	<b>41</b>	<b>91</b>
<b>HMP</b>	<b>20</b>	<b>5</b>	<b>25</b>
<b>Probation</b>	<b>7</b>	<b>-</b>	<b>7</b>
<b>Total</b>	<b>77</b>	<b>46</b>	<b>123</b>

Howard House would like to thank the following members of the Admissions Committee for their contributions: Royal Newfoundland Constabulary Acting Sgt. Bill James; Inspector Fred Brett; Executive Director Cindy Murphy, Prison Liaison/Family Services Coordinator Val Corcoran; Addictions Coordinators Susan Miller Yetman, Nancy Galway and Residential Counsellor Doug Jackson for their valuable contributions and sound decision making.

Once a client arrives at Howard House, they help develop an individual case plan in consultation with the house counsellor, director, addictions coordinator and the referring agency. Individual counselling was provided by the residential counsellor, Doug Jackson and the director, Rod Harris. Along with services offered on-site, 452 referrals were made to specialized services outside the program.

<b>Referrals to Community Resources/Individuals/Programs</b>	
<b><u>Individual - Group Counselling</u></b>	
Howard House Counsellors	
Psychologists and Psychiatrists	
JHS Federal Prison/Family Services	
Learning Resources Program	
<b><u>Educational Upgrading/Employment Services</u></b>	
JHS C-Step Linkages Program	64
C-Step Workplace Safety	14
C-Step Generic Relapse Prevention	05
C-Step Employment Preparation	12
JHS Employment Services	08
JHS Corcan Program	25
JHS Youth Services Program	06
Human Resources Labour and Employment	56
College of the North Atlantic	11
Howard House Literacy Program	03
Student Aid	04
Discovery Center	02
Service Canada	19
TI Murphy Center	03
New Beginnings	01
<b><u>Substance Abuse Treatment</u></b>	
Howard House MIMOSA Program	48
Alcoholics Anonymous/Narcotics Anonymous	49
Recovery Center	08
JHS C-Step Community Maintenance Program	10
Methadone Treatment	06
<b><u>Medical/ Psychiatric</u></b>	
Waterford Hospital	04
General Practitioner	27
General Hospitals	06
<b><u>Other</u></b>	
Legal Aid	08
Family Court	03
Personal Credit Counselling	12
NL Housing	03
Canada Pension	02
Carew Lodge	02
LeMarchant House	02
Emannual House	02
Turnings	03
Canadian Union of Public Employees	01
<b>Total</b>	<b>452</b>

Howard House welcomed the addition of the Prison Liaison/Family Services Program Coordinator Valerie Corcoran. This program has been providing contact, support and services to Newfoundland and Labrador federal offenders and their families since its inception in 1984. Through regular federal prison visits, an annual family prison visit and in office services, it continues to meet the needs of Newfoundland and Labrador offenders transferred out of the province and their families left behind. Institutional staff, local CSC staff, inmate representatives and clients continue to contribute to the provision of a successful service. Supportive counselling, information services and referrals are provided to clients in the federal institutions and in the community. Families can access information, supportive services and assistance in visiting loved ones incarcerated in the Atlantic region facilities.

During visits to Atlantic, Dorchester, Springhill, Nova and Westmorland Institutions, 175 individual meetings were held with Newfoundland and Labrador offenders in an effort to assist them in preparation for eventual reintegration back into the community. Long term clients from the province who are years away from release and who are isolated from their home communities for extended periods of time, are provided ongoing contact, updates on community and family as well as an opportunity to develop community support while serving their sentences. Often due to the distance and isolation, the prison liaison staff is the only contact long term clients may have with their home province and may be the sole source of information and connection to home.

### **Prison Services**

Federal prison visits to Atlantic, Dorchester, Springhill, Westmorland and Nova Institutions provided contact and support to more than 175 individual male and female clients. Meetings were held with Newfoundland groups in Atlantic, Springhill and Westmorland to address issues and continue to encourage the development and maintenance of groups which serve as a resource for Newfoundland and Labrador inmates. Continued liaison with institutional staff ensured input and ongoing coordination of program activities.

Federal prison visits provide an integral link for many federal offenders to their families and home communities. Each of the federal institutions provides unique challenges in meeting the requests and needs of the clients. For many, contact with JHS NL is the only contact they have from outside of the institution. Dorchester Penitentiary and the Prison Liaison program share a unique working relationship that developed due to the long-standing term of the program. The staff in Dorchester V&C department have made the operation of the program within that institution run smoothly. In Springhill Institution supportive contact was provided to regular clients of the program. In Westmorland Institution many clients sought pre-release assistance as they were close to release dates or were serving relatively short sentences. During the year, the Newfoundland group had an established presence in the institution and the representative maintained regular contact with the worker during prison visits and group meetings were attended when possible. Nova Institution for Women continued to house a number of Newfoundland and Labrador women who were also provided services through the Prison Liaison Program. Services included post transfer follow-up, continued contact and pre-release planning.

## **Family Services**

Families play a vital role in the successful reintegration of offenders back into their home communities. Newfoundland and Labrador federal inmates are isolated from their families and communities when they are transferred out of the province. Geographical distance and high cost of travel prevent easy access to loved ones and many families are unable to assume the cost of visiting. The annual family prison visit has become a valuable resource for families wishing to maintain contact while someone is incarcerated in Atlantic region facilities.

In addition to the annual family prison visit, family members access support and information services to provide assistance with their continued involvement with the criminal justice system. Many family members require information about visiting the federal prisons and many others want information concerning their loved one in prison. A number of families make referrals to the program to ensure that the offender is seen during the federal prison visits.

### **Family Prison Visit**

On September 21-24, 2007, twenty-one excited family members participated in the annual John Howard Society Family Prison Visit and enjoyed a weekend of activities and events. The visit included four prisons, involved a variety of activities and socials and was conducted without incident. Families travelled from all areas of the island including Deer Lake, Corner Brook, Placentia, and the greater Metro St. John's region. Four families took advantage of the Private Family Visit program in conjunction with the Family Prison Visit. John Howard Society staff: Linda Fisher, Simone Kendall, Greg McCann-Beranger and the coordinator Valerie Corcoran, supervised a variety of activities in Dorchester, Springhill and Westmorland Institutions. Atlantic Institution once again hosted only Private Family visits for selected families. Institution staff, the behind the scenes support of the event, are often extremely flexible with the rules and regulations that can often bog down a program of this complexity. Their support and cooperation continue to deserve recognition.

Also, of special mention is the tremendous impact of Spring House and Mountain Top Hospitality House on the family members and the Family Prison Visit program. The comfortable accommodations and warm, friendly atmosphere as well as home cooked meals, served to make the weekend less stressful and more relaxing for all involved. Sister Christina Doyle of Springhouse has long been a supportive, friendly face to both staff and visitors. Sister Edith Legere brings a calm supportive presence to those who stay at Mountain Top House. These services are invaluable to the program.

### **Private Family Visits Travel Assistance Program**

Family relationships are an integral component of successful reintegration of offenders back into the community. Families and inmates are able to maintain relationships thus increasing the likelihood that they will have stronger, more positive support when the individual is released to the community.

The Travel Assistance Program allowed fourteen family members to participate in Private Family Visits in federal facilities. Families who would not normally be able to avail of visiting programs were able to access funds to support their efforts to maintain contact with incarcerated loved ones. In addition to providing much needed contact, the visits allowed families and inmates to prepare for release, participate in parole board hearings and renew contact with children.

### **Private Family Visits**

Six family members participated in visits in Atlantic Institution, seven family members were involved in visits to Dorchester Penitentiary with a total of four private visits and one visit was facilitated to Westmorland Institution. Prior to the establishment of the Private Family Visit Program, travel to Atlantic from Newfoundland was limited and sporadic. In addition to providing for private family visits, the program supported four family meetings which allowed family members to come together on Saturday mornings to access information concerning the prison system and to provide support to each other. This proved to be a beneficial service to the families who attended and forged supports for each other outside of the meeting setting. The program also provided funding to develop and publish a resource guide for offenders being released from the federal prison system. This publication will be distributed during the summer of 2008.

Volunteers continue to play a vital role in the operation of Howard House and this year was no exception, despite the decrease in the number of volunteers. Under the supervision of the volunteer coordinator, Tina Gray, seventeen volunteers provided 733 hours of direct service to the program during the previous year. Volunteers continue to be such an important part of the Howard House program as they contribute in so many ways including the following: providing a pro-social support to the residents; assisting with the Howard House literacy program; assisting staff with supervision and the daily operations of the program, as well as assisting with the recreation program. All funds made available to the recreation program are achieved through fundraising by the staff and volunteers. Events such as ticket sales and recycling enabled the recreation program to organize weekly events such as swimming, bowling, movies, rock climbing and visits to the GEO Center, the Railway Coastal Museum and the Rooms. Under the supervision of Howard House Office Manager, Susanne Rendell, volunteers have assisted with the annual John Howard Society Children's Christmas party for children of clients and former clients for over twenty years. Donations are solicited from various community agencies to provide gifts for approximately fifty children.

In 2007 the party was held again at the Kid's Castle which was made available by owner/operator Phonse Miller. Jiffy Cabs also helped out with the children's Christmas party by providing safe transportation for families. Also, throughout the year, thank you to the community organizations including: Unisource, Bridges to Hope and various churches for their kind donations.

On behalf of staff and residents we wish to extend our thanks and appreciation to the following volunteers: Sherri Crews, Chris Carter, Leanne Crane, Denise Donovan, Francine Durnford, Glenn Edwards, Kelly Gaulton, Patricia Keel, Mark Kiely, Lisa Penney, Tara Ryan, Ashley Tancock, Cindy Whitten, Kelly Fleming-Annable, Jon Collins, Jenelle Curtis and Louis Rumbolt.

Various staff availed of a number of training initiatives and conferences during the past year which included: Directors Conference in Memramcook, Gambling Awareness, Applied Suicide Intervention Skills Training, Workshop with Dr. Alan Kenworthy, Fundamental Concepts of Addictions, Youth and Addictions, Staff Development Day and First Aid /CPR.

During the previous year Howard House also hired two summer students through funding from Service Canada. Laura Vardy and Alicia Murphy availed of the Summer Career Placement program. We thank them for their contributions and support and hope to receive funding again next summer to provide other students valuable work experience.

Other highlights during the year included hosting the annual staff recognition ceremony during John Howard Society Week on February 15. Paul Noftall of the Home for Youth was recognized for his ten years of service during this ceremony, followed by a luncheon. Susanne Rendell, Valerie Corcoran and Edwina McCarthy will be recognized during a special ceremony at the Annual General Meeting for more than twenty five years of dedicated service. Congratulations to all three. Howard House again hosted the annual Alzheimer's Awareness Coffee Break for agency staff in which donations were greatly accepted for the Alzheimer's Society.

In closing, the Howard House program had a very productive year, despite the small decline in referrals from both Correctional Services of Canada and Corrections and Community Services. This year we were able to complete a number of small renovations and still hold onto a small surplus. On behalf of all the staff of Howard House we wish to thank our volunteers, community representatives, board of directors as well as our community partners, Correctional Service of Canada and the Adult Corrections Division of the Department of Justice for their continued support and contributions. Finally, my compliments to staff on their level of excellence in their work this past year. They have provided a service of high quality and integrity to all clients of Howard House in 2007-2008.

Rod Harris  
Director

**Howard House Staff**

Director - Rod Harris

Residential Counsellor - Doug Jackson

Addictions Coordinator - Susan Miller Yetman\*(leave of absence),Andrea Ennis\*\*

Nancy Galway\*\* (resigned) Gillian Doyle

Prison & Family Services - Valerie Corcoran

Volunteer Coordinator - Tina Gray

Night Supervisors - Nat Hutchings, Shauna Crocker

Floor Supervisor - Bill Ranson

Office Manager - Susanne Rendell

Relief Staff - Wendy Pittman-Duah, Rhonda Layman Noonan,

Mark Richards, Cindy Whitten

## **Cognitive Skills Training Employment Preparation Program (C-STEP Program)**

### **OVERVIEW**

The C-STEP Program provides small group, intensive interventions to high need clients in two major areas: cognitive restructuring and employability skill development.

#### Cognitive Restructuring-based Group Interventions

Alternatives, Associates & Attitudes (AAA) is designed to target the highest risk subgroup of our clients identified as possessing strong pro-criminal beliefs and entrenched rationalizations that support their anti-social behaviour. This approach is delivered over 26 three-hour sessions and three individual sessions. AAA was developed by Correctional Service of Canada (CSC) and replaced Counter Point and Reasoning & Rehabilitation, it is grounded in Albert Ellis's REB Therapy.

Community Maintenance Program (CMP) is a CSC program that is intended to provide maintenance in the community for graduates of all national reintegration programs with a relapse prevention component. Participants are of moderate to high risk to re-offend. The program consists of twelve sessions per cycle. These sessions alternate between review of six core skill areas consistent across programs and self-management sessions designed to monitor client risk factors. CSC programs with a relapse prevention component include: Violence Prevention Program, Anger and Emotions Management, Family Violence Prevention (high and moderate intensity), National Substance Abuse Program (high, moderate and low intensity), Alternatives, Associates & Attitudes, Counter Point and four Aboriginal Programs. CMP is designed as an open intake program to be offered weekly.

Generic Relapse Prevention is a 'brief' intervention (six group sessions) designed to assist participants in understanding their offense cycles and relapse prevention, as well as provide them with coping strategies to decrease likelihood of a relapse. It attempts to provide basic self-management skills which can be reinforced through subsequent, more extensive programs.

Adaptive and Creative Thinking (ACT) Project. This project, funded by HRLE, was first piloted in September 2003, and is designed to expose HRLE at-risk youth (age 18-29 years) to cognitive strategies and skills that helps them approach their current dilemmas in a more adaptive, creative and solution-focussed manner. By teaching them the skills and attitudes required to be successful in the labour market, the program is significantly improving their employability.

C-STEP partners with agencies delivering the Skills Link and Linkages programs, delivering the ACT workshop as part of the participant's orientation before they commence employment placements. This strategy appears to be very helpful to clients entering the workforce in terms of increasing job maintenance outcomes.

## Employability Skill Development

This area is comprised of seven services: Employment Preparation group training, individual computer software training, individual employment/academic placement (CORCAN), Linkages Program, Skills Link Program, Youth Services Program and Workplace Safety Workshops. The Employment Preparation Program focuses on career self-exploration/personal evaluation, skills enhancement, career planning and job maintenance skills. Follow-up placement subsequent to group work provides opportunities for work experiences in the private sector or support in retraining. Close links are maintained with JHS Employment Services on Water St. in order to effectively coordinate client interventions.

In partnership with CORCAN and JHS Employment Services, C-STEP's Community Employment Coordinator position complements both JHS programs by assisting clients in securing job placements. This last step of career development is often the most daunting and challenging for clients. This service bridges a critical gap in a client's transition to independent, pro-social living by liaising with potential employers and clients through initial hiring and job maintenance.

C-STEP just completed its twelfth Linkages project which continues to be supported by HRLE. Funding was provided for eight employment placements in total. This program provides an immense opportunity to our clients who are trying to enter the job market.

The Skills Link Program was added to C-STEP's array of programs this year. Skills Link is funded through Service Canada and though this was its first year with C-STEP, it has been a program of John Howard's for the last three years. Skills Link is a wage subsidy program offering support for clients ages 15 - 30 entering the work force. Services were offered to ten clients this year.

The Youth Services Program (YSP) also came under the umbrella of services offered at C-STEP this year. The YSP is in its 18th year of operation and continues to offer support to youth between the ages of 18 and 25. It provides supportive counselling services including employment, educational and/or training opportunities.

C-STEP offers Workplace Safety Workshops four times per year. These workshops are half or full day workshops. Upon completion clients receive a certificate and can add the workshops to their resume. This year four rounds of Basic First Aid, WHMIS (Workplace Hazardous Materials Information Systems) and Flagsperson Safety were offered.

The volunteer assisted computer tutoring program is designed to help clients become computer literate or proficient in basic software. This one-on-one, self-paced program utilizes community volunteers to provide clients with training in various computer software application and operating programs that they otherwise would not have access to. Key-In Technical College continues to provide opportunity for challenge exams (fees paid by HRLE) and certificates.

Long term follow-up services to all participants completing any of the above training programs are available for an indefinite time period. This ranges from free résumé and faxing services to personal counselling. C-STEP's drop-in services are highly utilized throughout the year.

### CLIENT ACTIVITY

#### Closed groups / interventions

Service	Total Referred	Total Participants	Total Completed	Completion Rate
AAA	15	12	6	50%
Gen Relapse Prev	12	10	8	80%
Employment Prep	55	34	21	62%
ACT	58	49	43	88%
Linkages	12	7	4	57%
Workplace Safety (1 day workshops)	89	58	57	98%
<b>Total</b>	<b>241</b>	<b>170</b>	<b>139</b>	<b>82%</b>

#### Continuous intake groups / interventions OR ongoing interventions

	Service	Total Referred	Total Participants	Total Completed	Total Ongoing
Group Interventions	Community Maintenance (2 streams operating)	65	51	32	11
	Skills Link	29	11	0	10
Individu	Indiv Counselling	14	14	8	6
	Drop-in services	n/a	180	180	n/a
	Computer Tutoring	4	3	0	3
	Youth Services Program	58	58	21	28

Employment Counsellor Services (CORCAN) *	134	117	81*	36
Total	304	434	322	94

Overall this past year, C-STEP received approximately 545 referrals. Assessments were completed on the majority of these referrals by program staff, resulting in 424 clients commencing interventions plus an additional 180 clients utilizing our drop-in services without a referral (see table above for a breakdown). Therefore a total of 604 “interventions”, ranging from intensive group programming to faxing services, occurred throughout the year. A total of 26 services were delivered, with 7 of these services being continuous intake throughout the year. Four Employment Preparation training groups, two Alternatives, Associates & Attitudes groups, two streams of continuous intake Community Maintenance groups, two Generic Relapse Prevention groups, continuous intake individual employment counselling (and job placement) services (CORCAN), one Linkages project, continuous intake Youth Services Program, five ACT programs, one on-going Skills Link project, continuous intake computer tutoring, continuous intake individual counselling, continuous drop-in services and four rotations of Workplace Safety Workshops were delivered. The C-STEP Program had difficulty maintaining computer tutors as well as computers this past year and this had a negative effect on completion rates of that program. C-STEP has a new computer lab for clients and participation in this program is expected to increase in the new fiscal year.

\*Employment Counsellor Services Outcomes

Following the progress of clients engaged in one-on-one support by our Employment Counsellor (funded in large part by CORCAN) indicates an exceptionally high level of successful outcomes for the year, as can be seen in the table below. The two categories represent CSC clients (CORCAN) and any other client whether on probation or no supervision.

	Total Participants Completing	Employment Placements	Academic/ Training	Resumes / Other Pre-employment Services
Employment Counselling -CORCAN (CSC clients)	59	38	3	18
Employment Counselling (all other clients)	22	12	2	8
Total	81	50	5	26

Program Updates

The fiscal year 2007-2008, proved to be another busy one at C-STEP. Some of the highlights are outlined below. In May, Howie Hansford and Carolyn Hapgood completed Alternatives, Associates and Attitudes (AAA) bridge training through CSC in order to be able to deliver the program in a feasible time frame. In June, Randy Penney, past Director, left the program and took a one year leave of absence. Randy was with C-STEP for seventeen years. It was with mixed emotions that he decided to leave in order to pursue his own private practice. Carolyn Hapgood then accepted the position of Acting Director. It was in this month that Howie Hansford also left his position at Her Majesty's Penitentiary to come on board full time with the C-STEP Program.

In August, Scott Kielly and Howie Hansford were off to Kingston Ontario to complete the two week Community Maintenance Program training. In September, the entire C-STEP staff completed ARMS training. This is a database that will be used for Human Resources, Labour and Employment. In October, Scott Kielly and Howard Hansford went to Memramcook, NB and completed two weeks of training in the Alternatives, Associates & Attitudes program (AAA). The entire staff went on retreat to Port Blandford and this proved to be another successful team building exercise. In the November, the staff completed the first of three parts for the Employment Readiness Scale (ERS) training. As well, the Acting Director attended a national conference in Vancouver on Employability.

In December, Edwina McCarthy and the Youth Services Program became a part of the C-STEP umbrella of programs. It is quite important to note at this point that it was in June 2007, that Edwina McCarthy celebrated her twenty-fifth year anniversary with the John Howard Society. This is quite admirable and Edwina is to be commended on her commitment and loyalty to the Society. In January, the Skills Link Program came under C-STEP's umbrella of services as well. Scott Kielly moved from his position of Program Facilitator into the position of the Skills Link Program facilitator. In February, Juanita Cossar was hired in a temporary position to replace Scott's Program Facilitator position.

As well in February the C-STEP program was one of four partners along with John Howard Society main office, the Community Centre Alliance and the Community Youth Network to sponsor Mike Gaultois to speak during John Howard week. Mike spoke at Her Majesty's Penitentiary and at City Hall to a wide audience of clients and professionals. The Acting Director of C-STEP appeared on "Out of the Fog" featuring the C-STEP program for John Howard week this year as well. In the month of March, the C-STEP program was able to secure funding for a computer lab to assist in employment preparation, online job search, questionnaires and computer tutoring. The funding for the computer lab was secured through Service Canada and a locally owned company InfoTech, was contracted to help in the up-keep of all systems in the office.

HRLE Community Partner Initiatives. On October 29 and 30, 2007, C-STEP participated in a retreat at Murray's Pond hosted by HRLE for its community partners. This retreat provided a valuable forum for developing common goals and visions towards the ability and capacity to increase labour market participation and attachment of our clients.

The two days provided further opportunities for discussions on topics such as current Labour Market information, the changing needs of clients, confidentiality and information sharing, the ARMS database and next steps. The Acting Director has been involved with two committees stemming from this retreat. One dealing with ARMS data collection and the other dealing with the hiring of a coordinator between all community agencies funded by HRLE.

The ACT Program partnered with other community agencies and delivered to one Linkages group and four Skills Link groups. These partners were the St. Francis Foundation, the Community Center Alliance's Essential Skills Program, the John Howard Society (Linkages and Skills Link Programs) and the Rabbittown Community Center.

Initiatives with CORCAN Employment Services proved very helpful for clients this year. New funding was secured for post-secondary tuition, work clothes allowances, bus passes and other employment related training for CSC clients.

Staff Development and Support Services. The past year has again been very busy for C-STEP. To support the well-being of our staff, we have continued to provide an employee support program that draws on resources both within and outside our office. We continue to include greater attention to stress prevention and reduction, post client-session debriefing, team-building activities and bi-weekly meetings around these topics. We also continue to utilize part of our operating budget for paid access to an independent ongoing support service that provides another level of debriefing and support that we have found to be critically important to self-care when working in this field.

In closing, I wish to congratulate staff on their level of excellence in their work this past year. There were a number of changes and challenges throughout the year and the staff at C-STEP handled themselves with true professionalism which proved to strengthen our supportive work environment. We certainly have developed an awesome team at C-STEP, a team that makes it a pleasure to come to work every day. Clients ultimately benefit from this by way of a high quality service.

Carolyn Hapgood  
Acting Director

### **C STEP Staff**

Acting Director - Carolyn Hapgood  
Senior Facilitator - Howard Hansford  
Community Employment Coordinator - Jennifer White  
Program Facilitator / Skills Link Facilitator - Scott Kielly  
Administrative & Program Assistant - Jackie Warfield  
Youth Services Program Facilitator - Edwina McCarthy  
Program Facilitator - Juanita Cossar

## **Home for Youth**

The John Howard Society's Home for Youth [HFY] has completed its 29<sup>th</sup> year of operation. Throughout this period the HFY staff have always strived to provide successful program interventions and activities towards the rehabilitation of young people sentenced to Open Custody in the St. John's region.

### **Referrals**

Eighteen young people were accepted into the HFY Open Custody Program from April 1, 2007 to March 31, 2008. The participants were broken into sixteen male and two females. Ten successfully completed their disposition, four youth went unlawfully at large and completed their youth sentences elsewhere. One resident still remains at large, two were transferred to other facilities, while one remained at the HFY as of March 31, 2008.

All referrals were made under the Youth Criminal Justice Act by the Eastern Regional Health Authority. Of the eighteen admissions, ten were directly from Youth Justice Court while one was transferred from another Open Custody facility. The remainder came from the Newfoundland and Labrador Youth Center after a review of their secure custody sentence or from a blended Secure/Open disposition.

<b>Admissions</b>	<b>Male</b>	<b>Female</b>	<b>Direct court referrals</b>	<b>Secure custody referrals</b>	<b>Other open custody referrals</b>	<b>Completed</b>	<b>Transferred out or did not complete</b>	<b>Current</b>
18	16	2	10	7	1	10	6	2

### **Community Involvement and Programming**

The residents at the HFY participated in programming which included educational, social, vocational and recreational opportunities.

Residents at the HFY participated in various educational opportunities. These included the in-house staff/resident meetings and weekly socio-educational group sessions. These sessions included learning opportunities in teen issues including: health and wellness; identity understanding; life cycle - life span comprehension; empathy training; sexuality awareness; employment preparedness; Residential Tenancy Act; informational drug sessions; educational opportunities; reintegration/transitional process; criminal justice process; societal morals/values discussion; family

values and dynamics; nutrition; addictions and teenagers; identity understanding; birth control; self control; conflict resolution; community awareness; relationship dynamics; nature survival; and political/elections understanding.

In addition, the residents availed of other social and educational formal activities with our community network partners. These include the Brother T.I. Murphy Center, the Rowan Center, Eastern School District, Department of Justice, Choices for Youth, Community Youth Network, Service Canada, Community Services from Eastern Health, Waypoints (formerly the St. Francis Foundation), A.C. Hunter Library , the Macmorran Community Center. and the John Howard Society's C-Step Program, Skills Link and Youth Services Program.

The residents were involved in the Recreational Program offered by the HFY. This included Goodlife Fitness, the Aquarena, the Works Field House, Empire Theaters, bowling, training for road races such as the Tely Ten, nature hiking and exploration in our community.

One particular in-house program, which our youth could avail of was the Fitness, Education, Endurance and Diet (FEED) program. This program is a holistic approach to health and wellness and was developed by staff member Andrew Peddle. One component of the program involves introducing the youth to a healthier lifestyle through resistance training at Goodlife Fitness. Another component is the youth engage in reading, DVD viewing and studying literature about fitness, nutrition and wellness. The youth access the interactive website [www.Fitday.com](http://www.Fitday.com) to track goal setting regarding caloric intake, energy expenditure and nutritional breakdown. When residents reach certain targets throughout the program they would receive various rewards.

### **Staff Training**

Staff attended an Open Custody Retreat this year organized by Eastern Health. The Society's Executive Director, Senior counsellor (HFY) and President of the John Howard Society Board of Directors attended this two day work shop in Clarendville. The focus was for all stakeholders within the Avalon region to work together to develop and share resources for training and program implementation. Following this, a training needs assessment questionnaire was circulated to staff working in Open Custody within the Eastern Region to determine what exactly staff members wanted for future training opportunities. Once these questionnaires are returned to Eastern Health more formalized training opportunities will be created for those that work within the open custody network.

### **Home for Youth / Community Support Program Staffing**

There were three staff changes over the past twelve months at the HFY and the Community Support

Program (CSP).

Former senior counsellor Arlene Breen, after a lengthy leave of absence has accepted a permanent position with the Workplace Health, Safety and Compensation Commission of Newfoundland and Labrador (WHSCC). Arlene will be missed by staff and residents alike after fifteen plus years with the organization. We wish her well. Darren Pelley, who had been filling the role of Senior Counsellor on a temporary basis, now assumes the duties permanently. Una Howard has also accepted a position within WHSCC, resigning her temporary part-time position at the HFY. This position has been filled on a permanent basis by Edwin Riggs. Scott Conway has also joined our team as the permanent full-time Counsellor.

With respect to the Community Support Program, full time staff member Darleen Kelly has accepted a position with the Provincial Department of Justice at the Clarenville Women's Correctional Facility. A very sincere thank you and best wishes to Darleen. Rick Bishop, who had been part time, now assumes the responsibility of delivering the program and supporting the clients of the CSP.

### **Community Support Program**

The Community Support Program [CSP] clients participated in various activities that helped support them and complete their community support referral. These included movie outings, homework assistance, education and employment, life skills, and counselling.

Working mainly after 4:00 p.m. daily and weekends, CSP staff enhance the 'after hours' supervision and support to youth and their families. This program will also provide a supportive counselling service to improve youth educational and vocational opportunities as well as involvement in prosocial extracurricular activities.

Referrals are made through prioritized basis by Eastern Health:

1. Youth on community supervision.
2. Youth on deferred custody orders.
3. Youth on Conditional Supervision
4. Youth on Supervised Probation.
5. Youth identified as being at risk of entering the custody system or identified as requiring supportive intervention.

Reason for Referral	Number of Referrals	Male	Female	Completed	Ongoing
Community Supervision	13	11	2	4	2
Deferred Custody	6	4	2	4	
Supervised Probation	10	8	2	5	2

Undertaking	2	2			
Conditional Supervision					
Other	2	2		1	
<b>Total:</b>	<b>33</b>	<b>27</b>	<b>6</b>	<b>14</b>	<b>4</b>

This year brought some changes to the CSP due to the inability to secure permanent funding, yet a desire for the program to remain in operation for as long as it has the financial ability. Originally, the CSP model was designed with two youth support workers (one full-time and one part-time) plus relief staff for coverage. In August 2007, the program model was changed to one full-time staff and in October 2007, we scaled back again leaving the CSP with one part-time youth support worker. By doing this the program should be able to continue until the end of the 2008-2009 fiscal year. The John Howard Society will continue to pursue permanent funding for this program. I would like to personally thank Mr. Herb Maddick from the Government of Newfoundland and Labrador Department of Health and Community Services. Mr. Maddick was involved in the set up of the CSP, sat on the steering committee in the initial stages, and has always somehow managed to provide pockets of funding. Without his support and guidance this program would have ceased to exist many years ago. Thank you Herb!

In closing, thanks to all the staff from the Home for Youth and the Community Support Program for their dedication and support during the previous year.

Don Vincent  
Coordinator

**Home for Youth Staff**

Coordinator - Don Vincent  
Senior Counsellor -Darren Pelley  
Full-time Counsellors - Bonnie Mogridge, Denise Taylor, Scott Conway  
Part-time Counsellors - Edwin Riggs, Paul Noftall  
Overnight Supervisors - Chris Keats, Margie Harris  
Relief Counsellors - Karen Pennell, Doug Loder, Graham Lucas,  
Kathy Lewis, Una Howard, Andrew Peddle,  
Rick Bishop, Ken Antle, Wendy Pittman-Duah, Rhonda Legge,  
Kevin Decker, Trina Fitzgerald, Geoff Hoddinott, Darleen Kelly

**Community Support Staff**

Coordinator - Don Vincent  
Full-time worker -Darleen Kelly\* resigned  
Part-time Youth Support worker - Rick Bishop

## **Learning Resources Program**

This report will highlight the activities of staff and clients of the Learning Resources Program (LRP) from the period April 1, 2007 to March 31, 2008.

### **Staffing Update**

The year 2007-08 saw relatively few staff changes. Caren Anderson, Program Facilitator moved from contract staff to permanent status while Catherine Shortall, Clinical Supervisor was granted a leave of absence midway through the year to explore other employment opportunities. Patrick O'Reilly took on the position of "Senior Program Facilitator" and former LRP staff member, Dana Brothers was contracted to assist with an OASIS program and then later, in a dual role of contractor and MSW field student, assisted with the development of our new Maintenance Program.

The remainder of this report will present the activities of all staff previously mentioned and the client treatment activities by program type. It is important to note that some of the programs delivered by the LRP commenced before April 1, 2007 and others will continue beyond the March 31, 2008 time-frame covered in this report.

### **Program Overview**

The Learning Resources Program provides program opportunities for rehabilitation of adult offenders. Programs are developed and delivered in response to mandated referrals from Corrections and Community Services (Adult Probation) who contract for such services and programs from LRP on a yearly basis. In response to the changing needs of adult offenders served by Probation, a number of changes were made to the current contract. These included the development of two new programs, one which would provide a maintenance function to offenders who have successfully completed other correctional programs but who require some additional support, and the other for probation clients who required group programming in the area of addictions. The new contract also made provision for the delivery of individual counselling services for female offenders, sex offenders and domestic violence offenders who, for various reasons, were not able to be served in the group programs offered. The overall goal of the contract was to be flexible and responsive to the needs of referred clients, with the understanding that actual services delivered in this transitional year would in the final analysis be determined by the type and volume of referrals received.

Services provided by the LRP focus on the criminogenic needs of the offender with the goal of reducing recidivism. Programs are designed to address risk, need and responsivity for our clients.

In response to the identified needs of the contractor the following programs were offered:

1. Low Intensity Sex Offender Program (LISOP)
2. Options and Alternative Skills for Interpersonal Safety (OASIS)
3. CORE Programs
  - a. Violent Offender (VO).
  - b. Criminal Behaviour Awareness (CBA)
  - c. Female Criminal Behaviour Awareness (FEM/CBA)
4. Intermittent Sentence Workshop (ISW)
5. Maintenance Program
6. Individual Counselling

During the current period the LRP received 144 referrals from Corrections and Community Services. About 60% of these successfully completed the various programs or were still in programs at March 31, 2008.. Our referral numbers were virtually identical last year (146) with a 68% completion rate. A summary of the referrals for these programs and their outcomes follows:

<b>Total</b>	<b>OASIS</b>	<b>CORE</b>	<b>MISOP</b>	<b>ISW</b>	<b>MAINTENANCE</b>
<b>144</b>	<b>46</b>	<b>59</b>	<b>1</b>	<b>33</b>	<b>5</b>
<b>100%</b>	<b>31.9%</b>	<b>41.0 %</b>	<b>0.7</b>	<b>22.9%</b>	<b>3.5%</b>

<b>Referral Outcomes</b>	<b>Out of 144 referrals</b>	<b>Percentage</b>
<b>Remain In Program (at Mar. 31)</b>	<b>29</b>	<b>20.1</b>
<b>Completed Program</b>	<b>57</b>	<b>39.6</b>
<b>Rejected By LRP</b>	<b>14</b>	<b>9.7</b>
<b>Revoked By Probation</b>	<b>18</b>	<b>12.5</b>
<b>No Show</b>	<b>11</b>	<b>7.4</b>
<b>Terminated</b>	<b>9</b>	<b>6.2</b>
<b>Voluntary</b>	<b>3</b>	<b>2.1</b>
<b>Inappropriate Referral</b>	<b>1</b>	<b>0.7</b>
<b>Outstanding Charges</b>	<b>1</b>	<b>0.7</b>
<b>Wait Listed</b>	<b>1</b>	<b>0.7</b>

### 1) LISOP/MISOP

The Low Intensity Sex Offender Program (LISOP) uses a cognitive/behavioural approach in conjunction with a self-management model. The goal is to assist sexual offenders who are assessed as being on the lower range of risk/need to learn self-management strategies and skills to manage risk for sexual offending. This program is typically offered in a structured group format however there were insufficient, appropriate referrals to offer a group again this year. LRP did receive a

special request from Corrections and Community Services to provide service to one identified offender who had been unable to find resources in the community to help him with his rehabilitation efforts. Upon assessment the client was identified as being at the “moderate intensity level” thereby requiring considerably more resources for appropriate treatment than provided in LISOP programming. Over 100 hours of individual treatment - with most of the sessions co-facilitated - were required to deliver a Moderate Intensity Sex Offender (MISOP) program encompassing a wide range of risk factors and the development of a self management plan.

## 2) OASIS

The Options and Alternative Skills for Interpersonal Safety (OASIS) Program is based on the Readiness Model, the Correctional Service Canada National Family Violence Program and emerging research which identifies risk factors for domestic violence. Clients are clustered by risk level and placed in the appropriate groups, or if their assessment scores fall outside of the main cluster but still fall within the appropriate level of service intensity, then the program is delivered on an individual basis. The program uses a cognitive/behavioural approach to provide participants with an opportunity to develop skills to maintain healthy, non-violent relationships.

During the last year the LRP delivered three Domestic Violence Treatment Programs – two of moderate risk and one of high risk - all using the mixed gender, co-facilitation model. The number of referrals made to the program by Community Corrections personnel increased by 9.5 % over the previous year. The table below will provide a brief overview of client activity within the OASIS program.

<b>Referral Outcomes</b>	<b>Out of 46 referrals</b>	<b>Percentage</b>
<b>Remain In Program (at Mar. 31)</b>	<b>13</b>	<b>28.3</b>
<b>Completed Program</b>	<b>12</b>	<b>26.1</b>
<b>Rejected By LRP</b>	<b>9</b>	<b>19.6</b>
<b>Revoked By Probation</b>	<b>4</b>	<b>8.7</b>
<b>No Show</b>	<b>3</b>	<b>6.5</b>
<b>Terminated</b>	<b>2</b>	<b>4.3</b>
<b>Voluntary</b>	<b>2</b>	<b>4.3</b>
<b>Inappropriate Referral</b>	<b>1</b>	<b>2.2</b>

## 3) CORE

The CORE programs, like all the programs offered by the Learning Resources Program, are separate and distinct and are designed to address risk, need and responsibility for our clients. The programs that were offered in our CORE program this fiscal year included:

- a) The Violent Offender Program (VO). This program is for male perpetrators who have been convicted of a violent offence. The program uses a cognitive behavioural approach and targets pro-criminal attitudes, anti-social feelings and pro-criminal peers. The relapse prevention model is utilized.
- b) The Criminal Behaviour Awareness (CBA) is designed to target the dynamic criminogenic risk factors of offenders such as anti-social attitudes, thoughts and beliefs and pro-criminal peers. A cognitive behavioural approach is used to address these risk factors with the goal of lowering risk to re-offend.
- c) The Female Criminal Behaviour Awareness Program (FEM/CBA) is designed to raise awareness of risk factors for further criminal behaviour and to develop healthy plans for dealing with these risk factors that can lower risk of re-offending, using a cognitive behavioural approach.

In response to referrals from Community and Corrections Services the CORE programs offered in 2007/08 included two Criminal Behaviour Awareness programs (one of moderate intensity and one of high intensity). In addition, several referrals who did not fit the groups being offered, or whose groups had to be cancelled due to dropout, were provided with individual programming.

The tables below will provide a brief overview of client activity within the CORE program.

<b>Referral Outcomes</b>	<b>Out of 59 referrals</b>	<b>Percentage</b>
<b>Remain In Program (at Mar. 31)</b>	<b>11</b>	<b>18.6</b>
<b>Completed Program</b>	<b>13</b>	<b>22</b>
<b>Rejected By LRP</b>	<b>5</b>	<b>8.5</b>
<b>Revoked By Probation</b>	<b>14</b>	<b>23.7</b>
<b>No Show</b>	<b>7</b>	<b>11.9</b>
<b>Terminated</b>	<b>7</b>	<b>11.9</b>
<b>Voluntary</b>	<b>1</b>	<b>1.8</b>
<b>Waitlisted</b>	<b>1</b>	<b>1.7</b>

#### 4) Intermittent Sentence Workshop (ISW)

The Intermittent Sentence Workshop (ISW) is designed to target dynamic criminogenic risk factors of substance abuse, anti-social beliefs and attitudes, and negative peer associates. The Workshop is a two-day, psycho-educational program delivered jointly by a staff member from LRP and Her Majesty's Penitentiary (HMP). Typically seats in the program are shared equally between Adult Probation and Her Majesty's Penitentiary. Overall this year the program saw a decrease of almost 30% with fewer referrals from Adult Probation.

This year four Intermittent Sentence Workshops were delivered - three in 2007 and one in March 2008. A fifth group scheduled for February 2008 was planned for female offenders. However, despite the considerable interest and initial indications of significant need, the workshop had to be cancelled due to a lack of referrals. The groups were co-facilitated by Bob Pike (HMP staff) and Caren Anderson from LRP.

The table below will provide a brief overview of client activity within the ISW program.

<b>Referral Outcomes</b>	<b>Out of 33 referrals</b>	<b>Percentage</b>
<b>Completed Program</b>	<b>31</b>	<b>94</b>
<b>No Show</b>	<b>1</b>	<b>3</b>
<b>Outstanding Charges</b>	<b>1</b>	<b>3</b>
<b>Did Not Complete</b>	<b>0</b>	<b>0</b>

### **5) Maintenance Program**

A new offering this year - in response to needs identified jointly between front line staff at Probation and the LRP - is the Maintenance Program. This program was intended as a pilot in order to gauge the actual need and to determine the best practices for delivery. Initially the program was conceptualized as a follow-up program for moderate and high risk offenders who have already successfully completed a corrections treatment program that used a relapse prevention or self management component.

Using a cognitive-behavioural approach with emphasis on self-management its purpose is to assist offenders to apply previously learned skills toward day-to-day problems that arise while living in the community. This program is delivered in either an open group format or through individual counselling. Exit from the program occurs when clients have demonstrated mastery of skills needed to manage the risk of re-offending, or when the pilot program ends.

Despite the consensus that there was considerable need for the program, referrals were very slow in coming and as of March 31 staff were still awaiting adequate numbers to begin offering the first group. In the interim, individual counselling and support was provided to those five individuals who were referred to the program. It is anticipated that the first group should begin early in the new fiscal year.

### **6) Addiction Program**

In response to Probation's request to address the waiting list for the MIMOSA addictions treatment program offered at Howard House, LRP staff researched the development and delivery of an addictions program based on MIMOSA (Moderate Intensity Management of Substance Abuse). Considerable time was spent determining how this addiction treatment program for offenders could

be best integrated into LRP programming and some preliminary training was undertaken. However, as a result of other program requirements and the departure of a full time staff person on leave of absence, the program was not ready to be launched in the current year. It is anticipated that it will be up and running early in the new year.

### 7) Individual Counselling Activities

As alluded to earlier in the report, staff at LRP also provide individual counselling services to:

- referred clients who fall outside of the treatment clusters for groups being requested;
- individuals previously in group treatment in situations where dropouts, new charges, etc. have reduced the size of the group to a point where it is no longer practical to continue in group format;
- specific target groups of clients (e.g. sex offenders and female offenders) whose low numbers and/or particular circumstances make it unlikely that a group would be offered for them.
- former or present clients who request supportive counselling on an occasional, drop-in basis

The following table provides a breakdown of individual counselling sessions allocated according to program:

Sex Offender (co-facilitated)	OASIS	CBA	PVO	Maintenance	Individual	TOTAL
36	52	51	16	10	102	267

### Other Activities

- **Working Group** – A joint initiative of LRP and Corrections and Community Services which was established a few years ago, met several times in 2007-08. The Group, which is made up of two staff from each organization, considered issues around programming, referral procedures, scheduling of groups, etc.
- **Domestic Violence Courts** - The province has indicated that it will be establishing such a court on a pilot project basis next year. LRP staff have been busily researching the operation of such a court with a view to likely being called upon to deliver the therapeutic group interventions that will be required. In March LRP staff were called upon to make a presentation about our domestic violence program capabilities to a government committee charged with developing the proposal for pilot project.

- **Professional Development Opportunities** - Various staff participated in several learning opportunities during the past year. These included:
  - Therapeutic Conversations Conference - narrative therapy and family violence;
  - Respectful Relationships Training - psycho-educational group program being offered by Adult Probation to their low intensity, domestic violence clients;
  - Addictions Training - In preparation for the new addictions program to be developed, staff participated in training offered by other John Howard Society addictions staff and by Addictions Treatment Services Association;
  - Sex Offender Training - Dr. Kenworthy, local psychologist, provided an overview of the treatment provided to sex offenders through Correction Services Canada;
  - Changing Minds: A Mental Illness Education Program - Conference held at College of North Atlantic.

### **A Thank You to all Staff**

The year 2007-08 has been a transitional year for staff as programs continued to grow and change in response to the needs of our funder. As always staff have risen to the challenge to ensure that we were able to maintain effective programming. Staff, without hesitation, responded to the changes by sharing additional responsibilities and demonstrating a willingness to accept the uncertain times and remain committed to providing valuable effective services to our clients.

In closing my report I wish to express my personal gratitude to a number of individuals who have contributed to the successes of the LRP over the past few years. I want to thank all the staff for their service, dedication, and friendship: Dot Butler who so ably provides the Office Administration Support that is critical to keeping the operation running efficiently; Catherine Shortall, our passionate and skilful Clinical Supervisor; Pat O'Reilly whose wisdom, organizational talents and wit serve our team and our clients so well; Graham Lucas whose co-operative and kind nature make him a real asset as a team player and skilled facilitator; and Caren Anderson whose commitment to the well-being of our clients combined with her passion for learning make her a valuable member of the LRP team. A special thanks also to Dana Brothers, a skilled clinician who filled in on short notice as a contract counsellor to complete a domestic violence group and then later returned to help develop our new Maintenance Program.

Greg McCann-Beranger, B.A., M.S.W., R.S.W.  
Director.

### **LRP Staff**

Clinical Staff: Patrick O'Reilly, Catherine Shortall  
Graham Lucas, Caren Anderson  
Administrative Support: Dorothy Butler  
Contract Staff/MSW student: Dana Brothers

## **Employment Services St. John's**

The Employment Services Program continued to provide employment, education, skills training and related services to clients facing barriers due to having a criminal record. The past year proved to be a challenging one for the program due primarily to staff changes. At the beginning of the year, coordinator Michelle Park left on maternity leave and was replaced by Laura Martin. Ms. Martin resigned the position. Sharon Collins was then hired to fill the position, but left to pursue other opportunities in March. On March 31, 2008 Shelly Quinton was hired to fill the vacancy.

Despite the many challenges, the program was able to provide 254 clients with 341 individual sessions. A further 190 client sessions were missed for various reasons. In an effort to reduce the number of missed sessions, two group intake sessions were completed. As are typical, male clients continue to represent the majority. This year 36 (14%) of the clients were female with the remaining 218 (86%) male.

Services provided include five categories: career decision-making, skills enhancement, job search, personal/social and employment maintenance. Clients work individually with a counsellor to develop a plan of action required to allow them to return to the labour market. Funding to complete these plans come from a wide range of sources including Service Canada (clients who have received EI in the past three years), HRLE, and Canada student loans. While some clients only required general information or referral to other community services, more than 81 clients worked to develop a return to work action plan. Action plans are developed to determine the step/steps a client identifies for their situation to re-enter the workforce. Each plan is individualized and may focus on career decision making, skills training, job search or other activities.

Limited education continues to be a substantial barrier for many of our clients. A high proportion of clients identified return to work action plans involving training. This fiscal year 81 clients participated in various training programs. Literacy continues to be an issue for many clients. Twenty-eight clients enrolled in Adult Basic Education (ABE) while 45 individuals enrolled in post secondary training to develop specific skills required for the workplace. Clients completed a range of training programs including: marine cooking, executive office assistant, heavy equipment operator, steamfitter/pipefitter, electrician, plumbing, engineering, marine diesel mechanics, nautical science, business administration, Class 2 drivers licence, crane operator, BST, MED and carpentry. Clients attended throughout Newfoundland and Labrador. Clients have enrolled in a broad range of education institutions including: College of the North Atlantic (CONA), Keyin College, Academy Canada, Carpenter Millwright College, Central Training Academy, Compucollege, Marine Institute, Offshore Safety & Survival Center and Operating Engineer College.

The ultimate goal is for clients to successfully reintegrate to the workforce. In addition to training,

employment was also targeted. In client follow up, 36 clients reported securing employment. Employment ranged from long term sustainable positions to seasonal jobs to placements in employment programs (such as Linkages, Skills Link, Targeted Wage Subsidy, Job Creation Partnerships or Employment Action).

Six clients enrolled in programs to assist with career exploration and job search (e.g., Women Interested in Successful Employment (WISE), Stella Burry Employment Preparation Group, Career Education (C-STEP), New Beginnings, Orientation to Trades and Technology, Career Exploration for Women, Skills Link). Such programs are invaluable to give clients the time and opportunity to explore the interests and opportunities in the local labour market. Many clients have completed training plans as a direct result of participation in such programs.

Again this year we continued our partnership with Adrian Coady of Offshore Recruiters. An expert in the oil industry requirements and future growth areas, Adrian continues to provide assistance to clients looking for information on careers in this field. His advice to clients and to program counsellor has been invaluable and resulted in several clients securing full-time employment in this industry or returning to school to complete training required for employment. Numerous other clients continue to work toward developing a realistic plan to enter this field.

For many clients, a pardon provides the opportunity to move past historical convictions. This year, the request for pardon assistance continued. The program assisted 14 individuals with pardon applications. While the application process is time consuming, the pardon provides both psychological and legal benefits, allowing clients to apply for additional positions without discrimination based on a criminal record.

Without the help and support of numerous people, we could not have so many successes. Within John Howard Society, both Ivy Martin and Linda Fisher play critical support roles for the program. Service Canada staff continues to be supportive of the case plans developed for clients requesting funding. The entire training and program units have been invaluable throughout the year. In particular, John Wilson and Marg Payne have continually gone above and beyond. Staff at Human Resources Labour and Employment (HRLE) has been crucial to providing counsellor with program information and assisting clients as requested. Career development specialists and client services officers have been invaluable in assisting clients achieve their goals. To all the partners, educational centers, employers and community agencies thank you for your part in working with our clients.

Cindy Murphy  
Executive Director

## **121 Prison Visitation Program**

The 121 Program at Her Majesty's Penitentiary in St. John's was created in 1994 by the Mennonite Central Committee based in Manitoba. The program offers support to inmates during their imprisonment through contact with volunteers from outside the prison. The John Howard Society of Newfoundland and Labrador sponsors and supports the program.

Male and female volunteers (seven at present) visit the penitentiary for two hours on Thursday evenings and meet with inmates for one-hour periods. Discussions are informal and confidential with participants deciding on topics. During 2007 more than 100 inmates participated in the program. Referrals come from participants and classification officers. Individuals are screened for security risk and overall suitability. The program works cooperatively with prison staff, and volunteers adhere to prison regulations and procedures. Program coordinators meet with prison administration, as required throughout the year.

### **Benefits**

#### To inmates:

- ongoing and non-judgmental friendship with someone outside their daily peer group;
- opportunity to discuss matters that may not be shared with others;
- availability of guidance and support prior to release, enabling individuals to settle back into the community.

#### To volunteers:

- the satisfaction of assisting a person in need;
- insight into the needs of prisoners and the functioning of the penal system.

#### Volunteers

David Fagan, Jocelyn Fagan, Glenys Vivian, Tim Parker, Steve Nagle

On a sad note, the John Howard Society would like to acknowledge the passing of Addison Klassen. Addison and his wife Gerta, through their work with the Mennonite Central Committee in conjunction with John Howard Society, were instrumental in establishing the 121 program at H. M. Penitentiary. Addison will be fondly remembered for his many endeavours in his collaboration with the Society.

Larry Coady, Betty Nagle  
Coordinators

## **Prison Library Program**

The Library at Her Majesty's Penitentiary (HMP) has been in operation for approximately eleven years. This year we upgraded! The library was closed for inmates during October, November and reopened just in time before Christmas. Thanks to some timely publicity, instigated by Gerri Rodgers, we received many exceptional additions to our collection. We also alphabetized and labeled each and every item – a task that was at times overwhelming. We were not without help, however, and at this time the library volunteers would like to thank the following people from JHS for taking time out of their busy schedules to give us a hand: Greg McCann-Beranger; Darleen Kelly, Graham Lucas; Ivy Martin; Cindy Murphy Bonnie Mogridge; Andrew Peddle; Don Vincent and Bill Hickey (my husband even came once). Weekly attendance in the library fluctuates between forty and seventy inmates. We are pleased with our high book return rate and the care given the books. The appreciation of the inmates is most gratifying, not a day passes without a few inmates saying 'Thanks for coming'.

Again this year, we are grateful to the businesses, organizations and many individuals that assist us, especially 'Toastmasters', who provided a significant financial donation that enabled the program to purchase new equipment. For many years, Transcontinental Publishing has provided the various community newspapers published: Downhome Ltd. (Downhome Magazine) and Stirling Press Ltd. (Newfoundland Herald) faithfully donate their publications on a regular basis, both are a real hit with the population. We are also on a list of organizations that receive 'extras' from the A.C.Hunter Library. Thanks to Betty McDonald for the wonderful additions she has garnered for our Library this year. We were happy to send duplicates of our new acquisitions to all of the other institutions in the province. We are grateful for the assistance of HMP staff – in particular, Glen Petten, the van driver.

This year, we are hoping to assemble a collection of puzzles and board games – and as always we we donations. As well, we hope to receive a computer and eventually computerize the collection. We are anxiously awaiting the screening of four new volunteers - one of whom is a REAL librarian! They will certainly add in providing service to the inmates, and to catalogue and maintain our collection. With the aid of these new volunteers, we may even be able to open a second afternoon each week. At this time, I would like to thank everyone who has assisted in making this library a success - especially HMP personnel, who have very cooperative and supportive, and the John Howard Society Both continue to provide financial assistance for the acquisition of new materials for the collection, as well as providing additional supplies.

We had two volunteers who left the library this year, and I would like to acknowledge the valuable contributions of Lesley Cumming and Andrea Janes. I hope your experience at HMP Library will serve you well as you further your careers. At this time, I would like to welcome Mary Duffett to our ranks. Special thanks to our dedicated volunteers: Betty Collins, Mary Duffett, Margo Evans, Lavina Neal and Cindy Whitten. Without your continued support, there would be no library!

Carolyn Hickey  
Coordinator

## **Regional Director's Report**

In 2007-2008 the John Howard Society West Coast Council provided a variety of services and programs to offenders and ex-offenders in the western region. This report highlights a number of events and activities as well as developments for the year. Through the ongoing support of volunteers, staff and corrections and community partners, the John Howard Society continues to enhance current programs and services offered in the region.

### **West Coast Council**

During the past year the John Howard Society Board of Directors began reviewing the by-laws associated with the West Coast Council. A sub-committee was established: Executive Director, Cindy Murphy; Board members, Wanda Lundrigan, Mike Tobin and the writer to look at the by-laws and report back to the provincial board.

### **John Howard Society Provincial Board Development**

The writer and Mike Tobin, West Coast Council, attended two provincial board meetings in St. John's. These face-to-face meetings are an excellent opportunity to review operations throughout the province.

### **John Howard Society Board of Governance Meeting**

The John Howard Society is looking at adopting the Carver Model for board governance. Graham Stewart former Executive Director of John Howard Society of Canada (JHS) facilitated a two-day workshop on this model in St. John's. The writer and Mike Tobin, along with other JHS board members were in attendance. An additional workshop is planned for early in the new year.

### **John Howard Society Week**

#### School Presentations

During John Howard Society Week, staff prepared and facilitated a total of eight presentations at St. Michael's Elementary School at the request of the Guidance Counsellor, Brad Roach. As it was also Spirit Week at the school, we felt this was a perfect opportunity to do a presentation as to the role the John Howard Society provides in terms of prevention.

The writer did three presentations on 'Impact of Violence' with students who enjoyed the interactive presentation, which involved a number of role plays. Also discussed were the economic/personal costs and the impact on victims of violence, along with services provided by the John Howard Society.

Daphne O’Keefe, Facilitator, Community Based Intervention Program provided two presentations on Anger Management with students. Students were involved in defining anger and aggression, while also identifying personal warning signs and triggers. Discussions involved students deal with anger positively eg. time-out and improving listening, verbal and nonverbal communication skills. The session ended with a video ‘Bullies - Dealing with Aggression’ which demonstrated the strategies that could be utilized in negative situations they might find themselves in.

Rhonda Marsden, Employment Services Counsellor provided three presentations on ‘Bullying’ to students who then discussed the impact of bullying. A video ‘Don’t be a Bully’ was presented to each class which gave the students the opportunity to talk about life issues relating to bullying.

#### West Coast Correctional Centre

Rhonda Marsden, Employment Services Counsellor prepared and facilitated a presentation for the inmates at the West Coast Correctional Center. This presentation highlighted the mission statement and services the John Howard Society provides to individuals within the community. Twenty-one individuals were in attendance .

#### West Bridge House Luncheon and Supper

West Bridge House held a luncheon for John Howard Society staff. This was a great opportunity for people to see the house and to network and communicate. A special thanks to David Stuckless for preparing such a fantastic meal. Each year West Bridge House provides a special meal to the residents and chose chinese food. It is important to acknowledge the people we work for and to highlight them during John Howard Society Week.

#### John Howard Society Luncheon

A luncheon for staff at Hartery’s Family Restaurant with 27 people in attendance , council members, admission’s committee, community partners from Adult Corrections, Correctional Service Canada and other organizations. During the luncheon three of our staff : Nadine Humber-Brennan, Jeffrey Mitchell and Gary Young who resigned after years of service were each presented with a gift of appreciation.

### **Public Forum, CONA - Corporate Training and Continuing Education**

In September, the writer attended this forum which focused on areas the college needs to target to further engage within the community. Areas covered were: professional training and development, recruitment of students, program development and demographics. Also discussed was utilizing the college as a research engine for local development and we explored the student assisting technology and program entrance requirements that consider employment experience.

### **Safer Communities and Neighborhoods Legislation (SCAN)**

In October, the writer attended a community information session on SCAN Legislation adopted by the province. Al Cameron, Manager of Manitoba Public Safety provided a framework of the

legislation that has been implemented, along with its intent, service delivery, policy and procedures, legal framework and the outcomes to date. There was also an opportunity to discuss and ask questions, and how SCAN might be applied within the province, noting the benefits and concerns with this proposed legislation.

### **Youth Information Sharing Luncheon**

Margaret Philpott, Community Liaison Officer, Service Canada, re-established the Youth Information Luncheon. This writer attended this luncheon held on December 13, 2007 and as a representative of the John Howard Society I provided an outline of the current services provided to youth as well as areas of future development.

### **Newfoundland and Labrador Association of Social Workers (NLASW) Conference Presentation**

In June, at the NLASW Provincial Conference, Valerie Corcoran (Prison Liaison/Family Services) and the writer did a presentation entitled "Outside - Inside: Dynamic Impact of Incarceration on Families." A number of factors were discussed which impact families directly and indirectly through incarceration. The presentation focused on how different family members, such as a spouse, parents, children and siblings can be impacted and how this can change over time while the person is incarcerated.

### **Financial**

The West Coast Council had a positive year financially, ending with a small surplus. Combined with the accrued surplus, the West Coast Council is in a sound financial position.

West Bridge House experienced a positive year as well in terms of finances. The main factor was an increase in bed day utilization. It is anticipated that the current deficit will be eliminated and leave a small surplus for the upcoming year.

### **Staff Developments**

Jeff Mitchell, former Acting Director of Community Based Intervention Program resigned from his position. Jeff was on leave from his counsellor position with West Bridge House and is currently a probation officer at the Corner Brook office. Gary Young, former evening supervisor also resigned from the John Howard Society. Gary was the acting counsellor for West Bridge House and is currently working with HRLE in Stephenville. Nadine Humber-Brennan who had been on leave of absence resigned from her position as Director of the Community Based Intervention Program. Nadine is currently an instructor with the College of the North Atlantic, Community Studies Program.

Simone Kendall is on leave from her current position as employment counsellor. She worked as the facilitator for Community Based Intervention Program, until securing employment with HRLE in Stephenville. Since June, Rhonda Marsden is the acting Employment Counsellor and has become an integral part of our operation. Rhonda has a strong commitment to the John Howard Society and is client-centered. These and other skills will assure continued progress and development in her current position. Jacqueline Deaves is the newly hired counsellor at West Bridge House. She started the position in late November. Jackie has extensive knowledge of corrections and working with people in conflict with the law. Kelly Simms is the current director for the Community Based Intervention Program. She started the position in January. Kelly has a strong background in group and individual work with an extensive work experience with people with a mental illness, as well years of experience as an administrator.

The John Howard Society wish all our former staff the best in their new endeavours and look forward to working with the new staff that have joined the Society.

### **Job Creation Program (JCP) - Program Support Worker**

In June 2007, Brenda Butler was employed with John Howard Society through funding from Service Canada. This JCP Program was extended to March 2008. Many thanks for the support of Barry Wilton and Margaret Philpott of Service Canada. Brenda proved to be a valuable employee in her capacity as program support worker.

### **Staff Training**

With a focus on Workplace, Health and Safety and with the easy access to training, staff were provided with OH&S training and for some staff, WHIMIS. Everyone could be on the same page in terms of health and safety, while also providing a training opportunity. Staff continue to be trained in First Aid, CPR and Suicide Intervention.

## **Programs and Services**

### **Linkages**

Funded by Human Resources Labour and Employment (HRLE), two Linkages programs were offered during the past year. One program began in March 2007 and ended in November, while the other began in October 2007, with some participants finishing in March/April 2008. Judy Fradsham, with HRLE, has a new position and will not be the liaison with Linkages for the next year. Judy was a valuable resource to the program and her direct involvement added to its overall success.

### **Horizon**

Horizons, funded by HRLE was developed and piloted this year by Simone Kendall. This program was designed to target people who are age 29 and over and is more structured and educational. Horizons met with great success and has already been approved for the upcoming year.

### **National Substance Abuse Program (NSAP)**

The West Coast Council continued to deliver CSC's NSAP program. This program, facilitated by Roger Barker was delivered on a weekly basis at the board room of the John Howard Society. There were a number of clients from West Bridge House and the community who availed of this program.

### **West Bridge House - Services to Females**

This year, through funding from Correctional Service Canada, West Bridge House underwent major renovations to accommodate female clients. West Bridge House has always accepted both male and female clients, however the new changes it provides for a more appropriate setting for our female residents. West Bridge House is hoping to design brochures, as well as a power point presentation to both the Clarendville Correctional Centre and NOVA. The intent is also to visit these facilities to inform female offenders and correctional staff of services currently offered at West Bridge House.

### **West Bridge House - Audit**

Correctional Service Canada conducted a procedural audit of West Bridge House in February 2008. Results were very positive. The overall safety and organization of the facility as well as the 'home like' living environment for residents was noted. One recommendation was for the Policy and Procedures Manual to be in line with current practice which will be addressed in the upcoming year. The work by all staff in preparing for this process added to its success.

### **John Howard Society Training Centre**

Another significant renovation funded by Correctional Service Canada was to the exterior of the John Howard Society Training Centre, adjacent to West Bridge House. The roof, windows, siding and doors were replaced. Plans are underway to remodel the inside of the house in the upcoming year. The centre will allow John Howard Society to do larger workshops as well as provide a multi-purpose facility that may look at providing a classroom and computer learning.

### **Summary and Concluding Remarks**

Through the continued commitment of staff, correctional and community partners, volunteers, the West Coast Council and the Provincial Board, we have continued to offer a wide range of services and programs to clients. Employment is one area that continues to expand and the John Howard Society plans to look at other options available.

Change, as one might say, is the only thing that is constant. John Howard Society continues to evolve as an organization and to positively adapt to the change. We look forward to the upcoming year and we embrace the challenge as we strive to support those who avail of the services we provide. Prior to the end of this year I have taken on a replacement position as classification officer at the West Coast Correctional Centre and have been granted a leave of absence. After 21 years of work with the John Howard Society commencing July 1986, I thought that a change was needed in my life. I also wanted to return to working directly with clients. Classification was a perfect fit. All the best.

Albert J. Stewart, Regional Director

## **West Bridge House Stephenville**

West Bridge House enjoyed a good year with an increase in referrals from the previous year that enabled the program to eliminate the deficit. The following are highlights of the past year's activities:

Community involvement remains high on our list as other community-based programs and services are essential to clients of West Bridge House. Taking part in community activities, attending meetings, being involved with groups and sitting on various boards are all part of the collaborative approach to services. These include: Women's Center, Coalition Against Violence, B.S.G.Literacy Council, N.L. Literacy and Crime Stoppers. Staff accepted an invitation from the Bay St. George Literacy Council to do a presentation on risk management to future Laubach tutors. Basic life skills such as cooking and cleaning, proper hygiene, budgeting, social interaction and in-house counseling are part of the West Bridge House program.

### **Admissions**

Regular visits were made to the West Coast Correctional Center, along with two visits to Bishop's Falls Correctional Center which assisted with the admissions process.

Recently, the admissions process has undergone some changes. All new members complete an orientation for three meetings as observers and are provided an orientation package. All present members have been provided with packages and have been advised of recent changes. There were some changes to the Admission Committee: Chris Mercer, Bob Byrnes and Iona Rubia resigned their positions while Rev. Katherine Eddy and Kelly Simms are new additions. Present members are Sgt. Joe Sheen of the RCMP; Mike Tobin, town councilor and board member of John Howard Society; Rev. Katheryn Eddy, First United Church; Simone Kendall, Human Resources Labor and Employment; Kelly Simms, Director of JHS Community Based Intervention Program and West Bridge House Director Audrey Gracie. West Bridge House appreciates the commitment from our committee members and look forward to working together in the future.

The Admissions Committee continues to meet bi-weekly. During the past year CSC presentations were made by Corner Brook Parole Officers Darcy Fraser and Caroline Power. The following table speaks to the results.

<b>Admissions</b>				
Applications	Denied	Accepted	Arrived	Ongoing
<b>Correctional Services Canada</b>				
Females	-	2	2	-
Males	12	34	17	17
<b>Adult Corrections (Probation)</b>				
Males	1	7	5	-
Total	13	43	24	17

The following table indicates the bed days for Correctional Service of Canada for 2007-2008.

<b>Bed Days - Correctional Services Canada</b>					
Clients	#	Day Parole	Full Parole	Statutory Release	Total
Federal (Females)	2 (2%)	229 (9%)	56 (23%)	0	285 (10%)
Provincial (Females)	0	0	0	0	0
Federal (Males)	83 (69%)	1640 (67%)	44 (18%)	44 (47%)	1728 (62%)
Provincial (Males)	36 (29%)	580 (24%)	141 (69%)	50 (53%)	771 (28%)
	121 (100%)	2449	241	94	2784 (100%)

During the previous year there have been some changes in staffing. Gary Young, Jeff Mitchell and Loni Young left to pursue other employment opportunities. Albert Stewart has taken a leave of absence and plans are ongoing to fill the position of Regional Director. We welcome our new counselor Jacqueline Deaves.

Staff were trained in First Aid, Occupational Health and Safety, Suicide Intervention and Gambling. Special events included: Jeans Day, proceeds donated to a new project by the Women's Center (Basic Shelf); a donation was given to the first aboriginal boys hockey team. Christmas events

included a staff and residents dinner; a staff social and the provision of two Christmas hampers to the needy, along with the annual visit from the Salvation Army.

West Bridge House continues to provide student placements from the College of the North Atlantic and other educational facilities. Unfortunately, we did not have anyone apply for summer employment during 2007-2008.

In May 2007, the fourth annual Community Based Residential Facility (CBRF) Directors meeting was held in Moncton along with the first meeting of the Atlantic Halfway House Association. It continues to be a positive get together with other halfway house directors in the Atlantic Region discussing issues of mutual concern.

A procedural audit of West Bridge House was conducted by Correctional Service of Canada in February 2008, and received a very favorable evaluation. We were quite pleased with the results of the report and wish to congratulate all staff for a job well done and the commitment put forward in maintaining our program.

With a new year comes new challenges. Our projects for the upcoming year will include enhancing services for female residents and changes to our facility to improve accommodations. We will be requesting to visit the Clarendville Correctional Center and Nova Institution in Nova Scotia and also hope to avail of training for the Woman's Substance Abuse Program.

We would like to acknowledge our partners; Correctional Services of Canada, Adult Probation-Justice, Human Resources Labour and Employment, Bay St. George Literacy and all the individuals agencies/organizations that provide services to our residents. We wish all programs of the John Howard Society the best for the future and look forward to the challenges the new year will bring.

Audrey Gracie  
Director

**West Bridge House Staff**

Director - Audrey Gracie

Counsellors - Jacqueline Deave, Jeff Mitchell\*

Gary Young (Acting)

Supervisors - David Stuckless, Gary Young\*

Sherrie Chaulk, Blake Hynes

Relief Staff - Amanda Power, Sandra Targett, Loni Young

\*Resigned

## Community Based Intervention Program (CBIP)

It's been a year of many changes for the Community Based Intervention Program (CBIP), as well as the West Coast Council of the John Howard Society of Newfoundland and Labrador. In April, the CBIP and the John Howard Society said goodbye to Jeff Mitchell, CBIP Acting Director and long time John Howard Society employee. Jeff accepted a position with Adult Community Corrections in Corner Brook as a probation officer. Jeff was a great asset to the West Coast Council and we look forward to continuing to work with him through our partnership with Community Corrections. During the period of transition from June 2007 until January 2008 Daphne O'Keefe, Program Facilitator took on the role of Acting Program Director and Simone Kendall of Employment Services took on the role of program facilitator. Kelly Simms accepted the position of Program Director beginning in January, and Daphne resumed her role as facilitator.

We must thank our partners including the Regional Director, Albert Stewart, and the West Coast Council, especially Cathy Whitehead who represents the Council on the CBIP Advisory Committee, Department of Justice staff including Wayne Payne, Joanne Sheppard, probation officers in Corner Brook, Stephenville and Port aux Basques, especially Larry Connors, Stella Campbell and Phyllis Rose-Clarke who also sit on the Advisory Committee, and staff of the John Howard Society on the west coast who provide day to day support.

### Statistical Information

#### Section 1 - Client Characteristics

The Community Based Intervention Program continues to offer services in Stephenville, Corner Brook and Port aux Basques. Referral numbers have shown a decrease in Stephenville but remained consistent in Corner Brook and Port aux Basques. The drop in referrals from Stephenville coincides with an overall decrease in probation clients in the area, and significant decrease in referrals for the Male Violence Program as a result of probation officers facilitating the Respectful Relationships Program in the Stephenville area.

Table 1: New referrals 2007-2008

Referral Source	Stephenville	Corner Brook	Port aux Basques	Total	% of total
Probation	21	21	7	49	76%
Conditional Sentence	5	2		7	11%
West Coast Correctional Center	0	0	0	0	0%
Self-referral	5	1		6	10%
Electronic Monitoring	2			2	3%
<b>Total</b>	<b>33</b>	<b>24</b>	<b>7</b>	<b>64</b>	<b>100%</b>

Table 2: Client Referrals and Intervention Outcome

<b>Program</b>	<b>Referred</b>	<b>Assessed</b>	<b>Accepted</b>	<b>Completed</b>	<b>Still completing</b>
Core	26	19	17	5	10
Male Violence Program	32	27	23	14	7
Sex Offender Intervention	2				
WCCC Anger Management					
Shoplifters' Awareness Program					
Impaired Driving Workshop	2	2	2	2	
Female Violence Program	2	2	2	2	
<b>Total</b>	<b>64</b>	<b>50</b>	<b>44</b>	<b>23</b>	<b>17</b>

Table 3: Clients Continuing Intervention from 2007-2008

<b>Referrals - all locations</b>	<b>Completed</b>	<b>Still Completing</b>	<b>Terminate</b>	<b>Withdrawn/ Suspended</b>
<b>29</b>	<b>6</b>	<b>2</b>	<b>12</b>	<b>9</b>

## **Section 2 - Discussion**

### **Client Service**

The Community Based Intervention Program processed 64 new referrals this year and carried over 29 clients from last year. Fifty new assessments were completed with 44 of those clients being offered services. Twenty-three clients completed an intervention this year and 17 are still participating in recommended programs.

The two CBIP staff spent 128 hours in assessments, down eight hours from last year. Individual intervention took up 480 hours while group work hours were up to 95 hours which is an increase of 34.5 from last year. Overall, direct client services totaled 575 hours which is up 172 hours from last year. Travel hours totaled 86 hours for the year which is a decrease of 120 hours from last year. Missed appointments by clients showed a decrease from 143 hours to 72 hours.

Overall, referral numbers were down which may have been the result of the Respectful Relationships Program being facilitated by probation officers in the Stephenville area, which reduced the number of referrals for the Male Violence Program. Intervention hours were up as well as group hours.

### **Professional Development Activities**

CBIP staff were involved in many varied professional development activities this year that benefitted both the staff and the communities where our programs operate. These activities included:

- Suicide Intervention training
- Respectful Relationships Training
- MIMOSA Training

CBIP staff were also involved in providing professional development opportunities or contributing to community initiatives in a variety of areas including:

- Anger Management Presentations at St. Michael's School in Stephenville Crossing
- presentation to Linkages group
- participated in Jeans Day fund-raiser for local children and Bay St. George Status of Women

### **Future Directions**

The Community Based Intervention Program continues to face the same two challenges which are not easily overcome: one being small numbers in rural areas that preclude group intervention and the second being travel distance, time and associated cost. As in past years we have concluded that doing less group work as a result of a scattered population demands more time for individual intervention. Group intervention has shown an increase this past year but continues to be limited and clients receiving individual services tend to be on caseloads longer, as a result of this. As seen in the past, prolonged intervention periods have resulted in a lower completion rate as clients are more likely to drop out or be terminated for non-attendance as time passes or community sentences expire.

Secondly, although significantly decreased from last year travel time continues to cut into direct client service and has increased significantly in cost since the program began in 1997. Recently we have explored a new approach to cut on travel time and costs. We have done this by increasing the number of intervention hours performed during a visit to the Port Aux Basques area, which has allowed for less frequent trips cutting down on travel hours and expenses such as mileage reimbursement. This so far has proven to be more cost effective.

### **Conclusion**

2007-2008 was a productive year for both the program and our clients along with many changes with the loss of a long term employee and a new director coming on stream. On behalf of my predecessors we wish to again extend thanks to our past and present partners as we look forward to the new year.

Kelly Simms - Director

### **CBIP Staff**

Kelly Simms- Director, Daphne O'Keefe - Facilitator

## **Employment Services Program Stephenville**

During the past year, the Employment Services Program provided employment services and supports to clients. A number of individuals utilized this office for acquiring labour market information; preparing, writing and copying resumes; faxing resumes; developing cover letters; obtaining referrals to other agencies and organizations; and acquiring general information. Others required career and/or employment counselling to help them reach their goals. In these cases, the Counsellor worked with them to identify their needs, to set short and long-term goals and to develop and implement realistic action plans.

As a result of the services provided, 143 clients were assisted with their job search. This involved 215 counseling sessions and the development of 104 action plans. Ten individuals participated in training programs including academic upgrading and specific skills training. Nine-teen (19) individuals secured employment ranging from short-term jobs to more permanent, long-term positions. A number of clients opted to leave the province for employment and were successful in their endeavors.

In May 2007, a proposal was submitted to Human Resources Labour and Employment (HRLE) to deliver a *Linkages* program. Subsequently, our 2007/2008 *Linkages* program got under way in May. Recognition activities were held on October 19<sup>th</sup> to celebrate the success of *Linkages* and to acknowledge those who helped make it a success. This year we again received an extension for another *Linkages* program. Due to extra money in the HRLE budget we were granted four other *Linkages* placements. These placements began in September 2007 and ended in March 2008.

It seems that each year the *Linkages* partnership grows. This year, the orientation and monthly workshops were co-facilitated by four organizations - John Howard Society, Community Youth Network, Canadian Paraplegic Association, and the Bay St. George South Area Development Association. This partnership continues to be beneficial to sponsors, coordinators and participants alike.

In addition to the linkages program, The Employment Services program submitted a proposal to HRLE for an adult subsidized program. The program was designed according to the *Linkages* format but targets adults aged 30+. The proposal was approved and the *Horizons* program will begin in April 2008.

Other initiatives that the counsellor has continued involvement in include the regular bi-monthly Manager's meetings and weekly visits to the West Coast Correctional Center. Manager's meetings provide the opportunity for the managers of the West Coast Council programs to meet and update their respective programs and to discuss any issues or concerns.

There were a number of professional development opportunities during the past year which this Counsellor took advantage of. Two of these were information sessions given by Keyin Tech College and Student Loan Services. In addition, meetings with Liz Lasaga, Jerry Billard and Len Muise helped the employment counsellor to gain a understanding of the ARMS program. There was also four direct training opportunities in the form of Proposal writing that was held at HRLE, Suicide Intervention Training, Occupation Health and Safety, and Workplace Hazardous Materials Information System.

A number of workshops were delivered by the Employment Counsellor during the year. During John Howard Society week in February the counselor had the opportunity to deliver information regarding bullying and the affects of bullying to the grade six, seven, and eight classes at St. Michael's Elementary in Stephenville Crossing. As well, the Employment Counsellor delivered useful information regarding resources what the John Howard Society provides to clients at the West Coast Correctional Center. Another seven of those workshops were in conjunction with the *Linkages* program(s) and one presentation was made to a group of Adult Basic Education students at L.A. Bown, College of the North Atlantic.

Throughout this year, there has been a change to the role for the Employment Counsellor at the John Howard Society. Simone Kendall was formally the Employment Counsellor for the agency but in June 2007 she took a leave from this role and became the Counselor for the Community Based Intervention Program for the John Howard Society. At that time, I became the acting Employment Counsellor and have come to love the position and feel I have been able to make a difference in helping clients meet their goals.

During the upcoming year I plan to achieve a number of goals. One is to become more familiar with the towns organizations and become more involved in community activities. I think this will be beneficial to the program as I am fairly new to this organization. As well, this will enhance the networking process by widening my scope of personal contacts and allow me to better serve the objectives of the Employment Assistance Services program.

Acquiring proper employability skills is a must and we are confident that the services and supports provided help our clients face the challenges of securing meaningful employment. Once again, I would like to take this opportunity to thank all those individuals, organizations and agencies who have provided support and assistance to the Employment Services Program. Working together will certainly ensure our success!

Rhonda Marsden  
Employment Counselor

## **The Loretta Bartlett Home for Youth**

The Loretta Bartlett Home for Youth (LBHFY) had a total of thirteen admissions in the past year. We provided services to four females (one female repeat admission) and six males (two males repeat admissions). Of the total admissions, there were two male youth served by the Home on an “order to reside”, one male was already serving an open custody disposition.

The total number of youth since the last LBHFY report has shown a significant decline of 33% as measured in “person days”. Two males had served previous dispositions at the Loretta Bartlett Home for Youth while two males and one female returned to serve further dispositions in this report period.

### **Referrals**

All referrals were made through Health and Community Services Western. Eight admissions were from court, two were from Newfoundland and Labrador Youth Centre, and two - “Order to Reside”.

One youth was transferred from Goose Bay Group Home and one youth had new charges while in custody. All thirteen youth admissions completed their dispositions and were released back into the community. There are no youth at the Loretta Bartlett Home for Youth at the end of this reporting period.

### **Education**

Where possible, all youth are registered in a suitable academic program. If a youth cannot be enrolled in some suitable program, alternate arrangements are pursued. When youth are of legal age to refuse school, they are encouraged to find employment and for any reason a youth is at home during the day, he/she will participate in- house educational programming.

Youth during the academic school year were enrolled in an educational program under the supervision of the Department of Education. One youth who was not previously enrolled in public school attended an Adult Basic Education Program, while five youth attended high school on a full time basis. Another youth did school work assigned by the Alternative School in Stephenville and the other youth had a tutor assigned by the Department of Education. We continue to foster positive relationships with our local schools which are a very important part of our mandate.

Youth must participate in group sessions twice weekly, which address drugs/alcohol, anger management, nutrition, group dynamics and other topics related to life skills and personal development. We are continuously improving on our group material. All staff has participated during our slow period in reviewing and compiling new group material.

Also, in the past year we have had the youth employment coordinators at the YMCA present to our youth about their programs and also engaged Western Health Public Health Department in offering sessions on healthy living.

Internet access is available for research and recreational purposes. Educational activities are encouraged in the community such as public library, museums, local paper mill tours and other activities that are deemed educational. Youth who had to complete community service hours did so while under our care.

### **Employment**

Two youth successfully obtained employment, while two other youth who completed community service hours, went on to volunteer at their placement where the Loretta Bartlett Home for Youth provided an honorarium for their work.

### **Recreation and Leisure**

One youth participated in a local church youth group and all youth had the opportunity to go swimming at the local Arts and Culture Centre and our local park. Several youth have used the YMCA gym and attended the local movie theatre. They also enjoy our in-house recreation such as board games, weights, basketball, street hockey, PS2 and computer games

### **Community Treatment and Support Services**

Youth are linked with professionals from Addiction Services, Mental Health, Education and Public Health as required.

### **Training**

Staff training is reviewed on an annual basis when training is available. Staff completed emergency First Aid, Crisis Prevention Intervention and Suicide Intervention. All staff availed of an addictions presentation entitled 'Youth and Drugs' during JHS week. Training has been scheduled for April 2008 on Youth Gambling, Behaviour Modification and Crisis Prevention Intervention. Two staff (Regina Mitchell and Sheldon O'Neill) attended the June 2007 JHS Annual General Meeting in St. John's. The Coordinator participated in a continuing education course called Changing Minds (Mental Illness) at the College of the North Atlantic funded by the Youth Advisory Network (Humber Economic Development Board). One staff (Regina Mitchell) did certification training as an employee representative on the Occupational Health and Safety Committee.

### **Public Awareness**

The coordinator continues to participate on the Youth Advisory Network, Community Youth Network and as a board representative for Newfoundland and Labrador on the Canadian Criminal Justice Association. Our program committee meets on a regular basis with community representatives from Canadian Paraplegic Assoc., Farmdale Board Inc. and Humber Community YMCA. The Occupational Health and Safety Committee meets on a quarterly basis.

### **John Howard Society Week**

During this week we had a luncheon at the Royal Canadian Legion. Our volunteers were honored on our Program Committee and other organizations with whom we network on a regular basis. The Salvation Army Thrift Store Manager, Winston Burt and Mount Patricia cemetery manager, Gerry

MacDonald were shown appreciation for their good work in assisting us by providing “at risk” youth the opportunity to develop job skills and observe good role models.

We also showed appreciation to Rita Gillard, Manager Comfort Inn for providing free meeting space for our meetings. Our sponsoring partner representative Chris Power, liaison Social Worker from Western Health, was given recognition by our staff for the support and dedication to the well being of our youth. Staff brought food items to the luncheon which was donated to the food bank at the Salvation Army.

Staff person Mike Kearley organized a ball hockey tournament at a local school gym (St. Gerard’s Elementary) and winners were presented with a trophy. Players also brought food items for the food bank. This tournament will be an annual event and a picture of the winning team and plaque will be posted at our home. Coverage was provided by The Western Star newspaper on our events.

Two staff Trudy King and Natalie Hynes are on maternity leave. Paul Harris took a year leave of absence for a temporary position with the WHSSC in Corner Brook and Maurice Osbourne is in a temporary teaching position at Gros Morning Academy, Rocky Harbour.

With the support of my staff, the John Howard Society of Newfoundland and Labrador, especially Cindy Murphy and our funding partner Western Health, this has been a very rewarding and challenging year. On a final note we are very much appreciative of Howard Hicks our bookkeeper. I look forward to a very successful year.

Rosemary Mullins  
Coordinator

**The Loretta Bartlett Home for Youth Staff**

Coordinator - Rosemary Mullins  
Senior Counselor - Trudy King (maternity leave)  
Permanent Counselors -Regina Mitchell,Paul Harris(on leave),  
Sheldon O’Neill, Danica Power,Janice Maxwell,  
Mike Kearley, Maurice Osbourne (on leave)  
Casual Counselors - Cory Freake, Natasha Jarvis, William Short,  
Paulette Doucette, NatalieHynes, Denise Sherlock,  
Janice Cecire, Ian Strang, Roxanne Abbott,  
Trevor White, Lori Targett, Jeanette Pink

**Treasurer's Report  
2007- 2008**

During the past fiscal year the John Howard Society of Newfoundland and Labrador administered approximately \$3.5 million dollars in total funding. The John Howard Society, while sponsoring and overseeing all program activities, itself operates on a budget of only a quarter of a million dollars. During 2007-2008, the Society had an excess of revenue over expenditures of \$3,829. It decreased its financial borrowing and has capital assets with a net book value of \$356,988.

BUDGET ACCOUNT	REVENUE	EXPENDITURE	CURRENT YEAR EXCESS OF REVENUE (EXPENDITURES)
<b>JHS (Provincial Office) St. John's</b>	<b>259,896</b>	<b>256,069</b>	<b>3,829</b>

The following represents only general summaries of the main Society accounts. These do not include all Society projects; some of the smaller ones are not formally audited. Financial statements of individual audited JHS programs are available by contacting the Society offices in St. John's (726-5500), Stephenville (643-5894) or Corner Brook - Loretta Bartlett Home for Youth (785-7652).

The other Society accounts that are audited by Deloitte are represented below. The community-based residential facilities, Howard House and West Bridge House, operate on a per diem fee basis without any minimum guarantee, so due to the fluctuating numbers, budgeting is always difficult.

PROGRAM ACCOUNT	REVENUE	EXPENDITURES	CURRENT YEAR EXCESS OF REVENUE (EXPENDITURES)
<b>HOWARD HOUSE</b>	<b>488,305</b>	<b>427,357</b>	<b>60,948</b>
<b>HOME FOR YOUTH/ST. JOHN'S</b>	<b>642,855</b>	<b>649,042</b>	<b>(6,187)</b>
<b>WEST BRIDGE HOUSE</b>	<b>372,961</b>	<b>343,376</b>	<b>29,585</b>
<b>WEST COAST COUNCIL</b>	<b>115,926</b>	<b>104,049</b>	<b>11,877</b>
<b>LEARNING RESOURCES PROGRAM</b>	<b>371,312</b>	<b>380,272</b>	<b>(8,960)</b>
<b>LORETTA BARTLETT HOME FOR YOUTH /CORNER BROOK</b>	<b>608,411</b>	<b>596,024</b>	<b>12,387</b>

The John Howard Society of Newfoundland and Labrador appreciates the support of those individuals, groups, corporations and the federal and provincial governments who contributed to the funding of its programs and services.

Bonnie Abbott  
Treasurer

