



Effective

Just &

Humane

John Howard

THE JOHN HOWARD SOCIETY OF
NEWFOUNDLAND AND LABRADOR

Annual Report 2018-19

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Who We Serve

John Howard Society is a leading social service agency providing services to adult and youth who face many barriers including mental health challenges, addictions, poverty, homelessness, lack of employment, and criminal justice involvement.

Our Mission

Rehabilitation of offenders and safer communities through effective, just and humane responses to the causes and consequences of crime.

Our Core Values

- People have the right to live in a safe and peaceful society.
- Every person has intrinsic worth and the right to be treated with dignity, fairness and compassion before the law.
- All people have the potential to become responsible citizens.
- Every person has the right and the responsibility to be informed about and involved in the criminal justice system.
- Justice is best served through measures that resolve conflicts, repair harm and restore peaceful relations in society.
- Independent autonomous volunteer organizations have a vital role in the criminal process.

Executive Committee

President - Bryan Purcell
Vice President - Leslie MacLeod
Secretary/Treasurer - Joan Dawson
Past President - Catherine Gogan

Directors

Joan Atkinson Paul Ludlow
Donna Luther Debbie Sue Martin
Dean Roberts Michelle Short
Dick Spellacy Mike Tobin
Gwen Watts

Nomination Committee

Catherine Gogan
Michelle Short

Labrador Services Committee

Bryan Purcell
Gwen Watts
Leslie MacLeod
Cindy Murphy

President's Report



I am pleased to report that 2018-19 was a very successful year for the Society and its operations. Existing programs were sustained and, where necessary, modified. A number of new initiatives were taken in response to identified needs. The Society continues to serve clients from all areas of the province from its program sites in the St. John's, Corner Brook, and Stephenville areas.

Annual budget was in excess of \$4.5 million and the Society successfully operated within this budget. Financial management systems which are in place are very effective in ensuring accountability and control of expenditures.

Maintaining tight budget control and a solid financial footing is extremely important to the Society's operations. It enhances long-term planning and ensures that, when unexpected financial challenges occur, they do not threaten the stability of the organization. One positive impact of our sound financial footing is that the Society was able, with confidence, to develop a Strategic Plan for the period from 2018-2021. This enables the Society to identify its goals and check their achievement annually. This plan will be renewed in 2021.

The Board continued to function very well in providing governance to the Society within the parameters of the Carver Model of Board Governance which we follow. This model prescribes very clear standards in defining the respective roles of the Board and the Executive Director. This governance model has proven very effective for the Society.

September brought major changes to the Executive of the Board with the resignations of Phonse Miller, long-time Vice President, and Bonnie Abbott, long-time Secretary-Treasurer. They will both be sorely missed. At the September board meeting, Leslie MacLeod was acclaimed as Vice-President and Joan Dawson as Secretary-Treasurer. They bring many valuable skills to these positions.

Several members of the Board were re-elected for three-year terms. Also, a new Board member, Anne Morris, was approved for nomination. She will be appointed at the June meeting. As a former professor and researcher at Memorial University, Anne will bring a wealth of knowledge and expertise to the Board. We look forward to working with Anne. Near the end of the fiscal year, Inspector Dean Roberts of the Royal Newfoundland Constabulary announced his retirement from the force, and thus his resignation from our Board. We thank Dean for his valuable contributions and wish him well in the future. The RNC will nominate a new representative shortly. As of the end of this fiscal year, one further vacancy exists on the Board. Efforts are underway to recruit a new board member to fill this vacancy.

The Society continues to be affiliated with the John Howard Society of Canada and through this affiliation, and also with the 63 other John Howard Societies across Canada.

President's Report Cont'd

Key issues with the John Howard Society of Canada over the past year have included: a) holding the Federal Government accountable for putting new meaningful legislation in place subsequent to the Supreme Court ruling limiting the use of segregation in federal prisons; b) implementation of the service agreement with the Canadian Border Security Agency to provide housing services to immigrants detained at the border; c) the ratification of a proposed Affiliation Agreement between John Howard Society of Canada and the provincial/territorial Societies. Some concerns have been expressed over certain provisions of this agreement - including some formal concerns expressed by the John Howard Society of Newfoundland and Labrador. Efforts are ongoing to resolve these issues and ratify the agreement.

Interestingly over the past year, John Howard Society of Canada, in recognition of the success of John Howard Week in Newfoundland and Labrador over many years, has decided to hold a national John Howard Society week, and to encourage other Societies across Canada to do the same in their jurisdictions.

The Society continually monitors the correctional and justice systems to identify emerging needs. Over the past several years, the Society has been studying the needs for improved services in Labrador for those in conflict with the law. A recent study was commissioned and a process of consultations with a broad spectrum of the community was conducted. In the next and ensuing years, the Society will work with the Labrador community to pursue opportunities to establish or foster the establishment of new services in Labrador.

Another current issue which the Society is beginning to look at in depth is the whole area of services to women who are involved in the justice system. While women traditionally made up a relatively small portion of correctional clients, they present unique issues and needs. Over the next year, the Society will research the needs of female offenders. This will form the basis for a plan of action which will see the Society and/or its community partners put measures in place to ensure that the needs of women in the justice system are met.

Garrison Place, the Society's ten-unit affordable housing complex, has been in operation for over a year now. While some challenges emerged, the complex has lived up to the Society's expectations and its commitment to supplying humane and affordable housing to clients with complex needs. An ongoing issue currently is to find long-term funding for a support worker position, which has been found to be extremely important to the programs at Garrison Place. Meanwhile, work is progressing with renovations to the Howard House kitchen. This, along with accessibility improvements carried out as part of the Garrison Place project, will ensure that Howard House will have the ability to meet the needs of its diverse clientele.

As a major voice in the correctional and justice fields, the Society has a responsibility to advocate for new and improved services and effective system responses to emerging needs in the system.

President's Report Cont'd

The Society believes in working with and within the system wherever possible to effect needed changes. Many examples of this occur each year. Through our Executive Director, we have input into a broad range of policy, both through representations she makes and through the many occasions when she is asked for her input by justice officials. On many occasions, Cindy is asked to lead various consultations on justice issues. An example of this in the past year was her chairing the investigation and report on Administrative Segregation in Newfoundland and Labrador prisons. On this and many other issues, Cindy is viewed as a very important voice and her credibility adds greatly to the Society's impact on these issues. When advocacy within the system is not sufficient, or when emerging issues elicit public response, the Society - again primarily through the Executive Director - will comment publicly. This has proven to be very effective in holding government responsible and in providing important context on the issues raised. Some examples in the past year would include the need for a new provincial prison; mental health issues among inmates; deaths in custody; and the implementation of better standards of care.

In addition to direct advocacy, the Society also furthers its goals through the many partnerships it forges with other community agencies. This may include on-going partnerships with agencies which are involved in service delivery to common clients. A good example of this approach during the past year was the Society's entrance into a contract with Dr. Todd Young to provide a site at our Pennywell Road building for the delivery of opioid dependency services.

In many of its partnerships, the Society plays the lead role. An example of this over the past year was the pivotal role played by the Society, through our Executive Director, in planning and hosting the National Conference on Suicide Prevention held in St. John's in the fall of 2018. Though it required a tremendous amount of effort by the staff, the conference was a resounding success. This reflects very positively on the Society, as well as meeting some key goals of the Society in an area pivotal to many of our clientele.

As we reflect upon the past year, at a point almost at the end of the second decade of the 21st century, it is appropriate to look back on the Society and its place in the community. Tremendous progress has been made by the Society in that time. Our client base has grown and changed. New challenges are constantly emerging. The cost of providing services has escalated exponentially. The range and complexity of services has had to grow in response to changing needs.

As a charitable, non-profit community organization, the Society depends upon service contracts with various government agencies and departments for its continued viability. In order to continue receiving this support, the Society must constantly demonstrate that it has the expertise to develop, manage, and deliver relevant and effective services.

It is clear that, in the past decade in particular, the Society has more than met this challenge. We are not content to be a passive voice, but are often at the forefront of advocating for change.

In large measure through our staff, led by an exceptional Executive Director, we have grown our credibility and our stature.

President's Report Cont'd

Through expert knowledge and sound judgment, we have established John Howard Society of Newfoundland and Labrador as a highly respected and strong voice in the justice field and the broader community.

Through all of this, the Society has never lost sight of the simple goals of the few visionaries who formed John Howard Society of Newfoundland and Labrador 68 years ago. Then, as now, we remain committed to creating a safer and more just society through the provision of just, humane and effective services to those who find themselves in conflict with the law.

In closing, let me extend sincere thanks to the many staff, volunteers, and community partners who make our success possible.

Bryan Purcell, President

Executive Director's Report



During the past year it has been my honor to represent an organization whose foundation is built on respecting and supporting others. From our humble beginnings in 1951 when a small group of citizens in St. John's came together with the hope of effecting change and improving the unjust social conditions of men leaving custody, the Society continues to work toward a just, effective and humane criminal justice system, none of which would be possible without the dedicated board, staff and volunteers of the Society.

The John Howard Society of Newfoundland and Labrador has a strong history of helping individuals and families who are at risk, those who have come into conflict with the law, or those who are in need of support. In the province, we work with adults and youth as they transition to becoming strong and independent citizens who can fully participate in our communities. For many who are not able to advocate for themselves, the Society tries to be a voice on issues relating to criminal justice matters.

Along with the many direct programs and services the organization provides, our work is also strongly focused on advocacy and improving public policy. During the past year, due to the harmful effects of solitary confinement, we were active in helping to reduce the use of solitary confinement in our provincial institutions as well as improving the general conditions of confinement.

“Injustice anywhere is a threat to justice everywhere”

Martin Luther King – [Letter from the Birmingham Jail](#)

Appointed by the Superintendent of Prisons for the Province, the Executive Director chaired a committee of community and government representatives to review the use of Administrative Segregation in our provincial institutions. Following the review, a report was completed and forwarded to the Superintendent of Prisons in January 2019. The report highlighted many concerns and called for a ban on the use of Administrative Segregation for individuals experiencing mental illness, and overall reduction in the use, as well as the use of alternatives to Administrative Segregation. We await the government's response.

On a consistent basis, delivery and access to health care services remains the number one area of offender complaint to the Office of the Correctional Investigator for federal prisons. In Newfoundland and Labrador, the Office of the Citizen's Representative fields complaints from provincial inmates. Each year complaints from inmates represent approximately half of the total number of complaints filed each year - many of which center on health and well-being related issues.

Executive Director's Report Cont'd



In 2018 the province announced the decision to transfer the responsibility of prison health care to the government Health Authority. Due to the many inadequacies with the current system of care, the Society was pleased with the announcement and have been working with our government partners to help ensure improvements are made to the model of care available to the prison population. This is an on-going process with which we continue to be closely aligned to help ensure an enhanced level of health care services.

Partnerships are so important to the work of the Society. During the past year we were so pleased to begin a new partnership with John Howard Society of New Brunswick. In the fall of 2019, we will begin a program titled the “Atlantic Youth Challenge to Prevent Drug Driving”. This project is a co-managed design, funded by Health Canada, and led by the John Howard Society of New Brunswick. The goal of the project is to enable Grade 10 students in the Atlantic Provinces to make informed healthier decisions regarding cannabis use and the problematic behaviour of impaired driving. In Newfoundland we will engage with 20 schools on the Avalon during the first year.

The Society continues to collaborate with John Howard Society of Canada as well as other provincial offices across the country. In May, we were pleased to have some of our staff attend the bi-annual National Staff Conference hosted by the John Howard Society of Manitoba, and held in Winnipeg. Special thanks to John Howard Society Canada and John Hutton and his team, for putting together a great conference. We look forward to attending the next one to be hosted by JHS Kamloops in 2021.

Last fall, the Society along with the Canadian Mental Health Association NL Chapter partnered with the Canadian Association for Suicide Prevention to hold a national suicide prevention conference in St. John's. The conference titled “Signals of Hope; Guiding the Way to Suicide Awareness, Education and Support”, welcomed participants from the province along with others across Canada. The event was held over three days and consisted of a one-day preconference workshop and two very full conference days. It brought together upwards of two hundred delegates and offered a wide range of topics to enhance the understanding of suicide, suicide prevention and life promotion.

JHSNL continues to be active with the Atlantic Halfway House Association (AHHA). AHHA was founded in 2006 to represent the interests of Community Residential Facilities (CRFs) operating on behalf of the Correctional Service of Canada (CSC) within the Atlantic Region. As an organization, AHHA primarily facilitates networking amongst our members to help them provide specialized residential programming and supervision that support the successful re-integration of federally sentenced offenders.

Executive Director's Report Cont'd

JHSNL is in the second year of a three-year strategic plan. The organization has three pillars of business activity:

- Program Development and Service Delivery
- Promote Community-based Criminal Justice Responses and Resolutions
- Enhance Organizational Resiliency and Sustainability

During 2018-19, we were heavily focussed on enhancing our direct service criminogenic programming, including the introduction of a new accredited substance abuse program which is delivered in the community and in the provinces' largest correctional center. Significant efforts have also focused on staff training and professional development as we continue to work to provide the highest level of program integrity in the human service sector.



Developing community-based correctional services in Labrador continues to be of importance to the people of Labrador and the Society. Following the completion of a report commissioned by JHSNL in April 2019, and titled "Service Needs in Labrador Relevant to the Justice System" we continue to work with our government partners and others in the region to advance the need for community-based services. With this year's announcement of an expansion to the Labrador Correctional Center, which will eventually house female prisoners, the need for services will only continue to grow.

Again, the work of the Society cannot be accomplished without the enthusiasm and commitment of our board of directors, staff and volunteers. Thanks to all, including our donors, and our community and government partners for the support and belief in what we do.

Cindy Murphy, Executive Director

Regional Director's Report



The Regional Director is responsible for overseeing the John Howard Society of Newfoundland and Labrador services and programming in Stephenville and Corner Brook. In 2018-19 the John Howard Society 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 over the past year.

Programs and Services

We are committed to deliver a variety of high quality programs and services through our West Coast Offices. Included are residential services for adults at West Bridge House in Stephenville and for youth at the Loretta Bartlett Home for Youth in Corner Brook. The Community Based Intervention program offers both individual and group counselling services to target criminogenic needs of individuals who have been involved in the justice system. Lastly, through participation in the Linkages or Horizons programs, clients are able to participate in subsidized work placements to gain meaningful work experience. For additional information please see the individualized reports that follow.

Staff Appreciation

One of our highlights for the year occurs during the Christmas season when staff and management join together to celebrate the season and reflect on their accomplishments. Again this year, following our annual tradition, staff from the John Howard Society West office and West Bridge House joined together for a luncheon. At West Bridge House staff and residents got together for a special meal. We are very pleased that members from the Salvation Army made their annual visit to the residents at West Bridge House. This is a popular event for both residents and staff alike. The staff of Loretta Bartlett Home for Youth enjoyed a breakfast luncheon together.

John Howard Society Week – February 17th – 23rd, 2019

Another highlight is the events that occur during John Howard Society week. Staff participated in a number of events that helped to raise the profile and visibility of our organization. Some of the activities that staff was involved in included hosting an Open House on February 19th at the John Howard Society office on Main Street. This event was very well attended by our community partners for whom we are very thankful for all their year around support. On February 20th we held a staff appreciation luncheon and presented Employee Service Awards. Sherry Humber and Suzanne Barry- Kroening received a three-year service award; Charlie Young received 10 years' service award and Sherrie Chaulk was presented with a 25-year service award. During this event the Terry M. Carlson Scholarship was awarded. The scholarship, valued at \$250.00, is awarded to an education client of the Society who is currently enrolled in post-secondary.

Regional Director's Report Cont'd

Staff at Loretta Bartlett Home for Youth got together for some fun and a friendly bowling competition at Central Bowl in Corner Brook. Following this event, a meal was served, followed by Service Awards. Congratulation to Rodney Dyke for 10 years' service and Sheldon Hynes who received a 25-year service award.

Community Involvement

The John Howard Society is well represented on various committees within the community, including: Community Drug Response Committee, Mental Health Recovery Council Committee and Bay St. George Coalition to End Violence.

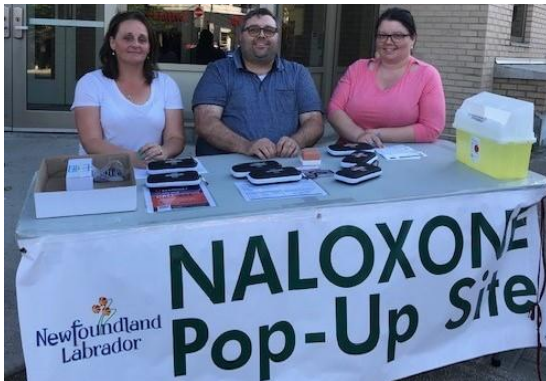
High priority for me as Regional Director, is to acknowledge the continued commitment and dedication of all our staff. We are very grateful for all the support from Correctional Service Canada, Department of Justice and Public Safety, Department of Advanced Education and Skills and Labour, Department of Children, Seniors and Social Development, the Admissions Committee and other community partners. Their support makes it possible for the John Howard Society to deliver quality programs and services in the region. I would like to thank those agencies and individuals for all the help and assistance over the past year, and look forward to our continued partnership into the next year.

I've personally enjoyed the past year with the John Howard Society. I am proud to be a member of a great organization and the rewarding work the Society does for our clients and the community. Having an excellent team of dedicated employees here at John Howard Society West makes my job a lot easier. For that I would like to thank all the staff, as well the management team of Cindy Murphy, Daphne O'Keefe, Ross Ryan (resigned) and Regina Mitchell. I also have a lot of admiration for all the board members who are willing to free up time to attend meetings and serve on committees for the purpose of setting the direction for our Society. I look forward to the challenges of the future.

Charlie Young, Regional Director

2018-19 Events

John Howard Week Service Fair at Her Majesty's Penitentiary



Summer Time Community Help

Downtown St. John's



Victoria Park

Community Support



Donation from the RNC Cadet Program



Donation from the Silver Lights Club

Events 208-19 Cont'd

Christmas



Bill and Flora delivering Christmas gifts!



Children's Christmas Party



Rod and Chris taking individual Christmas pictures at Her Majesty's Penitentiary to be sent to families.

A partnership with the Canadian Association for Suicide Prevention (CASP), John Howard Society NL (JHSNL) and Canadian Mental Health Association (CMHA-NL) for the National CASP Conference – Signals of Hope.



Employee Service Awards

25 Years

- **Sherrie Chaulk** - *West Bridge House*
- **Sheldon O'Neill** - *Loretta Bartlett Home for Youth*

10 Years

- **Rodney Dyke** - *Loretta Bartlett Home for Youth*
- **Sean Fowlow** - *Home for Youth*
- **Charlie Young** - *Regional Director*

5 Years

- **Rob Channing** - *Learning Resources Program*
- **Ryan Holwell** - *C-STEP*

3 Years

- **Allyson House** - *Home for Youth*
- **Caitlin Penton** - *Garrison Place*
- **Sherry Humber** - *West Bridge House*
- **Suzanne Barry-Kroening** - *CBIP*

Residential Housing



- **Howard House**
- **Garrison Place**
- **West Bridge House**
- **Home for Youth**
- **Loretta Bartlett
Home for Youth**

Howard House

Howard House (HH) is a residential reintegration program for 16 adult male ex-offenders who may benefit from the structure, safety, and supportive environment following a period of incarceration. Howard House, in its 42nd year, assists these men to maintain the progress they have initiated during their incarceration and build on their strengths to successfully reintegrate after involvement with the criminal justice system. Our residents have been released to the community on various types of supervision including: Day Parole (DP), Full Parole (FP), Statutory Release (SR), Statutory Release with residency (SRR), Temporary Absence (TA) and Probation (PR). While living in Howard House, residents collaborate with their case management team to develop plans for their future. Through the collaborative efforts of this partnerships with Correctional Services of Canada (CSC) and Adult Corrections Division of the Department of Justice and Public Safety (JPS) we have been able to connect clients to vital community resources and programming to promote prosocial living and reintegration in the community. In addition to individualized supportive counselling directly within Howard House, residents are referred to various programs and services. This includes those offered through John Howard's Learning Resources Program (OASIS, MIMOSA, Caring Dads, CBA, IDA etc.); C-Step (employment) and Housing Support. In addition, other community referrals include assistance to obtain income, ID's, furniture, health care services, social supports, education support, to name a few. These positive impacts extend not only to the individual but also to the community as folks are empowered to become positive contributing members of our community.

This year, Correctional Services Canada (CSC) had 43 clients reside at Howard House for a total of 3482 bed days, with the average of 13 residents per month. This includes those who had more than one stay during the fiscal year. This is a decrease in overall bed days from last year. A total of 135 referrals were made through CSC (see Table 1A), with a 69% acceptance rate (see Table 1B). Corrections and Community Services-Adult Corrections (CCS-AC) had 54 clients avail of the program, utilizing 1722 bed days. This is an increase of 464 bed days with the average of 9 residents per month. In total, 84 referrals were made, which is a slight increase over last year with an acceptance rate of 89% (see Table 1B). The overall average length of residency was 34 days this fiscal year, with an average of 8 TA/Probation residents per month.

During the year, a total of 222 cases were presented to the Howard House Admissions Committee for residency. Of these, 76% were accepted (see Table 1B). Each case presentation is thoroughly reviewed for the individual's suitability and readiness for safe and successful reintegration into the community with the resources that will be available to them in the community. Public safety is also a major consideration of acceptance into Howard House.

As mental health and addictions is often prevalent for individuals to engage in criminal activity, it is a significant area of focus and support in an effort to mitigate future offending behaviours and promote wellness. Our case management teams make considerable effort to uphold services and maintain support for individuals with these challenges in the community.

Howard House Cont'd

This past year, of the 97 clients residing at HH in 2018-19 fiscal year, 79% of successfully completed the program or were still ongoing at the end of the reporting period.

Table 1A: CSC & CSC-AC Referrals 2018-19

CSC	Day Parole	Full Parole	Statutory Release/ Voluntary SR	Statutory Release with Residency	UTA	Halfway Back	LTSO	Total
Federal Referrals	76		9	20	3	1	0	109
Provincial Referrals	25	-	-	-	-	1	-	26
AC	Temporary Absence			Probation		Conditional Sentence		Total
Total	81			3		0		84

Table 1B: Admission Results 2018-19

Admission	Accepted	Denied/Defer	Total	Acceptance Rate
CSC	93	41	135	69%
TA	75	9	84	89%
Probation	3	0	3	100%
Total	168	53	222	76%

Howard House continues to host a volunteer program where persons experience community services for some of our most vulnerable and complex persons in society. Through helping residents with many aspects of the reintegration process such as looking for housing, job searches, developing life skills, etc., volunteers learn the barriers to same and how to support individuals in the process. In addition, volunteers provide support to Howard House staff in the day to day operations. We are so appreciative and fortunate to have had over 20 volunteers give us their time, skills and resources this past year. In addition to this, volunteers are a huge part of the John Howard's Annual Children's Christmas Party, which just marked its 35th year. Again, only with the help of many generous private and business community donors, 36 excited children and their families were able to attend Axtion, have a fun meal and a visit from Santa.

Howard House Cont'd



Valentine's Day Cards delivered to Howard House from Project Kindness

Over this past fiscal year, staff have been able to participate in professional development opportunities. This year one staff person was able to travel to Winnipeg to attend the John Howard Society National Conference. It was a great opportunity to hear and see some of the exciting work that is being done across the country. In addition to this, staff attended local professional development opportunities including Canadian Association for Suicide Prevention Conference and the Road to Mental Readiness (R2MR). While most staff continue to grow with the organization, we did have some staff move on to new opportunities and wish them well with their new endeavors.

Once again we were also fortunate to have been able to hire two students under the Canada Summer Jobs Program, providing valuable experience to students on their learning journey: Last year's students were Robbie Everson and Carson Anthony.

We were later pleased to add Robbie to our relief staff. We also welcomed, for a brief time, our colleagues from the Home for Youth to Howard House. It was a great opportunity to get to know you all a little better and we appreciated all the extra help and support during your time with us. Howard House is an ever changing, dynamic and multifaceted workplace. I am very fortunate to have the dedicated, resilient, and committed team who work hard every day to help better the lives of the residents and the community. The example you set for our residents in how you carry yourselves professionally in the workplace, deal with unanticipated challenges, problem solve and celebrate successes is tremendous. I thank you for everything you do day in and day out.

We would like to thank our volunteers, community representatives, and Board of Directors. As well, to our community partners, Correctional Service of Canada and the Adult Corrections Division of the Department of Justice and Public Safety we are thankful for the collaboration and support. We look forward to our continued partnerships next year.

Val Flynn, Residential Manager

Garrison Place



Grand Opening September 2018

Garrison Place (GP) celebrated its first full year of operations this past fiscal year. Our 10-unit supported housing complex for persons with a history of homelessness or at risk of homelessness, Garrison Place offers stability and support to facilitate opportunity and empowerment to develop goals and become one's personal best. Through application of the Housing First philosophy, tenants of Garrison Place have received individualized support based on their needs and goals for living in the community. This includes assistance with developing life skills, rehabilitative goals, advocacy, enhancing social skills, as well as support with day to day living needs.

Referrals to Garrison Place come from coordinated access with End Homelessness St. John's. We have also been fortunate to receive some funding from Newfoundland Labrador Housing Corporation, under the Supportive Living Program, which has been integral to being able to provide direct service to clients with individualized supports from our Housing Support Worker. During this fiscal year there were 600+ interactions, which included over 60 referrals to external agencies, community building social events, guest speakers etc. This is evidence of the supportive need and complexity of the tenants we serve. At fiscal year end, we are pleased to report that we have seven of the 10 original tenants and have provided housing support to six others. When eviction prevention was not possible or interventions were unsuccessful, intensive efforts were made to safely rehouse individuals where possible.

It has been a year of learning, growth, and amazing opportunity to make a difference to some of the most vulnerable citizens in the community. To this end, active participation in the most current training and networking opportunities with community partners have been instrumental in strengthening our capacity to work effectively with our tenants and the complexities of the clients we serve. The Housing Support Worker (HSW) has been able to avail of professional development in areas such as landlord engagement, landlord tenant relations, and attended the CAEH conference in Ontario. Along with providing services to the tenants of GP, our HSW was also able to assist 17 other clients with housing support. The success of maintaining housing stability for seven people this year attests to the need and benefits of supported housing.

We are so pleased to be part of the solution to ending homelessness in our community. We thank the Board of Directors, as well as all of our community partners who have assisted in our learning and development of this new endeavour for John Howard Society. Last but not least, thank you to Caitlin Penton, our HSW who has embraced this new position from its start and has strived to make the program the best it can be for the clients, through her willingness to grow and learn alongside the program. We are fortunate to have you.

Val Flynn, Residential Manager

West Bridge House

West Bridge House (WBH) is a co-ed 14 bed community residential facility for adult offenders serving day parole, full parole, statutory release, temporary release, or a probation order. It is located in Stephenville. The program accepts referrals from Correctional Service of Canada and the Department of Justice and Public Safety. All residents have to go through a review process by an Admissions Committee in order to be accepted for residency into the program.

Program Description

West Bridge House provides a supportive and structured environment to facilitate individual re-integration into society following a period of incarceration. West Bridge House operates on a Responsibility Model with in-house living skills component and access to a wide variety of community services. Residents are expected to use their time constructively by participating in programming and/or pursuing their educational or employment goals. The program has a full time counsellor who assists residents in meeting this expectation and who provides necessary support through one-on-one counseling. The program also offers ICPM Multi-Target Community Maintenance Program and ICPM Sex Offender Community Maintenance Program. Those residents who require specialized intervention in areas such as addictions, family violence, respectful relationships, sexual behavior, or employment assistance will be referred to the appropriate programs, many of which are offered through the John Howard Society's Community Based Intervention Program. The process of community re-integration is fostered by providing residents with assistance in budgeting, housing, employment searches and education.

Residents are required to comply with the conditions of their release, to follow house rules, maintain a positive attitude, and are expected to have a respectful relationship with staff and other residents of the House. This past year we had 3120 bed days for Correctional Service Canada (CSC) clients released on day parole; full parole and statutory release compared to 3102 for the previous year (see Table 1A). There were 805 bed days used for clients from the Department of Justice and Public Safety, which is up from the 632 bed days in the previous year (see Table 1B).

In total, 74 male clients resided at West Bridge House during the 2018-19 fiscal year. There were no female residents during this period. Fifty-four were referred by Correctional Service Canada and 20 were on Temporary Absence status from the provincial institutions.

West Bridge House Cont'd

Table 1A: Correctional Service Canada Bed Day Usage 2018-19

CSC	Day Parole	Full Parole	SR	SRR	UTA	Total
Federal (Females)	0	0	0	0	0	0
Provincial (Females)	0	0	0	0	0	0
Federal (Males)	2280	71	209	0	10	2570
Provincial (Males)	550	0	0	0	0	550
Total	2830	71	209	0	10	3120

Table 1B: Department of Justice and Public Safety Bed Days Usage 2018-19

	TA's	Probation	Total
Females	0	0	0
Males	805	0	805
Total	805	0	805

Admissions Committee

Admissions to our residential facility are carefully screened by an Admissions Committee. The Admissions Committee composition will include the West Bridge House Director, the Regional Director, a member of the John Howard Society Board of Directors, representatives from the local RCMP and the community. To be accepted into West Bridge House, a potential applicant's file must be presented to our Admissions Committee.

This past year, 26 meetings were held and 129 inmate files were presented. The majority of the referrals came through Correctional Service Canada (Parole) with 100, and 29 applications came from the Department of Justice and Public Safety. Overall, the Committee accepted 79.1% of the cases presented; 14.7 % were denied and another 6.2% was deferred for additional information (see Table 2A). Those who were not approved were deemed either too high risk level for community supervision for the facility to support, have intense needs that West Bridge House could not effectively meet, or did not have a viable case plan at the time of presentation.

West Bridge House Cont'd

Members of the Admissions Committee in 2018-19 were Janice Candow from the College of the North Atlantic, Mike Tobin, Town Councillor and John Howard Society Board member, Cathy Whitehead, Community member, John Butler, RCMP, Blake McBride, RCMP, Daphne O'Keefe John Howard Society, Ross Ryan, Residential Manager at West Bridge House and Charlie Young, Regional Director of John Howard Society. We greatly appreciate the involvement and dedicated commitment from all the members of the Admissions Committee.

Table 2A: Admissions Committee Results for 2018-19

Applications	Accepted	Denied	Deferred	Total
Females	5	2	0	7
Males	97	17	8	122
Total	102	19	8	129
Percentage	79.1%	14.7%	6.2%	

Community Involvement

West Bridge House continues to play an active role in the community. Staff is committed to community involvement by honoring requests from local associations to attend meetings or give presentations as requested. Most recently, JHS Staff have been working closely on the Community Drug Response Committee; attending meetings and bringing concerns and/or ideas from a John Howard Society perspective; attending conferences around mental health representing the Stephenville community and the committee itself; connecting with other community groups for resources; meeting with inmates at the West Coast Correctional Centre during the Program and Services Fair in February 2019.

Staffing

The Residential Manager, Ross Ryan accepted a new position in June 2018. I wish Ross all the best in his new career path. This writer has assumed the duties of the position while the recruitment process is ongoing. Several new staff were hired. Samantha Shears, Robyn Hinks and Cady Childs are new members of Residential Staff team. Residential Staff member Rhonda Critchley was granted a one year leave of absence. We also partnered with Service Canada to provide an opportunity for two students to gain valuable work experience at West Bridge House through the Canada Summer Jobs program.

John Howard Society Week

John Howard Society Week was celebrated from February 17th to 23rd. This year staff attended an Open House at the Society's Main Street office.

West Bridge House Cont'd

As well they attended a staff appreciation luncheon and Service Awards presentation. Congratulations to the following staff members who were recognized for Service Awards: Sherrie Chaulk for 25 years; Sherry Humber for 3 years and Charlie Young for 10 years' service. As well two staff members attended the Program and Services Fair at the West Coast Correctional Centre. This event was organized by Daphne O'Keefe, Director of the Community Based Intervention Program.

Acknowledgment

I would like to acknowledge our community partners: Correctional Service of Canada, Department of Justice and Public Safety, RCMP, Advanced Education, Skills and Labour, the dedicated members of our Admissions Committee and all the individuals, agency/organizations that provide services to our residents. Thank you to the fantastic staff at West Bridge House for their commitment and support. I would like to acknowledge our Executive Director, Cindy Murphy, and the Board of Directors for your leadership and support throughout the year. It's a pleasure to be a part of the team that provides a very valuable service to our clients and the community. We take pride in providing guidance and assistance to our clients in helping them successfully reintegrate back into society.

Charlie Young, Residential Manager (Acting) Regional Director

Home for Youth

The Home for Youth (HFY) has completed its 40th year of operation. Throughout this period, HFY staff has strived to provide successful reintegration and rehabilitative programs for young people sentenced to Open Custody dispositions.

Once again the HFY has seen very inconsistent admissions during 2018-19. There were periods with low numbers or no residents residing within the facility. However, while these low numbers are concerning, they are beyond the control of the HFY.

All referrals were made by the Provincial Department of Children Seniors and Social Development (CSSD). Of the HFY's admissions the four young people arrived from the Newfoundland and Labrador Youth Center as a result of a blended Secure and Open Custody sentence or as a result of a review of their secure custody disposition.

Community Involvement and Programming

As in past years, the residents at the HFY actively participated in in-house programming that included educational, social, vocational and recreational opportunities. The youth were also involved in other learning opportunities within the community.

The HFY residents were involved in the community and availed of social, recreational and formal educational activities with our community partners. These include the Newfoundland and Labrador English School District, The Works, The Mews Center, Mile one Center, other City of St. John's Recreational facilities, the Murphy Center, the Newfoundland and Labrador Youth Center, Waypoints, the Rowan Center, CONA, Choices for Youth, Thrive, Department of Children Seniors and Social Development, The Connect Team, Eastern Health, Psychologists Randy Penney and Gary Burt, and private sector businesses.

The Point System for Resident's Evaluation (PSRE) program was developed years ago and continues to be the basis for the residents' evaluation. This program is based on self-reflection and promotes responsibility and self-behavior modification.

As part of the youth's reintegration process, all HFY programming promotes and encourages pro-social behaviour with adults and peers, self-respect and respect for others, recreation/vocation and educational involvement, in house group discussion and staff-resident problem solving sessions. The program also takes into account life skills training such as personal hygiene, household maintenance, chores, cooking and general skills required in day-to-day living. The end result of this program is that the youth learn they are responsible for their own success with appropriate actions and behaviours being rewarded.

Home for Youth staff reassigned to Howard House

During periods when the HFY did not have any young people, staff were reassigned to Howard House (HH).

Home for Youth Cont'd

This gave HFY staff a real insight into the field of adult corrections and gave HH extra help with their program. HFY staff were only in volunteer roles during this period and very warmly welcomed by HH staff. This arrangement continued until December when the HFY received a resident into its Open Custody program.

40th Year Anniversary Celebrations

Once again John Howard Society week was celebrated during February in conjunction with Valentine's Day. The HFY was highlighted this year for its 40th anniversary. A celebration took place at the HFY with invited guests from staff and board members from JHS and officials and staff from CSSD and the Department of Justice. A program that has operated within the community for over 40 years with very little or no issues has to be admired! The HFY has positively touched the lives of 100's of young people and their families over these years and is an example of what excellent staff, strong community relationships, and solid guidance from the JHS can do.



Back Row: Dean Roberts, Sean Fowlow, Dan Lidstone, Scott Conway; Front Row: Bonnie Mogrige and Cindy Murphy)



David Vincent, Dan Lidstone, Sean Fowlow, Scott Conway, Bonnie Mogrige; Front: Leslie MacLeod)

Conclusion

Once again, due to an ongoing illness, I had to step away from the HFY for an extended period. I would like to thank Cindy Murphy, Rod Harris and HFY staff for their unwavering support. It is greatly appreciated.

In closing, I am happy to say that all the young people successfully completed their open custody depositions again this year. This is, once again, a testament to the great work and positive relationships created by the staff of the HFY. They provide the environment where young people feel wanted, cared for, provide structure yet being held accountable.

Don Vincent, Coordinator

Loretta Bartlett Home for Youth

The Loretta Bartlett Home for Youth (LBHFY), is a six bed co-ed facility which houses youth between the ages of 12–18. Youth are either placed in Open Custody or on Order to Reside. All referrals to the LBHFY are made by the Department of Child, Senior and Social Development.

The youth that come to the LBHFY are provided structure, guidance and support. Education is strongly encouraged and the program advocates for them to return to school as soon as possible. We have a great partnership with the schools and especially the Pathfinders program which offers a modified program for youth for whom the regular school is not the best placement. In addition to education, the youth acquire valuable skills through employment opportunities and volunteer work. They learn job skills, life and social skills, and appropriate recreation and leisure activities. Our goal is successful reintegration and while there can be many challenges facing the youth in our care, the program firmly believes that everyone has potential.

Over the past year, we have had a total of six residents at the LBHFY, five males and one female. Three youth were in Open Custody while three were on Order to Reside.

While at the LBHFY, one male youth in Open Custody attended Pathfinder's full time and volunteered at Onsie-Twosie, which is a store supported by the Community Youth Network that sells used baby clothing. Two residents, one male and one female, both on Order to Reside, attended Corner Brook Regional High on a full-time basis until their release. The female resident was accepted into Tuckamore Treatment Centre.

Another male youth in Open Custody, attended Memorial University of Newfoundland and Labrador (Grenfell Campus) from September – December 2018, after which he was reviewed from Open Custody and returned home. This was the first time we had the pleasure of supporting a youth who was transitioning to post secondary and needless to say we were very excited.

We also had a male resident who arrived at the home during the summer who was involved in the Impact Adventure Program which focuses on physical fitness and offers experiences such as caving, rafting, zip lining etc. He also participated in a kayaking course offered by the Element Outdoor Education Sea Kayaking Program. Both programs were offered through the Community Youth Network. He did eventually attend Corner Brook Regional High full-time in September until his release.

During John Howard Society week, staff participated in a friendly bowling competition followed by the presentation of staff service awards. Those with long standing service include Sheldon O'Neill for 25 years of service and Rodney Dyke for 10 years.

Our community partners are a great asset. They include Western Health, Community Youth Network, YMCA, Onsie-Twosie, Salvation Army, Canadian Mental Health Initiative, Western School District, Pathfinders and RNC.

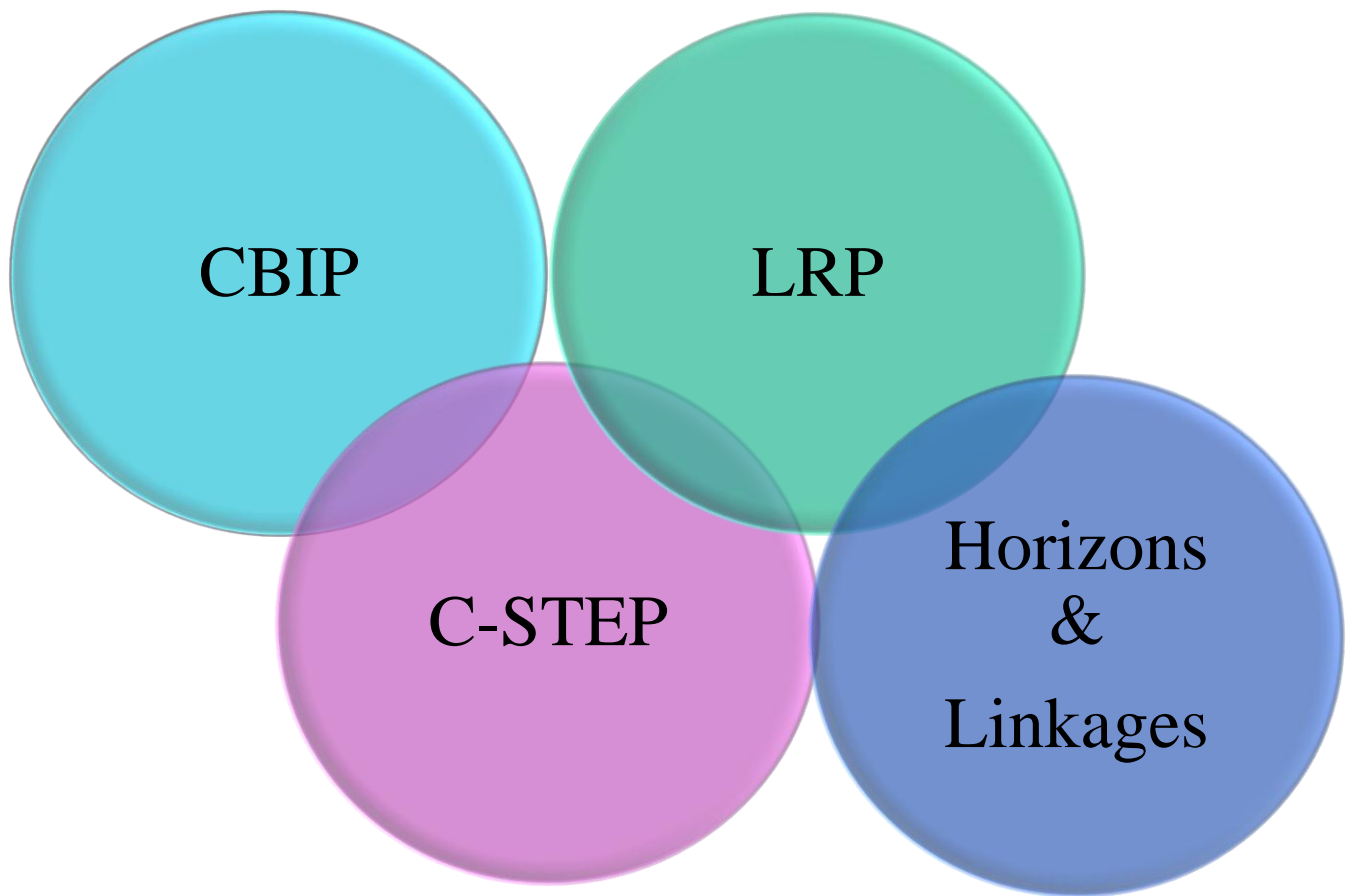
It goes without saying, we couldn't do the great work we do without the dedication of our staff.

Loretta Bartlett Home for Youth Cont'd

Special thanks to Cindy Murphy, Executive Director, Charlie Young, Regional Director, Department of Children, Seniors & Social Development, Mike Kenney and Candace Curlew, facility social workers, Joanne Symonds, Director of Finance, and Donna Jenkins, Bookkeeper. We appreciate your continued support and guidance throughout the year. We look forward to another successful year.

Regina Mitchell, Coordinator

Programs



Community Based Intervention Program

The Community Based Intervention Program (CBIP) is offered through our Main Street office in Stephenville. It provides rehabilitative programming for adult offenders who are clients of the Department of Justice. Programs are designed to meet the criminogenic needs of the individual, with an overall goal to reduce the risk of recidivism through rehabilitative efforts. Programs address issues which contribute to criminal behavior and associated risks and assist clients with developing new skills to help prevent recidivism.

The following programs are offered:

- Criminal Behaviour Awareness
- Substance Abuse Awareness
- Anger Management
- Options and Alternative Skills for Interpersonal Safety (OASIS)
- Turning Points (Women)
- Moderate Intensity Sex Offender Intervention Program
- Moderate Intensity Management of Offender Substance Abuse (MIMOSA)

Referral Characteristics (refer to Table 1A):

Our referral sources in the Stephenville and Corner Brook regions include the Family Violence Intervention Court in Stephenville (FVIC), Department of Justice (Adult Corrections); West Coast Correctional Centre; Correctional Services of Canada; Department of Children, Seniors and Social Development (CSSD) and self-referrals. For the 2018-19 year, CBIP received 121 referrals and had 34 clients continuing with services from the previous year. (See Table 1A).

During the last quarter of the year, the Adult Diversion Program was piloted in the Stephenville and Corner Brook provincial courts. The program is based on the principles of restorative justice with the goals of providing an effective and timely response to offenders' behaviour, encouraging offenders to acknowledge and repair harm they caused victims and to also give victims an opportunity to be part of the process. The alternative measures may include a letter of apology, community service or a charitable donation and/or programming which may be completed at our Stephenville or Corner Brook offices. This programming assists the offender in avoiding future conflict with the law and causing further victimization.

Community Based Intervention Program Cont'd

Table 1A: Client Referrals and Outcomes 2018-19

Program	Carried Forward	New Referral	Assessed	Accepted	Incomplete	Withdrawn	Successful	Ongoing
Criminal Behaviour Awareness	2	20	12	12	5	4	5	8
Substance Abuse Awareness	3	18	16	16	8	1	8	4
Anger Management-CORE	6	5	5	5	3	2	2	4
Anger Management-WCCC	-	24	24	24	1	3	8	12
OASIS (M) -Regular Court	6	15	14	14	5	2	5	9
OASIS (M) -FVIC	3	10	9	9	1	-	7	5
Turning Points-Regular Court	2	1	1	1	-	-	3	-
Turning Points-FVIC	-	1	1	1	-	-	-	1
Sex Offender Intervention Program	1	-	-	-	-	-	1	-
MIMOSA	5	13	10	10	5	1	7	5
Caring Dads-WCCC	-	-	-	-	-	-	-	-
Caring Dads	2	7	5	5	5	2	2	-
Maintenance (Reg Court)	-	-	-	-	-	-	-	-
FVIC (extra CBIP program)	4	6	6	6	2	3	2	3
Adult Diversion	-	1	-	-	-	-	-	1
Totals	34	121	103	103	35	18	50	52

Community Initiatives and Involvement

We were very pleased to again visit the WCCC during the Christmas season to take individual pictures of inmates to send to loved ones for Christmas.

Community Based Intervention Program Cont'd

We also hosted the 2nd Annual Programs and Services Fair at the WCCC during John Howard Week. It was very well attended by inmates and community partners.

We wish to express our thanks to the staff of the WCCC for their support and to our partners for their participation and desire to assist offenders in successfully reintegrating into the community.

CBIP continues to be represented on the Bay St. George Community Drug Response Committee. The main work of the Committee this past year was to place Sharps Containers around Stephenville for safe needle disposal. It is hoped this will put an end to drug needles being left in areas where children and other citizens go. Committee members also attended community events to provide information around drugs and alcohol and they continually focus on making our communities safer.

We also have a place on the Bay St. George Coalition to End Violence Committee and one of the main events hosted this past year was a Seniors' Kitchen Party in honour of World Elder Abuse Awareness Day (WEAD). A free hot roast beef dinner was provided for 110 senior citizens and a guest speaker from Mental Health and Addictions spoke about safe use of medications. Several community partners, including CBIP, had booths set up to inform the seniors of community programs and services available to them for healthy and safe living. Later in the afternoon a local band provided music for socializing and dancing, and a great time was had by the seniors and all the attending community partners.

In January, staff attended the Eagle Feather Ceremony at the Stephenville Provincial Court. This was also attended by our Justice Minister, Andrew Parsons and Chief Judge Golding, several community partners and representatives from the Aboriginal Culture in our area, including the Newfoundland Aboriginal Women's Network (NAWN) and the People of the Dawn Friendship Centre. This was a very important and significant event for our Provincial Court and the Aboriginal people in the Bay St. George area.

Other involvements of CBIP staff throughout the past year included attending West-Bridge House Admissions Committee meetings and Union activities. We hosted a Smoothies Event for Mental Health & Addictions Awareness Week, used staff jeans fund to donate to the Bay St. George Women's Centre Annual Spring Shower and to give Christmas gifts to the women in the Centre.

Staff attended a two-day Inclusive Communities Conference and a Cultural Sensitivity training day, gave a presentation to students of the College of the North Atlantic and met with the Women's Policy Office representative to discuss the effectiveness of the Government's Action Plan to Prevent Violence.

Community Based Intervention Program Cont'd

We also attended a Memorial and Candlelight Vigil for the National Day of Remembrance for Violence against women, attended the Proclamation Signing to mark February as Violence Prevention month and took part in violence prevention activities throughout the month.

In February, we also celebrated John Howard Society Week with our Annual Open House and Staff Luncheon. During the Luncheon, we congratulated Ms. Suzanne Barry-Kroening for her three years of service with the Society and thanked her for the dedication and concern she gives to all clients.

Conclusion

As always, we express many thanks to our Executive Director, Cindy Murphy; Director of Programs and Operations, Rod Harris and all management and staff of the John Howard Society. We also express our thanks to the staff of the Department of Justice and Public Safety, as well as to all our community partners. My personal appreciation to our Regional Manager, Charlie Young for his leadership and support and to the Counsellors of CBIP for providing effective programming and support to clients on a daily basis. I look forward to the 2019-20 year and continuing to work with all John Howard Society staff and our many community partners.

Daphne O'Keefe, CBIP Director

Learning Resources Program

The Learning Resources Program (LRP) acts as an umbrella structure that houses several different programs each specifically designed to provide support, new learning, and coping strategies to participants referred from within the criminal justice system. Programs under the LRP umbrella address a wide range of learning needs that include family violence, emotions management, sex offences, impaired driving, addictions, and positive parenting.

During the past year, the Learning Resources Program has been purposeful in its adoption of a trauma informed lens to better attune and respond to the longstanding maladaptive coping strategies and emotional injuries of the programs' target populations. This shift has been based on longstanding, ground-breaking epidemiological research that confirms the undeniable link between adverse childhood experiences and violent behavior in relationships, increased risk for addictions, and extreme difficulty with impulse control. Further and more recent research has also definitively demonstrated the extremely high correlation of childhood adversity to adult criminality.

Because the LRP programs exist to support participants with making positive life changes intended to lead to lower recidivism rates; providing a programming environment that acknowledges adversity and fosters healing is critical for participants to effectively learn new skills and to build resilience. During the 2018-19 fiscal year, the life stories of developmental and complex trauma among program participants in the LRP has been both extensive and pervasive. Coupled with the research, these exceptional stories of adversity created a tipping point for future program enhancements.

LRP Programming for 2018-19

Throughout the current fiscal year, nine programs have been provided to program participants referred to the LRP primarily by the Department of Justice (probation), Her Majesty's Penitentiary, and Correctional Services Canada. Due to contractual obligations, priority is given to individuals referred by these sources. When capacity permits, referrals may also emanate from the Department of Children, Seniors, and Social Development, as well as other community organizations. Often times, when program participants complete an LRP program, individuals also self-refer to other LRP programming for the benefit of additional learning and the professional and peer support that is inherent in all group programming.

Where possible, LRP programming is offered in group format. The purpose of this model is twofold. While conducting group sessions with 8-10 individuals fosters efficiency, it has become evident that the peer support that naturally unfolds within the group setting also provides individuals with a sense of belonging and connection that is imperative to recovery and emotional wellbeing. Much of the feedback that is elicited from group members when groups conclude has highlighted both peer support and professional support as the most beneficial components of programming.

Learning Resource Program Cont'd

While the goal of LRP is to incorporate programming into group sessions as much as possible, circumstances often exist whereby group sessions are not attainable for some individuals. Group participation is often precluded for individuals due to participant work schedules and/or a history of incompatibility with other group participants. For some programs, group based programming is also not feasible due to inconsistency in the number of referrals at any given time. This most often occurs with Turning Points, the family violence program for individuals identifying as female because referrals to this program are generally low in numbers.

When any of these situations occur, the Learning Resources Program will provide programming in the community on an individual basis to those referred by probation. Referrals from other sources may also be accommodated for individual programming should capacity exist.

Programs Delivered in 2018-19

- Options and Alternative Skills for Interpersonal Safety (OASIS) & OASIS for Family Violence Intervention Court
- Turning Points
- Moderate Intensity Management of Offender Substance Abuse (MIMOSA)
- Anger Management
- Caring Dads
- Criminal Behavioral Awareness
- Stable-2007 Assessments for Sex Based Offenses
- Moderate Intensity Sex Offender Intervention Program (MISOP)
- Intermittent Sentence Workshop

Upcoming Programming Changes

Addictions Programming

A growing body of research indicates that a dual diagnosis of PTSD and substance abuse is surprisingly common. Due to the undeniable overlap between trauma and addiction, the LRP has begun the process of working toward changing the curriculum for the current addictions program (MIMOSA) to more effectively address the complexities of addiction for program participants. The current MIMOSA program consists of similar content that overlaps with the newly identified Seeking Safety program, however, program content in Seeking Safety also addresses compassion, self-nurturing, and methods to detach from emotional pain which are critical trauma informed components for healing.

Seeking Safety is an evidence-based model that can be used in a group or with individuals. It was specifically developed to help survivors with co-occurring trauma and substance addiction.

Learning Resource Program Cont'd

The program focuses on emotional safety of the individual as they do the work while helping them learn specific new ways of coping.

It is anticipated that all members of the LRP team will participate in Seeking Safety training on June 26th and 27th, 2019. Implementation of the new program will take place following this scheduled training.

Parenting Programming

While the current Caring Dads program has important content that addresses critical components for fathers parenting children, its current model is missing some components that are vital for the intended population. To address these gaps, JHS has contracted a local clinician to develop a new program that meets the specific learning needs of the individuals being served by this program. Development of the new program is underway and training for staff is scheduled for May 2019.

Feedback from Participants

Feedback provided by program participants can help to improve and enhance programs and services and will support the LRP in making better informed decisions in addressing the programming needs of the population being served. Purposefully soliciting feedback also sends a message of respect for those whose opinions are sought. By nature, individuals with a history of criminal justice involvement have experienced a loss of power and control in their lives. In recognition of this, since June of 2018, the LRP has been soliciting feedback from participants about their experiences with programming. To date, this feedback has been utilized to make some program changes and once collated, participant feedback will be reviewed to discern whether or not future changes are required. As professionals in the social services field, professional development opportunities are important learning opportunities for individuals to feel their knowledge base is both relevant and consistent with current evidence based practice. Providing these opportunities to staff teams also demonstrates that team members are valued by the employing organization.

During the 2018-19 fiscal year, the LRP team have participated in the following professional development opportunities:

- Understanding Sexual Exploitation (1 team member)
- Trauma informed Practice -2-day training (all team members)
- Introduction to Dialectical Behavioral Therapy - DBT (all team members)
- Person Centered Care (All team members)
- Training for Stable and Static Assessments – (2 team members)
- Fetal Alcohol Spectrum Disorder training - 1 day (3 team members)

Learning Resource Program Cont'd

Learning Resources Program Statistics for 2018-19

OASIS programming specific to Family Violence Intervention Court.

- 50 individuals assessed
- Total of 52 assessments were completed (partway through programming 2 individuals had to be reassessed to move from group sessions to individualized programming)
- 6 groups operated in the community
- Of the 50 individuals, 15 rated at low risk to reoffend, 24 at moderate risk, and 11 rated as high risk to reoffend.
- Of the 50 individuals, all attended programming
- 21 of the 50 individuals assessed participated in group sessions
- 31 of the 50 individuals assessed participated in individualized sessions
- An additional 9 individuals entered programming in the last fiscal year and completed in the current fiscal year
- 7 participants in the current fiscal year will be continuing into the next fiscal year.

Criminal Behavioral Awareness Programming at HMP

2 groups were scheduled for HMP this fiscal year. The first group was not able to go ahead due to prioritization of federal programming requiring the CBA program space for the allotted time slot at HMP. It was necessary to postpone the second scheduled group due to unexpected staffing shortage for that time period.

Learning Resource Program Cont'd

Table 1A: Group Based Programming

	Referrals	Assessed	Engaged	Completed	Carried Over	Other Information
OASIS	113	104	67	37	10	3 of the 67 individuals transferred from group to individual programming 5 individuals were assessed and received new charges so were unable to begin programming 12 did not follow through to program completion *6 groups complete*
OASIS (HMP)	15	10	8	5	2	1 individual did not complete programming *1 group complete*
Anger Management	80	53	49	28	0	21 individuals either did not engage or did not follow through with programming *4 groups complete*
Anger Management (HMP)	44	31	21	19	0	2 individuals who participated in programming did not complete *3 groups complete*
Intermittent Sentence Workshop	17	15	15	13	0	2 individuals did not complete programming 2 additional groups were offered, however, one of these did not receive any referrals and only 2 individuals were present for the most recent group *2 groups complete*
Caring Dads	68	56	29	17	0	12 did not complete *4 groups complete*
MIMOSA - Continuous Entry	93	74	59	30	7	16 people did not complete the program 6 individuals who began group programming moved to individual programming
MIMOSA (HMP)	71	54	52	26	7	15 individuals did not complete programming due to being released from HMP before program was complete 4 participants opted out of programming before completion
Group Totals	501	397	300	175	26	

Leaning Resource Program Cont'd

Table 1B: Individual Based Programming

	Referrals	Assessed	Engaged	Completed	Carried Over	Other information
OASIS	72	59	59	28	29	2 individuals did not complete the program 4 other referred individuals were assessed after March 31, 2019
Anger Management	15	9	9	2	2	5 individuals (female identified) were originally referred for individual programming but were transferred to group programming
MIMOSA	13	12	12	7	2	3 individuals did not complete the program
CBA	24	21	21	9	7	5 individuals did not complete the program
Maintenance Programming	22	22	20	4	13	3 individuals did not complete the program
Stable Assessments	19	16	16	15	1	Only 2 of those assessed rated as moderate risk and were required to partake in MISOP
MISOP	2	2	2	2	0	
Turning Points	5	5	4	3	0	1 person's programming was deferred for a later date due to requiring grief counselling
Individual Totals	172	146	143	70	54	
FVIC Individual & Groups	50	52	50	36	10	Two people had to be reassessed for individual work Two persons did not complete. One person was placed on hold until trauma treatment is accessed One person could not complete due to new charges
Total Group & Individual	723	595	493	281	90	

Learning Resource Program Cont'd

LRP Team Dedication

The 2018-19 fiscal year has been a particularly challenging time for LRP programs due to numerous staffing changes, increased professional development, programming adjustments, and a 20 percent increase in program referrals compared with referrals from 2017-18. Despite these challenges, Bill, Chris, Amanda, Christy, Tyler, Rob, Jessica, and Jill have worked diligently and compassionately to provide respectful and quality programming and supports to every participant served by the LRP throughout this year. Because so many LRP program participants survive while living below the poverty line and often have ongoing life challenges, in addition to delivering regular programming, these dedicated LRP team members also frequently assist many participants with accessing furniture and household items, obtaining food, accessing transportation, and providing support in navigating government systems.

Cheryl Coleman, MSW, RSW, Manager of Programs

Cognitive Skills Training & Employment Preparation Program

Outside of the obvious financial benefits of becoming gainfully employed, securing employment has the potential to provide individuals with improved self-esteem, self-image, and mental health. John Howard Society of NL recognizes the many benefits of employment particularly for individuals with the additional barrier of seeking employment without the ability to obtain a clear record of conduct. Both team members of the C-STEP program have been diligent in providing individuals with direct employment assistance through helping identify and reduce barriers to employment while advocating for services, connecting with potential and existing employers, and through ongoing individual support. All individuals accessing services through C-STEP are assessed on an individual basis to identify and highlight personal strengths. Individual needs are also identified and addressed accordingly through support with resume writing, reviewing interviewing skills, and navigation of discussing a criminal record with potential employers.

New Developments

PRIME Assessment Tool

During this fiscal year, C-STEP has been an active partner in a community based research project lead by the Canadian Career Development Foundation (CCDF) and funded by the Department of Advanced Education, Skills and Labour (AESL) under the Canada-Newfoundland and Labrador Labor Market Development Agreement.

As a partner in this project, C-STEP has been involved in significant training for a new and promising assessment tool called PRIME. Although still a pilot project, PRIME is a tool intended to support career practitioners in assessing individual strengths, needs and progress while linking participant needs to goal setting and service delivery. After training had been completed in November of 2018, C-STEP staff and other partnering organizations have had success with utilizing the PRIME assessment tool. Anecdotal feedback from participants has also been positive. Because the new PRIME tool is structured to gather initial information and to also capture individual progress throughout the employment journey, this new tool promises to become a powerful contributor to the success of individuals being served.

The developers of this program have been both thorough and open to feedback from community partners to further develop this person centered instrument in a manner that is both trauma informed and user friendly for individuals and career practitioners alike.

Professional Development

Employment practitioners with C-STEP pride themselves on providing the highest quality service to John Howard Society participants. Keeping informed of best practices and training that is relevant to the field of employment is critical to staff who are carrying out this important work.

During the 2018-19 fiscal year, C-STEP has participated in the following training opportunities:

- Understanding Sexual Exploitation training
- Trauma Informed Practice (2 days)
- Integrated Correctional Program Model training (through Correctional Service Canada)
- Tax benefits training
- Person centered care training

Additional Services Provided

In addition to the daily work carried out by C-STEP, this year the C-STEP program has also worked closely with the Community Employment Collaboration to organize and participate in a career fair at Her Majesty's Penitentiary. Further to this, first aid programming has been provided to community partners, and the C-STEP program has organized four (4) Tax clinics whereby many JHS participants have utilized this service, some of whom had not completed their respective taxes in many years. Due to the success of the tax clinics this year, with many individuals filing taxes for the first time in many years, Canada Revenue Agency has reached out to C-STEP to request that JHS offer this service year round to current participants. Flora Jackman of C-STEP will be coordinating this important new service moving forward.

Record Suspensions

Because a certificate of conduct has become a commonplace request by employers, the number of individuals seeking assistance with processing a record suspensions application has increased. Although no contract exists for the service of providing individuals with assistance in the record suspension process, John Howard Society views this service as an important part of employment based work as it helps to remove significant barriers for individuals in obtaining gainful employment. As a result of staff efforts, 131 individuals have been supported and assisted in the record suspension process during the past fiscal year.

Integrated Correctional Program Model (ICPM)

The C-STEP program operates an Integrated Correctional Program Model – Community Maintenance Program for individuals presently on parole. This program provides participants with reinforced learning of skills taught during incarceration and assists with incorporating these skills into community living.

Table 1: C-STEP Activities for 2018-19

Annual Goals/Targets	Actuals/Outcomes
275 Participants across all activities	364 individuals served across all activities
Record Suspensions	131 individuals have been supported in the record suspension process during this fiscal year.
Providing computers and other equipment for participants to seek employment	51 participants individually assessed computers and other office equipment to seek employment.
70 new case management plans	138 initial client's assessments completed (total of 232 clients receiving employment services this year).
140 Assessments	97 individuals seeking employment assistance have been supported with case management plans.
Workshops for 24 participants	31 participated in group workshops (First Aid, Traffic Control)
ICPM Programming	35 referrals. 23 completed programming. 10 incomplete. 2 continued into the next fiscal year.
Prime Assessments *The ERS tool has been discontinued and replaced with the PRIME assessment tool as of December 2018.*	During the last 4 months of the fiscal year, 54 PRIME assessments has been completed with all new individuals seeking assistance with securing employment

C-STEP Team Dedication

C-STEP is a very small team comprised of two (2) passionate and dedicated employment practitioners. Flora Jackman joined the team in July of 2018 and has brought with her vast employment knowledge and many community connections and partnerships. Ryan Holwell has been a part of C-STEP for many years and provides a solid base understanding of how the C-STEP program operates. On a daily basis, Ryan disseminates his intricate knowledge of the record suspension process and has been integral in providing training in navigating the complex process of record suspensions to other JHS staff. Both Ryan and Flora work diligently to assist participants with finding and maintaining employment while also navigating systems to help remove the many barriers to employment that exist for many of C-STEP's participants.

Cheryl Coleman MSW, RSW, Manager of Programs

Horizons & Linkages

Horizons:

The Horizons program works with individuals living within the Bay St. George area, who are over the age of 29, have been in conflict with the law and exhibit lower levels of literacy, job skills and education. This program provides valuable assistance towards the rehabilitation of offenders and contributes to the likelihood of a positive transition back into the workforce.

During the 2018-19 year, the Horizons program ran between May and January. Five participants started and three successfully completed the program.

Following the selection of participants, there is a four-week orientation which helps prepare participants for their job placements. Orientation includes the following topics: employability skills, resume writing, interview skills, employer expectation, First Aid training, WHMIS and introduction in Occupational Health and Safety. Following the orientation training each person commenced a 26 week job placement.

The job placement helps the participants overcome barriers and develop skills needed to complete the transition to fulltime employment or to continue to post-secondary education. During the placement, bi-weekly sessions were held to cover a variety of topics including decision making, problem solving, and career interest building. Participants completed the Employment Readiness Scale at the beginning of the program, in the middle and at the end. This is a very important evaluation tool to track progress by each participant.

Linkages:

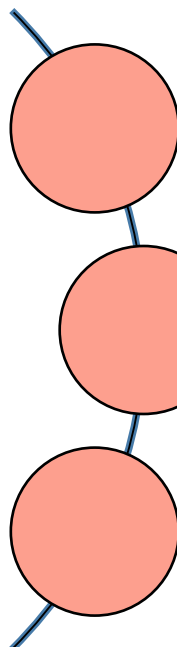
The 2018-19 Linkages program ran from September 2018 to March 2019. Six participants started and three successfully finished. Their goal is to continue working or attend post-secondary education. The program targets youth living within the Bay St. George area.

The Program provides 26 weeks of career subsidized employment, combined with monthly career planning workshops prior to entry to academic upgrading, skills training or continued employment. Participants attend a four-day orientation which focuses on employability skills. Following orientation, each participant conducted a job search with a goal of finding an employer who would sponsor them for a 26-week job placement. The job placements helped the participants overcome barriers and develop the skills needed to complete the transition to future goals.

I would like to extend thanks to Advanced Education, Skills and Labour, Stephenville business community for their continuous support, and to all those who contributed to our workshops.

Leanda Morris, Employment Services Facilitator

Volunteer Programs

- 
- 1-2-1 Prison Visitation Program**
 - Her Majesty's Penitentiary Library Program**
 - Family Prison Visit Program**

1-2-1 Prison Visitation Program

The 1-2-1 program was created by the John Howard Society, and has been in operation for over two decades. The purpose of the program is to offer incarcerated men a means of connecting with the community, and exposing them to positive, pro-social community volunteers.

The 1-2-1 program is held on a weekly basis, each Thursday evening, at Her Majesty's Penitentiary (HMP). Volunteers meet with inmates who have signed up to participate and the program provides the opportunity to sit and chat one on one. Topics of conversation range from plans for the future, favourite books and movies, and everything in between. Additionally, participants will often bring works of art (drawing, poems, songs etc.) that they have created, to share with the volunteers. We also enjoy when our participants bring along pictures of their family (children, partners, pets, etc.). Thanks to the John Howard Society, we held our annual Christmas party for our participants on December 20th. In addition to a feast of Mary Brown's, participants were pleased to receive small presents and cards, and also enjoyed a variety of homemade holiday treats and seasonal music. For the fifth year in a row, volunteer Melissa came wearing a Santa Claus costume for the occasion. The rest of the volunteers and participants wore festive reindeer ears and elf hats. As in previous years, we received many expressions of thanks to the John Howard Society from our participants; all of whom thoroughly enjoyed the evening.

Certainly, the 1-2-1 Program would not be possible without our dedicated group of volunteers, including Dianna Brooks (coordinator), Melissa Hoskins, Nicole Power, Francoise Girard, and Boyd Kelly. We were also delighted to add two new volunteers to our group this year. Tom Ford joined us in November 2018, and Curtis Strickland joined in April 2019. Both new volunteers quickly integrated themselves in the group and report that they look forward to continuing to volunteer with the 1-2-1 program moving forward. Between May 1st of 2018 and May 1st of 2019, an estimated 720 volunteer hours were dedicated to the program by volunteers. Additionally, we would like to thank the dedicated staff of the John Howard Society, including Executive Director Cindy Murphy, for their ongoing support and assistance. We also recognize the smooth operation of the 1-2-1 program is made possible by the professional and courteous staff at HMP, who ensure the safety of all participants and volunteers each week. The 1-2-1 volunteers and participants look forward to another rewarding year.

Diana Brooks, Coordinator

Her Majesty's Penitentiary Library

This past year was another successful year for the library at Her Majesty's Penitentiary (HMP), as the total number of visits had increased by 25.2% equating to 1047 visits during 2018-19.

Typically, the library receives approximately 25-30 people per week. The men and women, when housed at HMP, appreciate the library, the books, and magazines they can access. They treat the volunteers with respect and regularly declare their appreciation for the library service. We as volunteers recognize the value of this service for them and we are happy to be there weekly.

HMP staff have continued to be supportive, accommodating, and respectful to us and the library. We have worked together to ensure that people have access to the library and that it was opened as often as possible as shown in the 2018-19 statistics.

There was a strong volunteer team this past year comprised of myself, Samantha Rousselle, Sarah Doucette, Elise Earles, Annie Crete, and Emily Roche. We were assigned a volunteer inmate which is very helpful with filing books, cataloguing, and helping with suggestions from others. I want to extend a thank you to him for all his help.

Weekly, I have enjoyed collecting donated books, magazines, and newspapers from the A.C. Hunter Library, the Telegram, the Herald, the Downhome, Buy and Sell and occasionally Sportsman Magazine. I want to thank the John Howard Society who have been exceptionally good in supplying me with the materials that were needed for another successful year as well as helping to purchase some second hand books, dictionaries, Word Search and Sudoku puzzle books.

Florence Barron, Library Coordinator

Annual Prison Family Visit

Yearly, Correctional Services Canada funds the John Howard Society to take the loved ones of Newfoundland and Labrador federally sentenced inmates to visit in the various Maritime federal institutions. During February 2018, JHS Staff Tracy Elliott and Rebecca Gillingham visited the five federal institutions to distribute applications for the Annual Family Visit to all Newfoundland & Labrador inmates. Thirty-eight applications were returned expressing interest.

The Family Visit Selection Committee convened in early March to review applications and initiate the selection process. JHS staff then began the process of coordinating and planning the details for the 14 family members who were selected.

The annual visit took place from June 15-18, 2018 with four JHS staff (Rod Harris, Julia Snook, Tracy Oakley, and Sherry Humber) accompanying family members.

Upon arrival, family members were both nervous and excited to see their loved ones. For some, it had been more than ten years since they last met. All the family visits went well with family member expressing gratitude and appreciation for the planning, preparation and opportunity to partake in the visit and returned safely to Newfoundland Monday evening.

2018-19 Family Visits

Institution	Private Family Visit	Regular Visit
Atlantic	2	0
Dorchester Medium	1	4
Dorchester Minimum	3	2
Springhill Institution	1	1
Nova Institution	0	0
Total	7	7

Rod Harris, Director of Programs & Operations

Annual General Meeting Minutes

**Annual General Meeting
September 21, 2018
Newfoundland and Labrador Housing and Homelessness Network
St. John's, NL**

On Friday, September 21, 2018, Bryan Purcell, President for the Board of Directors of the John Howard Society of Newfoundland and Labrador, welcomed approximately 25 people in attendance to the Annual General Meeting.

The Minutes of the AGM of 2017 were reviewed and approved.

Guest Speaker

The Executive Director welcomed Barbara, a former client of the John Howard Society Newfoundland and Labrador, to speak on her experience with the society.

Barbara spoke about the warm and supportive environment she received combined with guidance and direction from the Society's staff. She stated that with help from the Society she was able to secure a volunteer position and has recently been inducted into the Newfoundland and Labrador Volunteer Hall of Fame, received a record suspension and has been successful in gaining meaningful employment. She gave a heartfelt thank you to the Society and staff for the help she received that made a difference in her life.

President's Report – Bryan Purcell

The president tabled his report for 2017-18 and made the following comments: The Society through new and sustained programs had another successful year. Garrison Place, a supportive housing complex, was completed late fall of 2017 and structural renovations at Howard House are planned for spring 2019. The sale of 426 Water Street in late 2017 enabled the Board to eliminate the mortgage at 342 Pennywell Road leaving the Society on solid financial footing. He also commented on the continued affiliation with JHS Canada, the draft Strategic Plan and the feasibility study ongoing in Labrador by Goss Gilroy.

The president thanked the Board of Directors for their hard work throughout the year with special mention of newly elected members Dean Roberts and Joan Dawson. He thanked Cindy Murphy, and the staff and volunteers for their many contributions over the past years. He also extended well wishes to Susanne Rendell on her retirement after 34 years' service with the Society.

Executive Director's Report – Cindy Murphy

The Executive Director tabled her report for 2017-18 and made the following remarks on some activities during the past year: All existing programs continued, the completion of Garrison Place and the grand opening which included both Federal and Provincial partners. She extended many thanks to the Board of Directors, the Building Committee, the staff of Howard House, with special mention of Keith O'Neill for his expertise throughout the construction phase. Cindy Also thanked Val Flynn and Caitlin Penton for their work with the new tenants.

Annual General Meeting Minutes cont'd

She continued to note the attention the Society has given to the completion of Disciplinary Segregation Review, the Administrative Segregation Review, aging offenders, prison overcrowding, prison conditions, and the independent review of deaths in custody. Ms. Murphy thanked the Board of Directors, staff and volunteers for their continued support. She thanked and offered well wishes to Rosemary Mullins and Susanne Rendell from the JHS NL staff, and Phonse Miller and Bonnie Abbott from the Board of Directors on their retirements and past employees in their future endeavors.

Regional Director's Report – Charlie Young

The Regional Director provided comments from his 2017-18 Annual Report for the west coast programs of the John Howard Society. He reported all programs are running well and noted the increase of completions in the Community Based Intervention Program (CBIP).

He thanked the west coast staff for their hard work, as well as the Board of Directors, the Executive Director and management team for another successful year. He acknowledged the resignation of Joan Shea from West Bridge House and wished her well. He welcomed Ross Ryan as Manager of West Bridge House and Regina Mitchell in her new position at Loretta Bartlett Home for Youth.

Treasurer's Report

On behalf of Treasurer/Secretary Bonnie Abbott, Joanne Symonds, Director of Finance presented the Treasurer's Report.

The financial audit was completed by the accounting firm of Harris Ryan, the audited statements show the Society was in good financial position at year end. During the year the organization was able to eliminate its long term debt by paying the mortgage of 342 Pennywell Road Property in full. The organization has a healthy liquidity position. (**Motion to adopt: Bryan Purcell/Leslie MacLeod**).

Resolutions: Appointment of Auditors 2018-19

A motion was tabled to appoint Harris Ryan as the auditing firm for the John Howard Society of Newfoundland and Labrador for 2018-19. (**Motion to adopt: Cindy Murphy/Bill Ranson**).

Nominating Committee

Catherine Gogan, Chair of the Nominating Committee, presented the Nominating Committee Report for 2018. Those who were nominated and agreed to serve were: Dean Roberts, Catherine Gogan, Leslie MacLeod and Dick Spellacy. (**Motion to adopt: Dick Spellacy/Cindy Murphy**).

Ms. Gogan commented on the retirement of Board Members Phonse Miller and Bonnie Abbott and thanked them for their service.

Motion to adjourn: Dick Spellacy

Recorder: Tracy Oakley

Financial Report

Summary of 2019 Audited Financial Statements

Condensed Statement of Financial Position

March 31, 2019	2019	2018
Assets		
Current assets	1,629,185	1,458,125
Investments	22,369	20,897
Capital assets	3,047,861	3,106,964
	<hr/>	<hr/>
	4,699,415	4,585,986
Liabilities		
Current liabilities	533,118	598,040
Deferred revenue	12,439	12,439
Accrued severance	-	149,932
Long term debt	1,297,054	1,362,479
Deferred capital contribution	42,236	51,975
	<hr/>	<hr/>
	1,884,847	2,174,865
Net Assets		
Donated surplus	435,000	435,000
Net investment in capital assets	1,745,381	1,739,245
Restricted	503,069	502,597
Unrestricted	131,118	(265,721)
	<hr/>	<hr/>
	2,814,568	2,411,121
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	4,699,415	4,585,986

Condensed Statement of Operations

Year ended March 31, 2019	2019	2018
Revenue	4,726,906	4,523,325
Expenses	4,393,670	4,354,281
Excess of revenues over expenses from operations	333,236	169,044
Extraordinary items and other income	69,739	365,895
Excess revenue over expenses	<hr/>	<hr/>
	402,975	534,939

Complete audited financial statements are available on request at 726-5500.

Provincial Office Locations

Provincial Headquarters

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St. John's, NL A1E 1V9
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