

John Howard
THE JOHN HOWARD SOCIETY OF
NEWFOUNDLAND AND LABRADOR

ANNUAL REPORT
2023-24



Our Collective Impact



Table of Contents

President's Message.....	1
Executive Director's Message.....	2
Howard House	4
Garrison Place	8
West Bridge House.....	10
Home for Youth	15
Loretta Bartlett Home for Youth	18
Learning Resources Program	20
Community Based Intervention Program	28
New Day Program	33
Next Steps-Employment Services	37
1-2-1 Prison Visitation Program	42
HMP Library Program	43
Annual General Meeting Minutes	44
Financial Report	46
Appendix A - John Howard Society	47
Appendix B – Programs and Services Descriptions	48
Appendix C – Staff & Volunteers 2023-24	52

President's Message



I am pleased to report that 2023-2024 was a very successful year for the John Howard Society of Newfoundland and Labrador (JHS-NL). All operations and programs were sustained, and new initiatives were implemented. The Society successfully operated within our budget thus ensuring accountability and control of expenditures.

In October 2023, the John Howard Society of Canada held its Annual General Meeting and Conference in St. John's. The primary focus of the meeting was on the Federal Framework to Reduce Recidivism and ways to raise awareness about the Act and its implementation. A highlight of this meeting was the presentation of the national Jim MacLatchie Award for Exceptional Contribution to the Field of Community Corrections awarded to our Executive Director, Cindy Murphy. The award was presented in recognition of her many contributions to JHS-NL and for enhancing the role of the provincial Society consistent with the John Howard Society of Canada mission. In presenting the award, it was noted that: "Cindy has spent her entire working career with John Howard NL and is largely responsible for its current professionalism and status in the local and national community." Her sound leadership and extensive advocacy for improved conditions at Her Majesty's Penitentiary have been outstanding.

During JHS-NL Board of Directors meeting in February, Cindy announced she will be retiring in March 2025 and she will be sorely missed. A search committee has been established to begin the process of selecting a new Executive Director.

We also want to say a special thank you to longtime JHS-NL board member Catherine Gogan who retired from the board during the past year. Catherine involvement with the Society spanned three decades during which she served in the role of both provincial and national president. Her dedication to the Society was unmeasured and we are thankful for her loyalty to upholding the values and the mission of the Society during her long tenure.

In terms of programming, all our programs operated fully during the past year including our Next Steps Employment Services program which was successful expanding its services. We also launched our New Day program on January 26th, 2024. This program provides intensive case management for individuals involved in the justice system who have a history of mental illness. To date, the program is very busy and has garnered much interest from the community.

In closing, I would like to say a big thank you to the many staff, volunteers and community partners who have made this past year very successful. Through our joint efforts, JHS-NL is a highly respected and prominent voice in the justice field and the broader Newfoundland and Labrador community.

JOAN DAWSON, PRESIDENT

Executive Director's Message



The past year has been a busy and productive one for the John Howard Society of Newfoundland and Labrador (JHS-NL). We maintained all existing programs and were able to expand in some areas to meet the changing needs of our service users. While we like to believe the pandemic is fully behind us, unfortunately we still see many of its social impacts they continue to have for the vulnerable people in our communities. The housing crisis, the lack of access to health care, including mental health and addictions services, and challenges with other social systems continue to create significant hardship for our participants, resulting in more people arriving at our doors with more

acute and complex needs than ever before.

The instability that continues in the labour market has also created challenges for our programs and services providing twenty-four-hour staffing. These same labour shortages are also being keenly felt within the provinces correctional institutions and have negatively impacted prison conditions for staff and residents. Residents are experiencing more lock downs, increased confinement, cancelled in-person visits, delayed doctor's appointments, and inconsistent program delivery by community organizations such as JHS-NL. All of which do little to help prepare people for re-entry to the community. The impact to correctional staff is also evident and does little to help attract new people to the profession. Throughout the year, we have spoken publicly about these, and other criminal justice matters in an effort to provide public education while working to improve the conditions of confinement.

Despite the challenges, we have remained focused on our New Strategic Plan which sets a clear vision for the next three years. The four priorities are as follows:

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

While there are many challenges facing our criminal justice system, we have no doubt we have the people, the organizational culture, and the partners to work together towards meeting the needs of our service users while enhancing the safety and well-being of our community.

Collaboration continues to be the cornerstone to our success. This was evident in the past year as we worked together with community, JHS Canada, JHS Atlantic and others to develop opportunities for our participants. One positive example of this is a new initiative with the John Howard Society of New Brunswick. Through this partnership we were successful in securing new funding from Economic and Social Development Canada to provide job readiness and wage subsidy job placements for folks seeking to enter the labour market.

Another positive development for the organization was receiving sustained funding from the Provincial Department of Justice and Public Safety for intensive case management (ICM) services for justice involved individuals with significant and persistent mental health concerns. This program provides the much-needed supports to service users while incarcerated at Her Majesty's Penitentiary and continued assistance as they transition back to the community.

As we conclude another successful year, I offer my warmest thanks to everyone who contributed to the Society in 2023-24 including our Board of Directors for their leadership, our committed staff, and volunteers as well as our funders and other community organizations. For more information on the individual program outcomes for the previous year, please see the detailed program reports.

We look forward to the future challenges and meeting them head on to better serve our participants and the wider community.

CINDY MURPHY, EXECUTIVE DIRECTOR

Howard House

Howard House (HH) has been providing support to adult men leaving incarceration and moving beyond involvement with the criminal justice system for 46 years. Operating as a 16-bed residential facility in St. John's, residents are provided the opportunity to engage in community based therapeutic and personal development programs which equips them with skills and tools to reach their identified goals. This promotes successful reintegration into the broader community and works to reduce the likelihood of recidivism in the future. This structured support, on re-entry into the community, endeavors to enhance inclusion and safety in our community in the short and long term.

Within the structured and supportive environment that HH provides, individualized case plans are developed in collaboration with our correctional partners, Correctional Service of Canada (CSC) and Adult Corrections Division of Department of Justice and Public Safety (DOJ), as they serve a portion of their sentence in the community under supervision. The types of releases include Day Parole (DP), Full Parole (FP), Statutory Release (SR) as well as Temporary Absence (TA), Electronic Monitoring Temporary Absence (EMTA), Intermittent Temporary Absence (ISTA) and Probation (PR).

“I liked the structure and routine it gave me as well as stability.”

Anonymous Participant

This year, in total, 141 referrals were presented to HH Admissions Committee for residency (see Table 1A & B) and of these, 92% were accepted (see Table 2A). Even though this past fiscal year has experienced more residents, due to the intermittent nature of some residencies, there were significantly less bed days overall than in previous years.

78

**Residencies
2023-24**

CSC referrals actualized to 26 residents accounting for 2548 bed days (see Table 3A), which is over 500 less bed days than the previous year and an average of seven residents per month.

Referrals from DOJ resulted in 43 residents and 1164 bed days, amounting to over 500 less bed days than in previous year (see Table 3B). This is an average of three residents per month.

These statistics also encompass those who were in need of a return to HH for additional support or who extended residency until they had achieved the desired stability before moving on to independent living. It is noted that 74% of TA's and 70% of CSC residents successfully completed the program, or were ongoing, during the end of this reporting period.

“...staff and counsellor are great people you can reach out to...”

Anonymous Participant

Table 1A: CSC Referrals 2023-2024

CSC Referrals	Day Parole	Full Parole	VSR/SR	SRR	UTA	Halfway Back	LTSO	Total
Federal	55	3	8	5	1	2	1	75
Provincial	7	-	-	-	-	-	-	7

Table 1B: DOJ Referrals 2023-24

JPS Referrals	Temporary Absence	Intermittent Sentence TA	Electronic Monitoring TA	Probation	Conditional Sentence	Total
Total	50	5	2	2	-	59

Table 2A: Admission Committee Results 2023-2024

Admission	Accept	Denied	Defer	Total	Acceptance Rate
CSC	66	11	5	82	87%*
JPS	58	1	-	59	98%
Total	124	13	5	141	92%*

*Inclusive of deferred status

Table 3A: CSC Bed Day Usage 2023-2024

CSC	Day Parole	Full Parole	VSR/SR	SRR	HWB	UTA	Total
Federal (Males)	2269	16	63	-	77	-	2425
Provincial (Males)	123	-	-	-	-	-	123
Federal (non-binary)	-	-	-	-	-	-	-
Total	2392	16	63	-	77	-	2548

Table 3B: DOJ Bed Days Usage 2023-2024

JPS	Temporary Absence	Intermittent Sentence TA	Electronic Monitoring TA	Probation	Conditional Sentence	Total
Total	997	72	91	4	-	1164



VOLUNTEER PROGRAM

Our volunteer program is a great support to the people who have criminal justice involvement. It offers an opportunity for individuals to gain valuable career related experience in the community and institution, and an opportunity for personal growth and contribution to our community. We have several long-standing volunteers, and we are grateful for their time and commitment to HH and to providing services at HMP. This year we welcomed five new volunteers to our preexisting group: three in HH and two for the 1-2-1 Program at HMP. We would love to see more volunteers next year.

ANNUAL CHILDREN'S CHRISTMAS PARTY

December 7th, 2023, JHS-NL families joined us for a fun afternoon of bowling, pizza, and a much-anticipated visit from Santa. While it was a lower attendance this year, several families joined us for this event and nine children made some special holiday memories.

Thank you to our private donors, businesses and volunteers that made this event memorable and brought a little magic to children who need it. We were also grateful to have private donors who sponsored JHS-NL families, outside of this event, alleviating the stress of what can be an exceedingly difficult time for families.

FAMILY SERVICES

The Family Services Program is a contracted program for JHS-NL whereby we coordinate and facilitate an annual family visit for family members who have loved ones completing their sentence in one of the five Federal Institutions in the Atlantic region. Last year's visit was initially planned for March 2023 but was hampered by weather and postponed to April 21-24th, 2023.

As the planning for the visit in March began there were initially 12 family members selected but throughout the preparation process there were changes to the family member group for various reasons including security/application challenges, loss of contact, timing challenges and inmate transfers resulting in seven families finalized to participate. Following the March's weather postponement two additional family members withdrew and five family members spread across the five institutions were accompanied by two staff for the visit.

The visit went very smoothly for all who participated. It is notable that this was a particularly challenging time for the institutions due to the Public Service strike action affecting some staff. That said, institutional staff went above and beyond to facilitate a smooth visit and striking workers were quite understanding of our purpose in accessing the institution. We were very appreciative of the efforts of all who helped make this a successful visit and a long-awaited visit post-pandemic. The family members who participated were quite grateful for the opportunity to see their loved ones and have the supportive environment with other families navigating this experience.

STAFFING

During the year, we welcomed several new staff members to HH and the Housing teams and said farewell to others who embarked on new opportunities and adventures.



Riley Hunt & Nat Hutchings



Val Flynn, Lucretia Brown, Kayla Smith & Nat Hutchings Attending the 2023 AGM



HH Staff Christmas Event

They are wished well in their new ventures. Additionally, HH also benefitted from the Canada Summer Jobs program this past year, where two youth provided support to the HH staff and residents and we were grateful to have them. Our colleagues with the Home for Youth joined our team for a short period this fiscal year and provided extra hands and support. Many thanks to all.



PROFESSIONAL DEVELOPMENT

Staff were able to engage in the following opportunities this past fiscal year including:

- Mental Health First Aid
- Parole Board of Canada (PBC) education session
- Drug Awareness session delivered by a member of the RCMP
- Mandatory certifications

The Housing Staff availed of:

- R2MR
- VAT training
- Assertive Engagement



ACKNOWLEDGMENT

The HH team always displays exemplary dedication and support to each resident who walks through our doors and embraces new ways to make our program thrive in challenging community and financial times. Always upholding the responsibilities of a program such as this while bringing their compassion and commitment to support bettering the lives of our residents and community, they are an amazing group for which I am very appreciative and proud.

Our Executive Director Cindy Murphy and our Board of Directors bestow great leadership to the organization and the programs, and I thank them for this.

I would also like to thank our community partners Correctional Services Canada and Department of Justice and Public Safety for ongoing collaboration to meet our mutual goals of safe, effective reintegration. To our volunteers, our many community partnerships, private and public donors, thank you for choosing to support our work and make positive impacts in our community. I look forward to our continued work together.

VAL FLYNN, MANAGER OF ADULT RESIDENTIAL SERVICES

Garrison Place

This year saw an unprecedented housing crisis in our community as access to safe, stable, and affordable housing was a luxury many people in our community from all walks of life and socio-economic backgrounds struggled to obtain. For some of our most vulnerable citizens, this challenge is exacerbated, and we are proud to be able to be a small part of the solution for some people.

Garrison Place (GP) is our 10-unit supported housing complex, in its 6th year of operation. Within a housing first framework, tenants of Garrison Place can focus on personal goals and development in a supportive environment. Primarily accepting referrals through Coordinated Access to Homes (CAH) in partnership with End Homelessness St. John's (EHSJ), persons can move from shelter or precarious housing situations and have a new start for the future.

The Supportive Living Program (SLP) has once again provided support to this program via partial funding for the full-time housing support worker (HSW) position. This year we were also fortunate to obtain some additional funding from EHSJ. This dedicated support is a critical component of participant success.

During this past fiscal year, 8 tenancies achieved housing stability milestones. One individual remains from our original housing composite group, and thereby celebrating 6 years of housing stability, another has achieved 5 years of housing stability. This is remarkable for an individual with longstanding challenges to remaining housed. Two other individuals marked 2 years of tenancy, while four others have achieved housing success for over a year. This truly speaks to the importance of having a supported environment to thrive in. In total, 12 individuals with diverse barriers to housing were afforded support through this program. The two additions to the program were direct from shelter living.

The GP program endeavors to provide a supportive community with an atmosphere of safety and inclusiveness to all. This past year staff provided over 1000 points of contact and supportive interventions to maintain housing stability and promote well-being. Economic challenges, food insecurity, mental health challenges, and addictions persist as barriers to daily life, and these were the focal points of support for our tenants while other tenants were able to embrace employment and volunteer opportunities to enhance their own wellbeing. Our HSW also assisted other JHS-NL participants with identified need for housing related support. This year 48 individuals were referred for housing support.

This fiscal year we were also proud partners with EHSJ, hosting three (RFP) positions dedicated to supporting sheltered, unsheltered, and precariously housed individuals find homes and achieve stability in same. This is quite challenging work, given the limited housing available in private market and in government programs. Through this we had one Housing Support Worker (HSW), in rapid rehousing, whose role was to support individuals in the community needing housing but requiring some support to achieve the same.

In addition, we had two Housing Focused Case Managers (HFCM) whose goals were to secure housing for individuals with complex histories and barriers and help them remain housed through case management services. While we encountered some transitions within the team, we were able to provide referrals/support to 44 individuals in Rapid Rehousing and 30 individuals in Housing Focused Case Management. It is noted that there were some individuals who were transferred to the alternate RFP position based on identified needs. As a result of these positions, 17 people were housed this past fiscal year. In the current housing crisis this is impressive. Whether it was housing readiness, interim support while waiting to find housing, or support to maintain housing, the team endeavored to support individuals in the place they were. Unfortunately, some individuals were unwilling or unable to utilize the supports available and will need to be re-referred for service if needed, at another time.

To complete this work, over 2500 interventions occurred, inclusive of general contact, crisis management, landlord engagement, and referrals to multiple community services. This is collaborative work at its finest.

The work of our Housing team is challenging and can feel discouraging at times to those on the front lines when housing goals cannot be actualized. The team engaging in this work are to be admired for their perseverance and ability to push forward in challenging times. The work they do is pivotal to changing lives and we will continue to work with our community to reduce experiences of homelessness. Again, I thank our Board of Directors, and our Executive Director, Cindy Murphy, for continued leadership and support. And finally, thank you to the housing team for your tireless efforts over the past year.

VAL FLYNN, MANAGER OF ADULT RESIDENTIAL SERVICES

West Bridge House

WEST BRIDGE HOUSE (WBH) is a 14-bed gender inclusive community residential facility located in Stephenville for adults. The program accepts referrals from Correctional Service of Canada (CSC) and the Department of Justice and Public Safety (DOJ). All residents go through a review process by an Admissions Committee in order to be accepted for residency into the program. During the past year we have taken residencies on an emergency basis due to former residents of West Coast correctional Centre (WCCC) needing an overnight stay to be able to return to their homes after their period of incarceration ends. We have also taken residents who are serving intermittent sentences.

PROGRAM DESCRIPTION

WBH provides a supportive and structured environment to facilitate individual reintegration into society following a period of incarceration. The process of community reintegration is fostered by providing residents with assistance in life skills, budgeting, housing, employment supports and education. The program 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 on-site Senior Residential Counsellor who assists residents in meeting this expectation and who provides necessary support through one-on-one counseling. Residents of WBH who require specialized interventions in addictions, intimate partner violence, respectful relationships, sexual behavior, or employment support are referred to appropriate programs, many of which are offered through the Community Based Intervention Program (CBIP).

ADMISSIONS

Admissions to the WBH program are carefully selected by an Admissions Committee and admission meetings were held via teleconference and in person depending on what was best for the committee members and those presenting cases for admission. The 2023-24 committee members include: Janice Candow, Community Member; Dave Cooke, RCMP; Daphne O'Keefe, Director CBIP JHS-NL; Charlie Young, Community Member and Shelley Garnier, Residential Manager, WBH. We appreciate the involvement and dedicated commitment from all the members of the committee.

This past year, 31 meetings were held, and 79 inmate files were presented. The majority of the referrals came through CSC (Parole) with 48, and 31 applications came from the DOJ. Overall, the

44

**Residencies
2023-24**

committee accepted 87% of the cases presented; 10% were denied and 3% were deferred. (see Table 2). Those who were not approved were deemed either too high risk for community supervision for the facility to support, have intense needs that WBH could not effectively meet, or did not have a viable case plan at the time of presentation. In total, 44 males resided at WBH during the 2023-2024 fiscal year. CSC sponsored 16, Temporary Absence (TA) from the Province's Correctional Institutions were 23, and five were under the Stranded Person's policy.

West Bridge House con't

This past year we had 1234 bed days for CSC residents released on Day Parole (DP), Full Parole (FP), Statutory Release (SR), Statutory Release with Residency Clause (SRR) and Unescorted Temporary Absence (UTA) compared to 2520 for the previous year (see Table 3A). There were 630 bed days used for residents from the DOJ, which is up from the 537 bed days in the previous year (see Table 3B). There were also five bed days for residents that were considered stranded and needed a one-night stay to be able to make their way home the next day.

Table 1A: CSC Referrals 2023-2024

CSC Referrals	Day Parole	Full Parole	VSR/SR	SRR	UTA	Halfway Back	LTSO	Total
Federal	33	-	4	1	1	-	-	39
Provincial	10	-	-	-	-	-	-	10

Table 1B: DOJ Referrals 2023-24

DOJ Referrals	Temporary Absence	Intermittent Sentence TA	Electronic Monitoring TA	Probation	Conditional Sentence	Total
Total	30	1	0	0	0	31

Table 2: Admissions Results For 2023-2024

Applications	Accepted	Denied	Deferred	Total	Acceptance Rate
Females	4	-	1	5	80%
Males	65	8	1	74	88%
Total	69	8	2	79	87%

Table 3A: CSC Day Usage 2023-2024

CSC	Day Parole	Full Parole	SR	SRR	UTA	Total
Federal (Females)	-	-	-	-	-	-
Provincial (Females)	-	-	-	-	-	-
Federal (Males)	783	68	82	-	2	935
Provincial (Males)	299	-	-	-	-	299
Total	1082	68	82	-	2	1234

Table 3B: DOJ Bed Days Usage 2023-2024

	TA's	Probation	Total
Females	-	-	-
Males	630	-	630
Total	630	-	630



INTEGRATED CORRECTIONAL MAINTENANCE PROGRAM, MULTI-TARGET (ICPM)

WBH provides the ICPM Multi-Target and Sex Offender Community Maintenance Program through a contract with CSC. This year WBH had 13 referrals to the program and all 13 participants were assessed and joined the program. Five participants were carried over from last fiscal year and 11 of those participants successfully completed. There is one participant carried over to the next fiscal year. (See Table 4).



INTEGRATED CORRECTIONAL PROGRAM MODEL (ICPM) COMMUNITY PROGRAM

WBH provides the Integrated Correctional Program Model (ICPM) Community Program through a contract with CSC and is facilitated to participants who could not gain access to the programming while incarcerated. The program has allowed participants access to much-needed programming while in the community. During this year we had no participation in this program. (See Table 4).

Table 4: ICMP Multi Target Maintenance & Community Program Outcomes 2022-23

	Referrals	Intake	Accepted	Completed	Disengaged	Carried Over
ICMP Multi Target	13	13	13	11	2	1
ICMP Community	-	-	-	-	-	-



COMMUNITY INVOLVEMENT

WBH continues to play an active role within the community with WBH Residential Manager, Shelley Garnier and Val Flynn, HH Manager of Adult Residential Services meeting with residents during federal in-reach at the Federal correctional institutions in the Atlantic region which included Dorchester Penitentiary, Springhill Institution and Nova Institution for Women over a three-day period. This program is important to those inmates incarcerated in the Atlantic region and provides inmates with a connection to their home province and to possible future residencies at one of the JHS-NL locations.

“How easy it was to get the help I needed.”

Anonymous Participant

As WBH Residential Manger, I attended the Atlantic Halfway House Association (AHHA) AGM in Halifax, NS. This is event allowed managers and representatives from other halfway houses in the Atlantic region to meet and work towards meeting the needs of individuals who are being released from incarceration. This continued contact with our AHHA partners is beneficial as it allows for the exchange of ideas, best practices, gathering of information and strategies to bring for our facilities. This year's AGM allowed attendees to meet with regional officials from CSC to discuss some challenges that we were experiencing through this time. With everyone experiencing similar issues in the last few years, having time to spend discussing our shared experiences is definitely needed.

West Bridge House con't

During the past few months WBH Senior Residential Counsellor, Chantal Drake, has been working towards her recertification for the ICMP program and shall receive the results in the coming months. This certification allows WBH the ability to offer a much-needed program to our residents.

I was pleased to be able to meet with Senior Parole Officer, Joe Sheppard, Area Director, Renee Spurrell, and District Director, Nicole Smith from CSC Atlantic Region to discuss the challenges that WBH has faced this past year which included the impact of the low numbers of CSC clients to WBH. CSC is actively working with WBH to improve the possibility of more beds being used in the future.

Val Flynn and I were asked to take part in the Health Fair at Springhill Institution however, due to a severe weather the event was cancelled and rescheduled but unfortunately, I was unable to attend. We hope to be able to attend any of these events in the future as they are effective in promoting the services WBH and HH offer.



STAFFING

We have had a few staffing changes over the last year which include Lorna Bungay having moved from residential staff full-time permanent overnights back to relief and TJ Kearley resigning from residential relief staff. Also joining the relief staff is Melanie White and Bethany Russell, I would like to welcome everyone to the WBH team. WBH is lucky to have such a great group of staff to help residents in their journey to a stable life after supervision. This past summer, through the assistance of the Canada Summer Jobs Program, we were awarded one summer job position, however after advertising no applicants followed through to the interview process. A summer position has been awarded for 2024 and hopefully after advertising we will be able to fill the position.

“Staff were amazing to everyone and really helpful 10/10 in my book.”

Anonymous Participant



STAFF & RESIDENT ACTIVITIES

This past year staff have been able to get together a few times to connect and spend time



**West Bridge House,
Community Based
Intervention Program &
Loretta Bartlett Home for
Youth Staff summer BBQ**

together with staff from Loretta Bartlett Home for Youth (LBH FY) and CBIP. We hosted a barbeque in the summer, and it was good to see staff attend and spend time together and Dave Penney, Coordinator of LBH FY, was gracious enough to do our barbequing for all staff. We were also able to celebrate Christmas with a luncheon together with CBIP. Staff were happy to be able to get together again and enjoy some much-needed time together; it was wonderful to be able to connect in this small way with our dedicated staff.



**Dave Penney,
Coordinator Loretta
Bartlett Home for Youth**

West Bridge House con't

Residents had an in-house celebration during the holiday season and were joined by staff and members of the Salvation Army who provided music and entertainment. All residents had a wonderful time and were very thankful for the time spent with the people from the Salvation Army.



ACKNOWLEDGMENT

I would like to acknowledge our community partners: Correctional Service of Canada; Department of Justice and Public Safety; Royal Canadian Mounted Police; Department of Immigration, Population, Growth and Skills; the dedicated members of our Admissions Committee; and the individuals and agency/organizations that provide services to our residents.

I would like to acknowledge our Executive Director, Cindy Murphy, and the Board of Directors for your continued leadership and support throughout the year.

We would like to thank the Salvation Army volunteers for coming in to celebrate with our residents and providing entertainment and a fun evening for our residents during the holiday season.

I would like to acknowledge the great staff at WBH as without their dedication and commitment we would not have been able to support our residents as we have. I am very thankful for the guidance and strength the staff have provided to our residents and, for each other, I look forward to working together in the year ahead.

SHELLEY GARNIER, RESIDENTIAL MANAGER

Home for Youth

Home for Youth (HFY) is a four-bed gender inclusive Open Custody home that provides 24-hour care to youth aged 12 to 20 years. The Youth Criminal Justice Act (YCJA) defines a youth as between the ages of 12- 17 years old and thus, the criminal offence committed must be before the age of 18 to be eligible for admission to Open Custody.

ADMISSIONS

Admissions to the HFY are either through sentencing by a youth court judge from the community or through a review hearing while the youth is residing at the Newfoundland and Labrador Youth Centre (NLYC). All youth who are admitted to Open Custody are recommended by the Department of Children Seniors and Social Development (CSSD).

Youth who present at HFY have complex needs, which often include co-occurring mental health and addictions issues, family instability with little to no supports, homelessness and trauma as contributing factors. HFY staff strive to meet the needs of our youth through fostering a caring relationship, which enables staff to provide effective, evidenced based interventions to youth. All programs and interventions at the HFY model a strengths-based approach to practice with a goal to help reduce recidivism rates and promote the best possible outcomes for youth after they return to their community.

This past year, HFY had four male admissions. Three youth were sentenced direct from community while one youth was transferred from the Newfoundland and Labrador Youth Centre (NLYC) on a review. The youth were between the ages of 15- 21 years old and sentences ranged from three to eight months in length. The sentence lengths were slightly higher than previous years in part due to the nature and seriousness of the crimes committed.

Noteworthy, we are seeing an increase in young adults being sentenced to open custody between ages of 18 to 20. These would be for historical offences committed when they were a youth. In 2023 three of our youth were between the ages of 19-20. Programming was adjusted to fit the needs of these young adults. Staff focused on life skills such as cooking, cleaning, budgeting and helping them to achieve the goal of finishing high school through an ABE program.

ADMISSIONS 2023-2024

	Admissions	Male	Female	Non-Binary	Total Bed Days
Youth	4	4	-	-	286

PROGRAMS/EDUCATION

One of our main goals when a youth arrives at HFY is to help them identify a plan that includes obtainable short and long-term goals. Goals are typically focussed on healthy choices of living, education, employment, applying for financial aide and searching for affordable and safe housing once released from the HFY.

Having one on one intervention to help the youth learn better coping strategies is essential for a successful transition back to the community and into adulthood.

Some of our core structured programming in house include (see Appendix B):

- Weekly Case Management; Group Discussion
- Point System for Resident Evaluation (PSRE)
- FEEL well Program

At the HFY we put emphasis on education/work programing and help each youth to identify their path to a brighter future. This could be through attending regular schooling or a modified schooling program such as Horizon Academy for under the age 18 and Discovery Centre and College of the North Atlantic for the ABE program. The HFY and the NLYC continue to offer a modified schooling for youth at open custody if they transition from secure custody to open custody. This ensures a smooth transition and helps the youth continue to work on their high school credit with no interruption.

This past year, HFY partnered with several community organizations that offer alternative schooling programs in St. John's to meet the individual needs of our youth. One older youth attended ABE at the Discovery Centre, joined Young Drivers of Canada program and successfully obtained his drivers' licence helping the youth be ready for employment opportunities once released. Another youth transitioned to Horizon Academy from NLYC working toward his high school credits.

JOHN HOWARD WEEK

JHS-NL week took place from March 3-9, 2024, and during the week JHS Canada offered webinars that covered both youth and adult topics with the criminal Justice system. An integral part of JHS-NL week is to recognize that we could not be successful without the dedication of our employees. A staff luncheon was provided at the HFY to celebrate JHS-NL week and service awards were presented to Greg Dodge; three years, Kelly Bennett; three years and Sean Fowlow; 15 years. Congratulations to our dedicated staff. Noteworthy was the 30-year service for Cindy Murphy, Executive Director of JHS-NL. Cindy dedicated her entire career to the Society and congratulations on such an accomplishment!



**Sean Fowlow 15 Year
Service Award**

STAFF EVENTS/TEAM BUILDING

This past year JHS-NL management and staff organized several team building events including a summer BBQ at the HFY with a great staff turn out and everyone participating in a washer toss and a badminton competition and our annual Christmas luncheon at Bally Haly Country Club. All the events were a great success. The HFY staff wellness activities this year focused on team building and stress reduction. During a HFY team meeting, staff member, Sean Fowlow, prepared a meal and staff participated in a team building activity "getting to know each other" and staff gave positive feedback.



**HFY participating at JHS-NL
Staff at Corn Hole Event**



PROFESSIONAL DEVELOPMENT

HFY counsellors are continuously availing of professional development opportunities and training to meet and exceed standards in working with youth at risk. All staff are trained in the following core competencies:

- Emergency First Aid
- Mental Health First Aid
- Naloxone Training
- Applied Suicide Intervention Skills Training (ASSIST)
- Non-Violent Crisis Intervention
- Anger Solutions

Trauma informed approach is an integral part of our programming at HFY. Eight staff attended a Trauma Informed Practice (TIP) Workshop facilitated by Melissa Noseworthy, Manager of Programs of the Learning Resources Program. Topics included myths of trauma, how it effects individual lives and decision making, care provider vicarious trauma and more. Staff continued to learn and grow through online webinars on topics related to youth, the justice system, mental health and addictions.



ACKNOWLEDGMENTS

I would like to thank all our dedicated staff who go beyond when working with our youth in open custody. The diversity and skills each youth counsellor brings to our team is what makes our facility a continued success in helping youth reintegrate back into the community successfully. A special thank you to our Executive Director, Cindy Murphy, and the Board of Directors for your leadership in upholding the highest ethical standards for our organization.

The HFY would like to thank the Department of Children Seniors and Social Development for their continued support and partnership. This partnership is an integral part of why we have been in operation for 45 years. Our community partners are also key to our operation: The Newfoundland and Labrador English School District; Horizon School; the Murphy Center; the Newfoundland and Labrador Whitbourne Youth Center; Waypoints, the Rowan Center; CONA; Choices for Youth; Thrive; the Connect Team; Eastern Health Mental Health and Addictions Team; and private counselling providers.

LUCRETIA BROWN, COORDINATOR HOME FOR YOUTH

Loretta Bartlett Home for Youth

LORETTA BARTLETT HOME FOR YOUTH (LBHY), located in Corner Brook, is a gender inclusive facility that provides 24-hour care and can accommodate up to six youth ages 12 to 18 years who are sentenced to Open Custody under the Youth Criminal Justice Act (YCJA) or placed at the facility by the Department of Children, Seniors and Social Development (CSSD) on an Order to Reside.

Counsellors at LBHY are trained to meet the complex needs of our young people. They continue to avail of core professional development opportunities as noted in this report.

At LBHY, youth participate in programs that help them gain confidence and become more independent and responsible. Opportunities in education, employment, training and volunteering are available and encouraged. Our goal is that youth under our care will acquire the necessary skills to enable them to become positive role models and be successful contributors in their community.

ADMISSIONS

Over the past year, LBHFI had one male resident in Open Custody for 181 bed days.

ADMISSIONS 2023-2024

	ADMISSIONS	MALE	FEMALE	NON-BINARY
Order to Reside	-	-	-	-
Open Custody	1	1	-	-
Bed Days	N/A	181	-	-

EDUCATION

All youth that come to LBHY are encouraged to attend school. Unfortunately, many arrive as non-attenders or have been attending school on restricted or modified hours. We work closely with schools to assist in the development of individual education plans that will support their integration back into school. Youth unable to integrate back into the school system are encouraged and supported to find meaningful volunteer and/or job opportunities to gain valuable life and social skills.

STAFF SERVICE AWARDS

Each year we recognize the long serving staff at the LBHY and hand out service awards in conjunction with JHS-NL Week. Receiving service awards this year for LBHY are Sheldon O'Neill and



**Sheldon O'Neill &
Kathleen Slaunwhite
Service Awards**

Kathleen Slaunwhite. Staff got together for lunch to celebrate and recognize Kathleen for five years of service and Sheldon for 30 years! A big congratulations to them both all for their dedication and thank you for the great work you all do for our young people!



**Loretta Bartlett Home
for Youth Staff
Christmas Luncheon**



PROFESSIONAL DEVELOPMENT

In 2023-24, staff continued to receive training in a number of different areas to continue their professional development. Staff completed:

- Emergency First Aid
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Non-Violent Crisis Intervention (CPI)
- Naloxone Administration
- Restorative Justice

We are fortunate to have training facilitators within JHS-NL that can offer certain training to our staff and also fortunate to have some great community partners like the YMCA, Community Youth Network and Vince Place who offer training regularly and always welcome us to participate.



ACKNOWLEDGMENTS

Our community partners are tremendous assets for us, and we would not be successful without the continued support and collaboration from the Department of Children, Seniors & Social Development; Department of Justice; Western Health; Corner Brook Regional High, Community Youth Network; YMCA; Community Building Youth Futures leadership team; Community Partners Committee; Vine Place Community Centre; Choices for Youth; Royal Newfoundland Constabulary; and the Royal Canadian Mounted Police.

A special thanks to JHS-NL West board members Donna Luther and Kim Legge, JHS-NL; Cindy Murphy, Executive Director; Joanne Symonds, Director of Finance; Donna Jenkins, Accounting Administrator; all the JHS-NL senior managers; and all of our hard-working staff.

We appreciate all our partners and their continued support and look forward to a productive and successful 2024-25.

DAVID PENNEY, COORDINATOR

Learning Resources Program

THE LEARNING RESOURCES PROGRAM (LRP) offers trauma-informed, person-centered prevention and intervention programming to individuals 18 and over who are currently involved in the criminal justice system or are at risk of future involvement. The programs address such needs as addictions and trauma, healthy relationships, problem solving and emotional regulation, criminal offence cycles, impaired driving, sexual offenses as well as paternal parenting. LRP staff consists of program facilitators, program coordinators and a mental health and addictions counselor.

The LRP is primarily funded through the Department of Justice and Public Safety (DOJ), but most recently Woman and Gender Equality (WAGE) under the new federal government initiative to end gender-based violence. The rehabilitative programming is offered in community at the Pennywell Road location, virtually, and at Her Majesty Penitentiary. Participants are mandated by their Adult Probation Officer, Classification Officer, Temporary Absence Supervisor, and Children, Seniors and Social Development (CSSD) Social Worker to attend programming. The program facilitators work to make the material relatable to participants so they can have their own genuine interest and motivation to accept help and learn new skills.

This past year was a particularly challenging as the LRP experienced many participants struggle with meeting their daily needs. These included the severe shortage of safe housing, increased use in shelter stays, food insecurity, substance use and dependency, and general mental health challenges. These challenges meant increased demands for the program staff as they assisted participants navigate getting their basic needs met.

“I am human, I was human then and I am human now.”

Anonymous Participant

PROGRAMS DELIVERED IN 2023-2024 (see Appendix B for program descriptions)

- Seeking Safety
- Anger Solutions
- Criminal Behavioral Awareness (CBA)
- Dads
- Impaired Driving Awareness (IDA)
- Safety and Repair
- Pathways to Acceptance & Recovery (PAR)
- STABLE & ACUTE-2007
- Maintenance

REFERRAL CHARACTERISTICS

Referrals to the LRP are received from Adult Corrections; Children, Seniors, and Social Development (CSSD), internally through other JHS-NL programs, community organizations, and self-referral when capacity exists.



LRP PARTICIPANT REFERRALS AND OUTCOMES 2023-2024

In this reporting period, there were 266 individual assessments completed, and 1125 individual program sessions completed. There were 299 group sessions completed between all the programs in community, HMP and virtual deliveries. Below are some notable statistics from this year (see Participant Referrals and Outcomes table).

- There were 105 participants who continued in programming at the start of 2023-24 and an additional 203 individuals started program throughout the year.
- There were 71 participants awaiting assessment at the start of the fiscal year, and another 408 new referrals. Of the 479 referrals collectively, 149 referrals were withdrawn due to several reasons including but not limited to program eligibility, participant relocating, participant being release from institution or re-incarcerated, mental health concerns, physical health concerns, and instability of basic needs such as housing. Additionally, participants who had conflicts with work schedules that were not able to be accommodated by the LRP hours had referrals withdrawn to be re-referred at another date.
- Of the 308 individuals that engaged in program in 2023-24, 145 completed programs successfully, and 97 individuals were engaged at year end and caried to 2024-25.
- HMP programming was particularly challenging during the past year due to the lack of institutional access due to staff shortages. Anger Solutions for example, had 48 referral withdrawals due to participants being released before a group could start. One program was started but during program delivery sessions were cancelled on 20 occasions. Due to the lack of LRP access to HMP, Safety and Repair was not able to get a program started and Seeking Safety was delivered, but it faced 54 canceled group sessions during the past year.
- 176 drop-in service interventions, drop-in services include requests for hygiene items, fax/printing services, use of telephone, crisis support and referrals to other organizations.

There were significant concerns with low attendance or lack of access to programs. In community, there were 674 individual sessions collectively across all program areas that were rescheduled by the participant or fail to attend without notice. Some explanations for this low attendance, include but are not limited to; instability of basic needs, housing, food insecurity, deterioration of mental health, substance use and/or dependence, as well as employment taking priority over programming. Low attendance raises concerns to the risk to recidivism as participants re-integrate into the community while lacking support. In addition to low attendance, programs at HMP had 74 cancelled group sessions due to staff shortages at the institution. Low attendance and lack of access impacts program outcomes and therefore participant's needs are not being met. Participants that often reschedule, struggle to apply the material due to long time lapses between appointments. In addition to program effectiveness, completion rates are also impacted. Participant's supervision often ends before program is complete. Without supervision mandate it is difficult to maintain attendance and therefore participants leave the program incomplete and potentially lack important skills they need when entering the community. Lastly, canceled sessions in HMP affects not only the effectiveness and completion of programming, but may also inhibits participants when applying for a TA.

Learning Resources Program con't

LRP PARTICIPANT REFERRALS AND OUTCOMES 2023-24

Program	Carried over 2023	Awaiting Assessment	Referral	Referral withdrawal	Assessed	Group	Individual	Completed	Disengaged	Awaiting Assessment	Awaiting Start of Program	On hold	Carried Forward
Community													
Anger Solutions	1	17	33	19	21	6	16	9	7	10	6	0	6
CBA	0	0	8	5	2	0	2	1	1	1	0	0	0
Dads	0	5	7	9	5	5	0	3	2	3	0	0	0
Mental Health & Addictions	19	0	39	4	27	0	23	19	1	8	1	4	34
IDA	0	10	4	9	4	4	0	4	0	1	0	0	0
Maintenance	4		6	0	6	0	4	5	3	0	2	0	2
Safety & Repair – IPVIC	19	0	27	0	27	2	8	23	7	0	2	0	14
Safety & Repair – Regular Court	17	0	55	2	35	5	23	10	24	18	7	4	11
Safety & Repair – Virtual GFW	2	0	15	4	9	4	3	4	5	2	1	0	3
Safety & Repair – IPV GFW	1	0	8	0	8	1	7	6	1	0	0	0	2
Seeking Safety	31	0	113	35	69	28	19	21	33	9	5	2	17
PAR	3	0	0	0	0	0	0	3	0	0	0	0	0
STABLE & ACCUTE 2007	0	1	6	0	7	0	0	7	0	0	0	0	0
Her Majesty's Penitentiary													
Anger Solutions	0	21	45	48	15	8	0	7	3	3	5	0	5
Safety & Repair HMP	3	4	7	6	5	0	0	0	2	0	0	3	0
Seeking Safety	5	13	15	2	19	21	0	11	12	9	0	0	3
IDA	0	0	10	3	7	7	0	6	1	0	0	0	0
TOTALS	105	71	398	146	266	91	105	139	102	64	29	13	91



DELIVERY MODALITY

The LRP offers person-centered programming which allows for some flexibility in program delivery modality. Programs are offered in individual and group formats and in-person and virtually, depending on the persons geographical location and other barriers to attending in-person programming. Facilitators assess learning styles, safety, criminogenic risk level, participants individual needs, etc. to determine the best modality and where possible, the programming is offered through a group format allowing for peer support and encouraging comradery for personal growth. There are some situations where group is not an option or require a combination of both individual and group delivery, therefore a participant may receive a blended model to meet their identified targets. Additionally, LRP offers a blended program format to individuals participating in the Intimate Partner Violence Court (IPVIC) Grand Falls-Windsor (GFW) where the facilitator meets with individuals in GFW once a month and offers the remainder of the program virtually.



PROGRAM ENHANCEMENTS

During this reporting period, the LRP had the Impaired Driving Awareness program reviewed by Department of Motor Registration NL and now it has been accepted and recognized for license reinstatement for first time driving under the influence offences. Participants completing the program are given a certificate of completion that they can now submit to the Department of Motor Registration NL for licence re-instatement.

Critical to program enhancement is incorporating the latest research and best practice. During the past year the LRP joined a research project with Dalhousie University to study the effectiveness of Safety and Repair delivered in virtual formats to communities without program services. Organizations across the Atlantic provinces are involved in program delivery and data collection. This research continues for another year, and we look forward to the research findings upon completion. This past year the LRP delivered two virtual groups with a blend of participants from the IPVIC- GFW as well as participants referred from across the province from probation officers.

The LRP also has an expansion of services this year. The LRP established a partnership with WAGE and CSSD to offer Safety and Repair and Anger Solutions. Therefore, individuals can be referred by their social worker to attend programming to help prevent future harm and develop new skills in emotional regulation. This is part of the National Action Plan to end Gender-Based Violence. The goal is to offer programming to prevent individuals from becoming involved in the criminal justice system. Hiring was completed in this reporting period and program sessions are scheduled to begin in May of 2024.



UPCOMING PROGRAMMING CHANGES

The LRP recognized the need for a program that is concentrated on emotional regulation in addition to problem solving as presented in the Anger Solutions program. Using comparative analysis of referrals to Anger Solutions a 50% decline in the number of participant referrals over the past four years was noted. In response to this program analysis, the LRP identified a gap in service around emotion regulation that is outside the scope of choice theory used in Anger Solutions, most notably surrounding mental health, substance dependency, and personality/mood disorders.

Learning Resources Program con't

Therefore, the LRP has decided to train the program facilitators in Dialectical Behavior Therapy (DBT) in May 2024. DBT was developed to treat borderline personality disorder and has been proven to support other mental health concerns such as suicidal ideation, substance use, depression, and post-traumatic stress disorder. It is the goal of the LRP to offer DBT in addition to Anger Solution to help participants learn a more in-depth acceptance of their emotions as it relates to their mental health and change how to respond to conflict. This program will be offered in rotation with Anger Solutions in the 2024-2025 fiscal year.

“The Anger Solutions program helped me understand more about where my anger comes from.”

Anonymous Participant



CONTINUITY OF PROGRAM DELIVERY

The LRP Program Service Coordinators chair three committees: Safety and Repair, Seeking Safety and Anger Solutions. Committee members consist of LRP staff and staff of the Community Based Intervention Program in Stephenville (CBIP). These committees meet monthly virtually and consult on cases and brainstorm enhanced program delivery options. This process provides support and promotes consistency and best practice.



GROUP PROGRAMMING 2023-2024

- Seeking Safety (continuous group for both community and HMP)
- Safety and Repair – five groups completed (two virtually province wide)
- Anger Solutions– three groups completed, two groups started in community, however one group was moved to individual sessions due to individual needs and one group was completed in HMP
- Dads Community – one group completed
- IDA – two groups completed (one in HMP)
- Integrated Correctional Maintenance Program, Multi-Target (ICMP) Community – continuous group
- Maintenance Program – continuous group met weekly



INTEGRATED CORRECTIONAL MAINTENANCE PROGRAM, MULTI-TARGET (ICPM)

The LRP provides the Community Maintenance Program (CMP) through a contract with Corrections Services Canada. This year the LRP had eight referrals to CMP, seven participants were assessed and joined program. One participant was carried over from last fiscal year and therefore nine participants successfully completed. There is one participant carried over to the next fiscal year.

CMP PARTICIPANT REFERRALS AND OUTCOMES 2022-23

Referrals	Intake	Accepted	Completed	Disengaged	Carried Over
8	7	8	9	0	1



PROFESSIONAL DEVELOPMENT

Professional development allows employees expand their knowledge and skills. The LRP supported assorted opportunities for staff to take part in different professional development:

- Occupational Health and Safety
- Mental Health First Aid (Standard)
- First Aid and CPR/AED -Level C
- Naloxone Injection Training
- Fedal Alcohol Spectrum Disorder 101: An Introductory Training
- Adverse Childhood Experiences and Addiction
- The Body Keeps Score
- Parole Board Canada Information Session
- Canadian Alliance to End Homelessness Conference
- Road to Mental Readiness
- Internal Family Systems Therapy
- The Link Between Childhood Experiences and Addictions
- NLCSU Annual Substance Use Conference

Additionally, a three-day training for Dialectical Behaviour Therapy (DBT) as well as a two-day training for Narrative Therapy has been scheduled for all program facilitators for May and June 2024.



COMMUNITY INITIATIVES AND INVOLVEMENT

The LRP participates in various community committees that are essential for networking and providing appropriate advocacy and resources to participants. Some of the committees and round tables that the staff participated in are as follows:

- Sisters in Spirit, to plan the annual vigil for missing and murdered women
- The Youth Outreach Committee
- Purple Ribbon ceremony in recognition of intimate partner violence in our community
- Men's Mental Health Round Table

In addition to attending various round tables, the LRP provides community professional development presentations. As Manager of Programs of the LRP, I offered the following professional development presentations this year.

- Trauma Informed Practice – Phoenix Gardening Volunteers & HMP Correctional Staff
- Communication & Self-Esteem – Phoenix Gardening Volunteers & HMP Correctional Staff
- Certification in Anger Solutions – Nunatsiavut Government Social Workers
- Certification in Anger Solutions – Home for Youth
- Safety and Repair Info Session – Alberta Health Services x 2
- Trauma Informed Practice & Team Building – Corrections Services NL Senior Management

The LRP also hosted various community activities to help provide support and resources to participants. In the summer of 2023, a participant BBQ was held and in the winter the 5th Annual Christmas Card Contest for residents of the five provincial institutions. There were 37 contest submissions and through anonymous voting was held the winning card was selected. The card was then printed and used as JHS-NL Christmas card. Additionally, there were 93 Christmas pictures captured of HMP residents, printed and given to the individuals with Christmas card for them to send home to their loved ones.

JHS-NL prepared and distributed approximately 150 loot bags at HMP and 15 gift bags for community participants at Christmas time. The LRP also held the fifth annual Participant Breakfast the week



Tracy, Dan (board member) & Melissa preparing breakfast

before Christmas. Staff prepared a full breakfast, and it served as a great opportunity to connect with participants before Christmas and offer any supports and resources needed. A Participant Appreciation breakfast was held during John Howard Week in March. Special thanks to board member Dan Goodyear, along with all the staff for attending both events and helping



Participant Christmas Breakfast

In addition to community activities, the LRP works to reduce stigma and build resiliency around mental health. The LRP created a “kindness Korner” board in recognition of Bell Let’s Talk day in 2023. This board encouraged a safe space and allowed participants to engage in positive conversations and leave inspirational quotes for others. Being such a positive experience, participants requested it be left up all year long.

STAFF RECOGNITION ACTIVITIES

The LRP looks to connect with other programs/facilities at JHS-NL a few times a year in a non-professional capacity. These events offer support and appreciation to the employees for the work they do day in and day out. In August, the staff of all St. John’s locations were invited to the Home for Youth for a staff appreciation BBQ. Staff spent the afternoon enjoying BBQ prepared by the Home for Youth staff and playing washer toss and badminton. This event allowed the various shops to come together and get to know each other outside of professional consults. In August, the LRP staff were



St. John’s Staff attending JHS-NL Week Cornhole Staff Event

invited to a staff appreciation event at Plaza Bowl and the staff enjoyed an hour of bowling and some pizza together. Also in December, the staff of all St. John’s JHS-NL locations along



LRP Staff and Student at the Staff Appreciation Bowling Event

with the board and volunteers were invited Bally Haly Country Club for a Christmas luncheon. During JHS-NL Week March 3 to 9, a staff appreciation day was held at the Old Mill on Brookfield Rd and staff from all St. John’s locations gathered, played corn hole and shared in some pizza and sweets.

STUDENT PLACEMENT RECOGNITION & CONGRATULATIONS

During this reporting period there were four student placements at the LRP. Sending out congratulations to Melissa Morales, Desiree Mackey and Maggie Pottle for the completion of their Bachelor of Social Work practicum placements. Steven Dubec continued to complete his hours for his Master’s in Counselling of Psychology placement.



STAFF APPRECIATION

I want to thank the staff of the LRP for their continued support and dedication to the participants of JHS-NL. The staff has been challenged this year with participant needs such as, food and housing instability and increase disclosures around mental health. It is without a doubt a job that weighs heavy on the heart. Staff have practiced healthy boundaries and never waived their passion to be innovative and find support and resources. I personally thank each member of the LRP for their dedication to this work everyday. The community impact may seem small however, impacting one person has a domino effect and therefore never downplay the importance of your words and kindness.

I want to also send appreciation to Daphne O'Keefe, Manager of Programs, Community Based intervention Program. I appreciate your time and commitment to continuing to co-develop programs and services to better meet the needs of our communities. Further, I want to extend thanks to the management team of JHS-NL. Each of you are there for interviewing, sharing community resources, professional development, and general support. You cannot quantify a good team. Lastly, thanks and appreciation to the Executive Director, Cindy Murphy, who continues to work tirelessly for participant advocacy and staff support.

Lastly, I would like to acknowledge and thank the Board of Directors and volunteers of JHS-NL, the staff and management at Probation; Intimate Partner Violence Intervention Court; Her Majesty's Penitentiary; Howard House; Correctional Services Canada; Lifewise, Children, Seniors and Social Development and the community organizations whom we work with daily to help our community members receive the programs and services they need to keep our community safe.

MELISSA NOSEWORTHY, MANAGER OF 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 individuals who have criminal justice involvement or risk of involvement in Stephenville, Corner Brook and Port aux Basques areas, by addressing issues which contribute to criminal behavior and associated risk factors.

The various programs offered are designed and delivered to support participants in lowering the recidivism rates by helping participants feel safe, build trust, and assist them in developing new skills and in making healthy choices in their relationships and interactions with others. Facilitators are able to work within the four R's of trauma informed practice which include: realizing that trauma can have vast affects on people and communities, resisting re-traumatization, recognizing trauma symptoms, and responding appropriately to individuals experiencing trauma symptoms.

“I would certainly recommend this program to anyone who is interested in wanting to learn new skills on how to cope with their personal problems to have a better and sober life.”

Anonymous Participant

PROGRAMS DELIVERED IN 2023-2024 (see Appendix B for program descriptions)

- Seeking Safety
- Anger Solutions
- Criminal Behaviour Awareness (CBA)
- Dads
- Impaired Driving Awareness (IDA)
- Adult Diversion
- Pathways to Acceptance & Recovery Program (PAR)
- STABLE & ACUTE-2007
- Safety & Repair
- Maintenance

INTIMATE PARTNER VIOLENCE INTERVENTION COURT

In the past, we had some individuals in the Corner Brook area hear about and request to take part in our Intimate Partner Violence Intervention Court (IPVIC). However, during this past year, Corner Brook Provincial Court started a Screening Court to send referrals to our IPVIC in Stephenville. This was a positive step which led to an immediate increase in referrals from that court. We look forward to continuing to work with participants from the Corner Brook area.

REFERRAL CHARACTERISTICS

Our referral sources in the Stephenville, Corner Brook and Port aux Basques regions include the Intimate Partner Violence Intervention Court in Stephenville (IPVIC), Department of Justice (Adult Corrections); West Coast Correctional Centre (WCCC); West Bridge House (WBH); and self - referrals. For the 2023-2024 year, CBIP had 37 participants continuing with services from the previous year and received 123 new referrals, with 26 participants continuing with services at the end of our year.

Community Based Intervention Program con't

PARTICIPANT REFERRALS & OUTCOMES 2023-24

Program	Carried Over	Referrals	Assessed	Engaged	Completed	Carried Forward
Community						
Adult Diversion	8	40	36	44	39	3
Anger Management	1	-	-	1	1	-
CBA	-	11	7	7	8	1
Dads	1	2	2	3	1	1
Maintenance	1	8	6	7	3	1
Seeking Safety	8	17	12	20	8	2
PAR	-	1	-	-	-	1
Safety & Repair - IPVIC	3	6	5	8	5	4
Safety & Repair Reg Crt	9	13	13	22	11	3
Anger Solutions	1	7	6	7	6	2
IDA	-	-	-	-	-	-
West Coast Correctional Centre						
CBA	5	18	15	20	8	8
Anger Management	-	-	-	-	-	-
Dads	-	-	-	-	-	-
TOTALS	37	123	102	139	90	26

STAFF TRAINING

During 2023-24, CBIP staff continued to meet with the Learning Resources Program (LRP) staff through virtual meetings to provide the most effective programming to participants. Many thanks go to the Learning Resources Program Manager, Melissa Noseworthy and Program Services Coordinators Alex Asamoah and Jessica Slade for leading this work and offering guidance and support.

PROFESSIONAL DEVELOPMENT

CBIP staff took part in several in person and virtual professional training/development opportunities including:

Community Based Intervention Program con't

- First Aid
- Naloxone Refresher
- Stable and Acute Assessment
- Anger Solutions Facilitator training
- Crisis Prevention Intervention (CPI)
- Mindfulness in the Workplace
- Lessons Learned from the Nova Scotia Mass Casualty
- Autism Acceptance & Understanding
- Kiera's Law – (Bill C-233 Part 1)
- RCMP Drug Awareness session
- Parole Board of Canada session
- Prosper Canada Information session; High Cost of Living and Mental Health
- Cultural Presentation (Cultural Coordinator with Nunatsiavut Govt.)
- New Adult Mental Health & Addictions Facility in St. John's
- Housing Project – Okanagan B.C.
- Education for Wellbeing: Is Investing in Mental Health Literacy the Key to Reducing the Burden on Clinical Services?
- 3rd Annual Peter Jaffe Lecture on Domestic Violence (Dr. Emma Cunliffe – Policy Director for Nova Scotia Mass Casualty Commission)
- Experiences of Lived Experience Inclusion and Participation in Wellness Courts; Strongest Families Institute
- Toward Quality Mental Health Care: Dismantling Structural Stigma
- Health Programs for Clients by JHS of Manitoba and Melissa Noseworthy of JHS-NL
- Education in Correctional Institutions
- Breaking Free
- Supporting Survivors of GBV & Their Animals: Innovative & Collaborative Strategies
- Coffee's On with Canada Revenue Agency Benefits Out-Reach Program regarding Disability Tax Credit and Dental Care Plan-eligibility and how participants can apply.

“It really helped that she was so friendly, nonjudgemental and empathetic. She was very informative on anything I had questions about.”

Anonymous Participant



TRAUMA INFORMED PRACTICE

In September, CBIP staff, along with staff from LBHFY and WBH, were very pleased to take part in a full-day Trauma Informed Practice Presentation by Melissa Noseworthy, Manager of Programs, LRP. This was a very informative and beneficial presentation for all who attended. Many positive comments were made during and after the presentation as staff expressed how helpful this presentation was and how much they had learned from it. We appreciate that Melissa was able to travel to the West Coast to give this presentation in person to assist staff with improving their work with our participants, and to help everyone care for themselves while they do this very rewarding, but often very challenging work.

Community Based Intervention Program con't

COMMUNITY INITIATIVES AND INVOLVEMENT

The CBIP community involvement throughout the year included attending WBH Admissions Committee meetings; Intimate Partner Violence Intervention Court (IPVIC); IPVIC Steering Committee meetings; WCCC Service Fair; attending Violence Prevention Month Proclamation signing at Town Hall. Presentations were given to participants of the Horizons program regarding



Community No Stress Fest

Healthy Relationships, Anger Management & Alcohol/Drug Awareness; Hosting Open House during JHS-NL week for our community partners; participating in the community No Stress Fest.



Violence Prevention Month

OUTSTANDING AWARD

In mid-October, our Executive Director, Ms. Cindy Murphy, was the recipient of this year's Jim MacLatchie Award for Exceptional Contributions to the Field of Community Corrections. All of us at CBIP extend our biggest congratulations to Cindy! We thank her for being such an outstanding leader and for all her support and guidance throughout the past year and all previous years.

WEST COAST CORRECTIONAL CENTRE (WCCC)

On Halloween, two CBIP staff members were happy to take part in the first time ever Halloween event at the WCCC! This event was arranged by Leanda Morris, Employment Practitioner of the In Motion & Momentum+ program along with WCCC residents who were participants of the group. This was a stress-free and fun event for all residents of the WCCC, as well as for the staff of JHS-NL and WCCC staff who attended. It is always easier for people to stay focused on positive long-term goals and learning when they have an opportunity to de-stress, laugh and interact positively with others. We are very grateful to all involved for their support of this event and sincerely thank the management and staff of the WCCC and JHS-NL for allowing it to happen. We were truly amazed and extremely grateful for all the community support, as an abundance of treats and materials were donated for the residents. We also attended WCCC during Christmas to take inmate photos for inmates to send to loved ones.

Additionally, nine residents at the WCCC participated in the JHS-NL Annual Christmas Card Contest hoping to have their submission win the contest and printed on the cover of the Society's 2023 Christmas Card. Along with our thanks to staff and management of WCCC, we thank JHS-NL for providing residents with Christmas Cards to send to a loved ones, Christmas loot bags and lots of activity supplies for all inmates to enjoy!



**Halloween at WCCC
Dave Murray &
Leanda Morris**



**CBIP Staff enjoying the
holiday season!**

Community Based Intervention Program con't



ACKNOWLEDGMENTS

As we come to the end of another productive year, we extend our sincerest thanks to our Executive Director, Ms. Cindy Murphy, and Melissa Noseworthy, LRP Program Manager, for all their support. We also extend our appreciation to all JHS-NL staff, the staff of the Department of Justice and Public Safety, The Intimate Partner Violence Intervention Court and all our community partners.

As always, my personal thanks go to the program facilitators of CBIP who I see in action every day. Their dedication and belief in the goals and values of the John Howard Society is evident as they always aim to provide excellent programming to meet the needs of our participants.

We all look forward to working with our present and new participants, JHS-NL staff, and all our community partners in 2024-25. Together, we will continue to do our best to help make a safer and healthier society for everyone.

DAPHNE O'KEEFE, MANAGER OF PROGRAMS

New Day Program

NEW DAY is an intensive case management program that provides in-reach at Her Majesty's Penitentiary (HMP) as well as community support services to persons involved with the criminal justice system who are living with a severe and/or persistent mental illness or concurrent disorder. Using a trauma informed approach, the Intensive Case Manager (ICM) assists participants develop comprehensive support plans to improve community functioning and quality of life.

REFERRAL

Referrals are received from Classification Officers and the Mental Health & Addictions team at HMP, NL Health Services, community agencies, agents of the legal/court system and self-referral.

ELIGIBILITY

- Age 18 years or older
- Confirmed/suspected psychiatric history of significant functional impairment
- Challenges in daily living due to psychopathology (no less than 6 months)
- Currently incarcerated with a minimum of two months remaining in sentence (remand referrals may be considered)
- Voluntarily participation and goal setting
- Willing to meet with ICM weekly
- Reside in St. John's, Mount Pearl, Paradise, or CBS following release

STAFFING MODEL

JHS-NL received the contract approval for funding through the Department of Justice and Public Safety (DOJ) to deliver New Day's Intensive Case Management program on October 4th, 2023. The staffing model for this program has one Lead ICM, one ICM, and a Community Support Worker (CSW). The Lead position provides referral assignment and team consultation as well as ICM to a case load for up to 15 individuals. The ICM provides trauma informed case management for up to 15 individuals and the CSW provides support with life skills goals as defined by the ICM's plans that were co-developed with participants.

STATISTICS

- New Day started accepting new referrals on December 6th, 2023
- 13 participants on the case load at the start of April 2023 carried over from the Justice Program with Canadian Mental Health Association (CMHA). Sadly, one participant passed away from health complications while in the program
- One participant was transferred to federal penitentiary for extended period and was closed and advised to re-refer later
- 13 participants transferred from CMHA, five completed the program with goals met
- Of those 13 participants, four were closed due to no-contact
- There were 17 new referrals in this reporting period and all were assessed and nine were accepted to program and started intensive case management

PARTICIPANT REFERRALS & OUTCOMES 2023-24

Carried over Mar 2023	Referrals	Referral Withdrawal	Assessed	Accepted	Deemed unsuitable	Started ICM	Completed	Disengaged	Closed for reasons other	Carried forward post Mar 2024
13	17	1	16	9	7	9	5	4	2	11



PROGRAM INTERVENTIONS

New Day participants are faced with several barriers and challenges including basic needs such as food, shelter, hygiene, clothing etc. Part of the role of the ICM is to help participants learn how to access the resources to meet their basic needs. Transportation is a major barrier as some do not have individual means for transportation. Public transport may pose a challenge for some and therefore a large part of the role is helping participants navigate how to get where they need to go in St. John's and build independency. The New Day Team traveled a total 6912.87 km in this reporting period to meet participant needs including but not limited to attending doctor appointments, probation appointments, housing support, shelter transportation and transportation to the pharmacy for medication. Collectively, there were 1504 interventions entered into JHS-NL Accountability and Records Management System (ARMS). These inventions are broken down into the various categories such as HMP In-reach, community check-in, goal setting/review, life skills workshops, crisis support and counselling etc..



THE PROGRAM

When a referral is received, an assessment is scheduled within 10 working days. After the assessment is completed, the team consults on eligibility to the program. The referral source and the individual are notified of the results of their assessment. Case Management Plans are developed at the start of the program, then at three months, six months, nine months, and 12 months. Once accepted to the program an initial case management plan is completed with the participant. In this meeting participants identify their goals for the next three months. Intensive Case Managers then meet with the participant weekly to co-develop S.M.A.R.T goals to be completed weekly to work towards their three-month plan. At the three-month six-month, nine-month meeting, a new case management plan is developed with the participant outlining the next three months. At the 12-month case management planning meeting, the participant is prepared for completion and any referrals that are needed for long term support are secured.



PROGRAM ENHANCEMENT

New Day is building a series of life skills workshops for participants to attend individually for one hour and as part of a group for two and half hours. Topics include Money: Spending Plans/Smart Shopping, Money-Safety, Self-Regulation, Information Skills, Teamwork/Time Management, Housing, Food Safety & Security, Boundaries, and Relationships. These workshops will be offered with flexible schedule for evening sessions available.

In addition to building skills and resources, JHS is also working to build capacity. Therefore, the team has conducted a New Day launch at JHS-NL head office. Invitee's included representatives from HMP, Probation, Howard House, NL Health, and Adult Corrections. Plans are underway to have the New Day team attend the HMP Inmate Committee Meetings as well as the staff meeting for Classification to provide additional information. New Day's Team Lead is also attending the Learning Resource Program Seeking Safety group at HMP to speak to inmates in the program and offer



Melissa Noseworthy welcoming staff and visitors to the launch of the New Day Program

information. New Day's Team Lead plans to attend LRP groups every 3-6 months to provide information about the program and classification meetings minimally once annually.



New Day Staff - Riley Hunt, Melissa Noseworthy, Jennifer Connolly & Jacob Riche

Lastly, JHS-NL has partnered with Woman and Gender Equality (WAGE), HMP and Lifewise to hire a person with lived experience to work both in the institution and with the New Day team as a peer support to provide individual and group services to individuals and families involved in the criminal justice system. This program is funded by WAGE as part of the National Action Plan to end gender-based violence. This program will serve under the first three pillars of the action plan, support, prevention, and responsive justice system. The partnership was formed in this fiscal year and going forward a person will be hired early in the new fiscal year and will be trained through LifeWise and begin to offer supports and services in HMP and New Day by summer 2024.

“Upon re-entering the community, program participants have expressed sincere gratitude to the New Day staff for the continued support and assistance in navigating challenges for reintegration.”



PROFESSIONAL DEVELOPMENT

Staff are encouraged to participant in workshops and training opportunities to build competency and confidence in their skills. This year the team participated in the following:

- Mental Health First Aid (Standard) training
- First Aid and CPR/AED level C
- Naloxone injection training
- FASD 101: An Introductory Training
- CASEY Training (Coalition Against the Sexual Exploitation of Youth) – Thrive
- ACE NLCSW
- The Body Keeps Score

All three staff on the New Day team have been scheduled to attend a three-day training in Dialectical Behavioral Therapy (DBT). DBT assists participants in understanding distress tolerance, acceptance and change and therefore the training will give the team more skills in crisis management, short-term counselling and how to guide participants through problem solving situations.



COMMUNITY INVOLVEMENT

New Day team attends several round tables to advocate, support and case plan for participants. Sitting at these tables allows the team to speak with different community partners and resources and consult on opportunities in the community for participants. These meetings are essential to the case management process. Some of the round tables include:

- Coordinated Access, End Homelessness St. John's
- Release Radar – HMP
- Inmate Committee meetings – HMP



STAFF APPRECIATION

I want to thank Caitlin Penton this year for accepting a temporary assignment as ICM for four months and supporting the participants in the program while JHS-NL awaited proposal approval. Further, I want to thank the new team of L-ICM, Riley Hunt, ICM, Jennifer Connolly and CSW, Jacob Riche. Your passion and dedication to the participants are paramount to the work you do. The participants in this program need someone with strong advocacy skills, strong professional boundaries, and a passion to help. You all demonstrate these skills and more. I encourage everyone to continue to see the silver lining and practice good self-care.

I would like to also thank Tracy Oakley for her support creating all new documents, pamphlets, and social media posts to advertise the new program. Additionally, I would like to thank our Executive Director, Cindy Murphy for her support, and endless consultation as we built the proposal and established this new program, your support is without measure.

Lastly, I would like to show appreciation to JHS-NL Board of Directors, the staff and management of HMP, Susan Green, HMP Manager of Institutional Programs, Howard House, NL Health Services and community organizations that offer support to the case management plans.

MELISSA NOSEWORTHY, MANAGER OF PROGRAMS

Next Steps-Employment Services

NEXT STEPS, EMPLOYMENT SERVICES (NSES) is a program that supports people on their journey in finding employment. Employment is a key aspect of economic stability and is intricately linked to safe housing, increased health outcomes, stronger social ties, prosocial bonds, increases mental wellness and reductions in recidivism. Many people who have been involved in the criminal justice system face numerous barriers entering the labor market due to often extended absences. They may lack higher education, face stigma and have limited work experience. The program assists people who face these barriers by helping them to find meaningful and impactful employment opportunities. Next Steps employment practitioners work to create an inclusive environment for participants. Utilizing a person-centered approach to implement action plans for each participant, the program provides one to one support, group sessions, building self-confidence, skills development, and ultimately supporting participants with reaching their own personal employment goals.

PROGRAMS COMPLETED 2023-24

IN MOTION AND MOMENTUM PLUS (IM&M+); RANDOM CONTROL TRAIL PROJECT

In September 2021, JHS-NL was among a select group of 14 Canadian organizations to be granted the ability to continue offering IM&M+ as part of a new random control trial project, coordinated by Canadian Career Development Foundation (CCDF). JHS-NL continued to be funded to implement IM&M+ in the 2023-24 year. The program was facilitated virtually throughout this past year at the West Coast Correction Centre (WCCC) with a total of 48 participants. Through on-going collaboration with WCCC staff, Next Steps look forward to in person facilitation of IM&M+ next year.

RECORD SUSPENSION PROGRAM

JHS-NL has offered Record Suspension support for over 20 years but being able to have two dedicated staff members through funding provided from Public Safety Canada, it has decreased waitlists and increased the number of participants we are able to assist. In 2023-24, we received 121 referrals and individually supported 94 new participants in the process of Record Suspension. The program also provides information to the larger population regarding the process.

DRIVER FOR HIRE

Next Steps supported the facilitation of the online training program Driver for Hire piloted by Canada Safety Council for 26 participants. The program helps advance job-specific and essential skills for delivery, passenger and rideshare drivers, and helped participants increase their industry skills and competitiveness in the labour market. Our office provided support those who did not have internet access or needed guidance to complete the program.

HORIZONS

This year the Horizons program selected five participants, four successfully completed the program, who live in the Bay St. George area, over the age of 29, have had criminal justice involvement and exhibit low levels of literacy and job skills.

Thank you to the employers in the Bay St. George area for your support of this program over the years and we are excited to continue to offer the Horizons program again in coming year.



NET-WORK

Next Steps launched a new program funded by the provincial government's Department of Immigration, Population Growth and Skills titled Net-Work. It is a virtual online job skill group program for rural participants who are ready to enter or re-enter the labor market. The piloting of this program allowed us to reach across our traditional boundaries of the metro area and expand into rural areas where employment programs are not as available. It was exciting to extend our program reach to meet the need. Three cohorts were conducted throughout the year, and we are pleased to be able to continue to offer this opportunity in the 2024-2025 year.



RECONNECT

Next Steps launched a new program called Reconnect. This is a multi- sectorial partnership led by John Howard Society of New Brunswick. The program is aimed at individuals who identify as having a permanent or recurring mental or neurodevelopmental disability that has restricted their ability to obtain meaningful and sustained employment. Over 26 weeks, Reconnect provides skills enhancement training, employment sustainability skills, career placements and individual support. The first cohort for this program began in January 2024.



MENTAL HEALTH FIRST AID

During 2023-24 Employment Practitioner, Leanda Morris, facilitated multiple Mental Health First Aid courses to the WCCC and community partners on the west coast.

“Loved everything about this program. Appreciated being funded to do H2S alive training so I could get employment.”

Anonymous Participant

SERVICES COMPLETED 2023

Using a person-centred approach, the program recognizes there is no one size fits all and works to provide the best possible supports through individual or group sessions. Assisting participants with their employment goals consists of many individualized options including:

- | | |
|--|---|
| ▪ Career planning and resume building | ▪ Community outreach |
| ▪ Interview skill development | ▪ Community Collaboration Workshops |
| ▪ Online job search | ▪ Group- based programming |
| ▪ Record suspension application support | ▪ Assistance with post-secondary applications |
| ▪ Liaising with other agencies on behalf of participants | ▪ Provide community referrals to meet basic needs |
| ▪ Funding application support | ▪ Support access to information and services |
| ▪ Prospecting potential employers | ▪ Income tax filing support |
| ▪ Employer engagement and advocacy | |

PROGRAM & SERVICE OUTCOMES 2023-24

Programs & Services	Carried Over	Referrals	Assessed	Completed Served	Ineligible/ Disengaged	Carried Forward
	Programs East Coast					
Reconnect	-	21	21	-	13	8
Network	-	50	50	35	12	-
	Services East Coast					
Employment Preparation	54	216	157	142	59	28
Training Courses	-	77	62	62	15	-
Employed	-	44	44	44	-	-
Return To School Preparation	-	6	6	6	-	-
Enrolled - Education	-	5	5	5	-	-
Record Suspensions	50	118	94	91	11	58
Tax Preparation Assistance	-	80	-	68	12	-
Walk-Ins:	-	88	88	88	-	-
	Programs West Coast					
Horizons	-	10	10	4	1	-
IM&M+	-	48	48	24	24	-
	Services West Coast					
Employment Preparation	49	55	49	49	-	-
Training Courses	-	5	5	5	1	-
Employed	-	10	5	5	-	-
Institutional Visits	-	29	29	29	-	-
Record Suspensions	-	3	3	5	-	-
Other Supports	1	17	17	17	-	-

**PROFESSIONAL DEVELOPMENT**

Employment practitioners are trained in a variety of career development strategies to best serve our community. Our staff continued to take part in professional development to be most up to date on effective strategies and to know what opportunities are available for participants.

NEXT STEPS con't

Professional development in the career development field is paramount to providing exceptional service to participants. During the past fiscal year, staff have participated in the following training opportunities:

- Mental Health First Aid
- Upskills Facilitator Training - ABC Learning
- First Aid for Opioid Poisoning - Red Cross
- Empowering Them E-Course - St. John's Status of Women's Council
- Webinar: Healing the Fragmented Self after Trauma
- Webinar: Stabilizing the Unstable
- Webinar: Understanding Seasonal Affective Disorder
- Webinar: Understanding PTSD
- Solution Focused Brief Therapy
- Strategies for Strengths-based Practice in Career Development
- The Body Keeps the Score, 2 Day Workshop
- Preventing Harassment in the Workplace
- Introduction to Early and Safe Return to Work
- OHS Rep Training
- Nonviolent Crisis Intervention
- Take Home Naloxone - Overdosing to Save a Life
- Understanding Narcissistic Personality Disorder
- Online Community Employment Collaboration Strengths Session
- Autism Presentation on Neurodiversity
- Trauma Informed Practice
- IM&M+ Facilitation Training

“There was no judgement. JHS-NL helped change my life.”

Anonymous Participant

STAFF ACKNOWLEDGEMENT

This year I was welcomed as the new Manager for Next Steps. As the newest member of JHS-NL management team, I am very much looking forward to continuing to support staff and search for new ways to support the needs of our population. The previous manager, Adam Power left to pursue a new employment opportunity and we wish him well. We welcomed Rachael Pike to lead the Reconnect Program, her dedication to the success of this program has been a vital asset. In addition,



Cody, Mel & Laura attending JHS-NL Staff Christmas Luncheon

we also welcomed Melissa Morales who aided in the launch of the Network Program and her knowledge and expertise were pivotal for preparing and facilitating.



Mel, Rachael & Kenny attending the 2023 AGM



**Mara, Mel, Rachel & Kenny at
JHS-NL Week Staff Event**

The exceptional team at Next Steps continues to show their devotion to their role and the community. Providing support to our participants in an ever-evolving labor market while also seeking resources to help their basic needs does not go unnoticed. Staff work tirelessly to support participants and supporting each other along the way. In my short time as Manager, I have witnessed the community at JHS-NL, and I am grateful to be part of it.



ACKNOWLEDGMENTS

I would like to thank Cindy Murphy, Executive Director for her leadership, continuous support, and advocacy of the Society. Furthermore, I would like to thank Melissa Noseworthy, Manager of Programs, Learning Resources Program for all her support and consultation as I am learning my new role. A general thank you and note of appreciation to all the staff and management for supporting the Next Steps office throughout the 2023-2024 year.

Lastly, I would like to acknowledge our community partners and the support from the following including Immigration, Population Growth and Skills; Public Safety Canada; John Howard New Brunswick; John Howard Society of Ontario; Parole Board of Canada; Department of Justice and Public Safety; and all the organizations who are committed in supporting our community.

MARA HAYWARD, MANAGER, NEXT STEPS-EMPLOYMENT SERVICES PROGRAM

1-2-1 Prison Visitation Program

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

The 1-2-1 is planned to be held on a weekly basis, each Thursday evening, at Her Majesty's Penitentiary (HMP). A small group of volunteers meet outside the gates at 6:30, where we are processed and escorted through the facility, towards the multipurpose room. A group of inmate participants will then be brought to meet us, and each volunteer will sit down and have a conversation with the participant they have been matched with that given week. Once the session has finished, the participants must leave, and a new group of participants present themselves. 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 pictures of their family (children, partners, pets, etc.) to show us. Our participants continue to enjoy contact with our volunteers, and we continue to add new board games to our collection for the participants. We have a variety of inclusive games available including some that do not require literacy skills. Unfortunately, institutional challenges (low staffing levels) at HMP have continued to impact programming and we have not been able to hold 1-2-1 as consistently as we have in the past.

In 2023 we said good-bye to one of our longtime volunteers, Riley Stoyles. We wish Riley all the best with his educational/professional endeavours moving forward! We were also fortunate to add two new volunteers to the 1-2-1 group, Vanessa Mpiana and Greg Dunne. The 1-2-1 program is entirely volunteer based and would not be possible without the dedication of all our volunteers. In 2023, we were fortunate to have a total of five dedicated volunteers associated with the 1-2-1 program.

We would like to thank the dedicated staff of the JHS-NL, 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. We look forward to another year with our participants and volunteers.

DIANA BROOKS, COORDINATOR

HMP Library Program

The Library Program at Her Majesty's Penitentiary (HMP) has been in operation since 1993 and it relies solely on the good will of volunteers and the community to supply the books and reading materials. The past year was particularly challenging once again to our limited access to the institution due to staffing shortages. As HMP continued recruit and try to hire additional correctional officers, it meant programs including the library, were seldom able to operate, as there were no staff available to supervise.

While it was a challenging time for institutional operations, on the rare occasions when the library did open, we would hear from the residents how grateful they were to be able to get some reading material. Knowing the importance of having a library service we will continue to advocate to ensure the program continues.

Special thanks to Florence Barron our long-term volunteer coordinator for her tireless efforts under challenging circumstances. We hope to recruit additional volunteers in the year ahead to support her in her hard work to maintain the service. I also want to thank JHS-NL Administrative Coordinator, Tracy Oakley for all the work she does coordinating book donations and providing administrative support to the library.

We are hopeful the year ahead will be a return to consistent weekly operations and a more fulsome library service.

CINDY MURPHY, EXECUTIVE DIRECTOR

Annual General Meeting Minutes



**Annual General Meeting
September 28, 2023
Lester's Farm Chalet, 92 Pearltown Road
St. John's, NL**

On Thursday, September 28, 2023, Joan Dawson, President for the Board of Directors of the John Howard Society of Newfoundland and Labrador, welcomed approximately 45 people in attendance to the hybrid Annual General Meeting.

Previous Meeting Minutes

The Minutes of the AGM of 2022 were noted and access to the full document is in the 2022-23 Annual Report on the website.

President's Report – Joan Dawson

The President tabled her report for 2022-23 and made the following remarks: The Society has had another successful year through virtual and in-person new and sustained programs and services, new initiatives and partnerships, supportive housing and strong fiscal management. She referenced the detailed reports in the 2022-23 Annual Report found on the Society's website.

Ms. Dawson extended a sincere thank you to the Board of Directors for their hard work and to Cindy Murphy, the staff, management and volunteers from all parts of the Society for their tireless commitment and dedication to delivering effective services and programs to participants and their families.

Executive Director's Report – Cindy Murphy

The Executive Director tabled her report for 2022-23 with the following comments: During the past year, the Society maintained existing programs, services and residential facilities and the successful expansion of the Next Steps, Employment Services Program, Intimate Partner Violence Intervention Court in Grand Falls-Windsor and the new Justice Project Program. Work continued to expand services reaching over 1400 participants through in-person and virtual programming with virtual capabilities providing opportunities for in-reach at two additional correctional centres within the province. There continued to be many challenges with the shortage of correctional staff in provincial correctional centres creating difficulties for prisoners and staff; aging HMP Infrastructure; limited access to deliver contracted services; the use of Administrative Segregation and the housing and health care crisis.

Ms. Murphy thanked the Board of Directors for their guidance and support and the staff, management and volunteers for their hard work and commitment to the Society and its participants.

Treasurer's Report

Ben Lewis, Treasurer of the Board of Directors, presented a brief summary of the audited Financial Statements highlighting and explaining some of the variances from the previous year. Revenues had a slight increase of 6% from last year with a similar increase in expenses mostly due to salaries.

He additionally stated we have enough cash on hand cover six months of liabilities and full Financial Statements are available in the 2022-23 Annual Report on the website.

Mr. Lewis noted Harris Ryan identified no concerns or issues with the audit, and noted adequate controls are in place and thanked Joanne Symonds, Director of Finance, for her impeccable skills and professionalism.

Resolutions: Appointment of Auditors 2022-23

A motion was tabled to appoint Harris Ryan as the auditing firm for the John Howard Society of Newfoundland and Labrador for 2023-24.

(Motion to adopt: Cindy Murphy/Dan Goodyear).

Presentation of Directors/Nominating Committee

Dan Goodyear, Chair of the Nominating Committee, presented the Nominating Committee Report for 2023. Those who were nominated and agreed to serve for a three-year term were Michelle Short, Donna Luther, Jackie Compton-Hobbs, Ben Lewis and Sulaimon Giwa.

(Motion to adopt: Dan Goodyear/Joan Dawson).

Mr. Goodyear advised of one remaining vacancy to be filled at a later date.

On behalf of the board Mr. Goodyear extended a special thank you to Catherine Gogan for her outstanding contributions dedicated service to the John Howard Society as she has retired her seat from the board after more than 35-year involvement with the Society. Ms. Gogan held the position of JHS-NL Board Member, President JHS-NL and President of John Society Canada Board of Directors in which her leadership, dedication and commitment has greatly benefited the organization.

Motion to adjourn: Joan Dawson

Recorder: Tracy Oakley

Financial Report

Summary of 2024 Audited Financial Statements

Condensed Statement of Financial Position

March 31, 2024	2024	2023
Assets		
Current assets	3,776,454	2,725,216
Investments	23,996	23,411
Capital assets	2,632,492	2,755,708
	6,432,942	5,504,335
Liabilities		
Current liabilities	1,906,324	1,113,969
Long term debt	990,000	1,050,000
Deferred capital contribution	42,236	42,236
	2,938,560	2,206,205
Net Assets		
Donated surplus	435,000	435,000
Net investment in capital assets	1,642,492	1,705,708
Restricted	504,696	504,111
Unrestricted	912,194	653,311
	3,494,382	3,298,130
	6,432,942	5,504,335

Condensed Statement of Operations

Year ended March 31, 2024	2024	2023
Revenue	5,174,137	4,967,157
Expenses	5,038,469	4,857,693
Excess (deficiency) of revenues over expenses from operations	135,668	109,464
Other Income	60,000	60,000
Excess revenue over expenses	195,668	169,464

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

Appendix A - John Howard Society

OUR MISSION:

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

OUR 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 justice process.

EXECUTIVE COMMITTEE

Joan Dawson, President
Donna Luther, Vice President
Leslie MacLeod, Past President
Ben Lewis, Treasurer
Dan Goodyear, Secretary

DIRECTORS

Joan Atkinson
Jackie Compton-Hobbs
Sulaimon Giwa
Kimberly Legge
Debbie Sue Martin
Anne Morris
Jason Power
Michelle Short
Dick Spellacy

NOMINATION COMMITTEE

Leslie MacLeod
Joan Dawson
Debbie Sue Martin
Anne Morris
Michelle Short
Cindy Murphy (Ex-Officio)

SENIOR MANAGEMENT

Cindy Murphy, Executive Director
Joanne Symonds, Director of Finance

PROGRAM MANAGMENT

Melissa Noseworthy, Manager Learning Resources Program, St. John's
Daphne O'Keeffe, Manager Community Based Intervention Programs, Stephenville
Adam Power, Manager Next Steps: Employment Services, St. John's

RESIDENTIAL MANAGMENT

Val Flynn, Manager Adult Residential Services, Howard House, Garrison Place
& Community Housing, St. John's
Shelley Garnier, Residential Manager West Bridge House, Stephenville
Lucretia Brown, Coordinator Home For Youth, St. John's
David Penney, Coordinator Loretta Bartlett Home For Youth, Corner Brook

Appendix B – Programs and Services Descriptions

LEARNING RESOURCES PROGRAM & COMMUNITY BASED INTERVENTION PROGRAM INTERVENTIONS



SEEKING SAFETY

Seeking Safety is an evidence-based model, used in-group or individually to help survivors with co-occurring trauma and substance addiction. Research indicates that an individual dealing with addiction issues is usually dealing with past or present trauma. Participants give very positive feedback regarding how extensively this program helps them to move forward in their lives.



SAFETY AND REPAIR

The Safety and Repair program is a gender-based violence program that addresses the needs of individuals and groups who have used abusive behaviors in their current intimate-partner relationship. Safety and Repair draws on Restorative Justice and Narrative Therapy approaches. The program is divided into two phases, safety and stabilization and individual repair. This process is completed using both individual and group sessions. Participants are guided to establish values and safety and understand abuse and repair. Further, participants are lead through conversations around personal abuse, repairing the self and ending violence.



JOURNEY TO TRANSFORMATION – ANGER SOLUTIONS

The program is offered to participants who have difficulty responding to intense emotions related to anger. The program utilizes multiple therapeutic modalities including but not limited to Rational Emotive Behavioral Therapy, Reality Therapy, Cognitive Behavioral Therapy, and Dialectical Behavioral Therapy to support participants with emotional awareness, skill acquisition and application for effectively expressing intense emotions. Over a period of 10 sessions, participants are guided through a trauma informed lens to understand their own emotional responses and are provided opportunities to acquire new skills and put them into practice. Offered in Community as well as HMP.



CRIMINAL BEHAVIORAL AWARENESS (CBA)

The CBA program is a generalized program that utilizes cognitive behavioral strategies to address risk factors for reoffending. This program consists of six – two-hour sessions that focuses on the stages of change and mapping the offense cycle with participants. Other critical program components involve learning coping strategies to cope with stress and identifying problem solving techniques.



PATHWAYS TO ACCEPTANCE AND RECOVERY (PAR)

The PAR program is designed for participants who present a risk to reoffend sexually. The program is divided using a good lives model to guide the participants in the adoption of healthy and prosocial lifestyles. The aim of this program is to use a trauma informed lens to reduce recidivism by building awareness around personal relationships, thoughts, emotions, and behaviors

LEARNING RESOURCES & COMMUNITY BASED INTERVENTION PROGRAM INTERVENTIONS

DADS

Dads is a 10-session program offered once a week for 10 weeks in a group setting. Dads focuses on helping fathers understand the realistic expectations for their children's different developmental stages and helps navigate discipline and parenting approaches for children who have experienced trauma. This program teaches skills of positive communication and co-parenting, assists fathers in processing their own guilt and shame, and teaches fathers about how to avoid common pitfalls in parenting and discipline.

IMPAIRED DRIVING AWARENESS (IDA)

A two-day psycho-educational information session for individuals convicted of an impaired driving related offense.

STABLE-2007 (ASSESSMENTS FOR SEX-BASED OFFENSES)

The Stable-2007 is an assessment tool that enables the assessor to measure 13 areas identified as factors that quantify risk for recidivism in individuals with a history of sex-based offenses. The LRP currently has two team members trained in conducting assessments.

MENTAL HEALTH AND ADDICTIONS COUNSELLING

Referrals are received internally through the Employment Services Program and LRP. This program assists participants with anxiety, depression, grief, trauma, and addictions. The program gives participants added support in healing and is critical in helping build resilience, develop skills in emotional regulation and impulse control and reduce recidivism

ADULT DIVERSION PROGRAM

The Adult Diversion Program provides an excellent opportunity for a first time or low risk offender to avoid the regular court process, further conflict with the law and further victimization. These clients continue to give very positive feedback regarding the value of this program.

ICPM

The Employment Services 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.

NEXT STEPS - EMPLOYMENT SERVICES PROGRAMS, SERVICES & SUPPORTS

IN MOTION & MOMENTUM+

In Motion & Momentum+ (IM&M+) is an innovative action-oriented program that supports individuals at a pre-pre-employability stage. IM&M+ is a strengths-based program that provides experiences and opportunities for those who may have experienced repeated setbacks with traditional learning and/or work. IM&M+ moves participants from feeling stuck to moving forward.

RECORD SUSPENSIONS

The John Howard Society assists individuals in applying for a Record Suspension (formerly pardon) through the Parole Board of Canada.

A record suspension allows people who were convicted of a criminal offence but have completed their sentence and demonstrated that they are law-abiding citizens for a prescribed number of years, to have their criminal record kept separate and apart from other criminal records.

TAX CLINIC

Canada Revenue Agency has a volunteer that is committed to providing individual tax clinics to JHS-NL participants. The Employment Practitioner gathers participants tax information, and the volunteer files on behalf of the individual. This is an on-going service throughout the year with continuous intake.

COMMUNITY COLLABORATION WORKSHOPS

Employment Practitioners has liaised with community organizations to offer educational presentations to the community on topics such as Record Suspensions and Employment Readiness.

HORIZONS

The program provides a four-week orientation training as well as a job placement. This program provides valuable assistance towards the rehabilitation of persons involved with the criminal justice system and contributes to the likelihood of a positive transition back into the workforce.

RECONNECT

This is a new program beginning in 2024. Reconnect helps participants reattach to the workforce through training, mentoring and work experience. Participants complete 12 weeks of training provided by an Employment Practitioner followed by a 12-week wage subsidized job placement.

NET-WORK

Net-work is an online pre-employment program to aid in job readiness for rural participants. Over the course of 10 weeks, participants develop an action plan, work on job skills including job searching skills, building resumes, healthy boundaries, and communication skills.

HOME FOR YOUTH PROGRAMS, SERVICES & SUPPORTS

WEEKLY CASE MANAGEMENT MEETING

These meetings are an opportunity for the youth to identify areas of strengths, goals, objectives, and improvements in consultation with our counsellors. The end goal of this program is to build a healthy foundation fostered by positive interactions, with a strengths-based approach and help toward a successful reintegration program back to the community.

THE POINT SYSTEM FOR RESIDENT EVALUATION (PSRE)

PSRE is an incentive-based, self-behavioral modification program in which the youth earn points during the day based on several evaluated categories. The core objective of the PSRE is to enable residents to develop a sense of ownership of their custodial programming and take responsibility for their decisions, actions, and behaviors through promotion of pro-social behavior. The program also considers life skills training such as personal hygiene, household maintenance, chores, cooking, and general skills required in day-to-day living. This program helps youth to learn they are responsible for their own success.

WEEKLY GROUP DISCUSSIONS

Discussions focus on current issues such as bullying, addictions, communication skills, anger management, healthy relationships, STI's, health, sexual orientation, and racism. Staff provide current educational information on the above topics and have open dialogue and discussions with the young person. This program has been remarkably successful with all youth this past year actively participating.

FEEL WELL PROGRAM

The objective of this ***strengths-based*** motivational wellness program is to promote a balanced approach to healthy living with focus in ***three*** specific areas:

1. Fitness/Exercise

This would include any sort of activity that would promote overall ***physical*** health. This may include (but not limited to): playing a sport, walking, running, hiking, biking, strength training, swimming, bowling, etc. The goal here is to engage in any exercise that increases heart rate and provides benefit to the physical self. Activities can be completed both in-house and in the community.

2. Education

This would include any sort of ***learning*** activity that would provide increased knowledge and understanding on a very broad range of topics. This activity would be optionally completed and take place outside of any required/mandatory educational learning programs that a resident is expected to complete (school, "Group," counselling, etc.)

3. Lifestyle

This would include any sort of ***experiential*** activity that promotes overall positive mental health and can be classified as personal "self-care" – "the practice of taking an active role in protecting one's own well-being and happiness, in particular during times of stress." The focus here should be on doing an activity that makes you happy and/or reduces anxiety. Examples may include (but not be limited to): reading, writing, drawing, coloring, playing an instrument, cooking, working out, playing a sport, completing an outdoor activity, etc.

Appendix C – Staff & Volunteers 2023-24

HEAD OFFICE

Cindy Murphy, Executive Director
Joanne Symonds, Director of Finance
Tracy Oakley, Administrative Coordinator

STEPHENVILLE OFFICE

Donna Jenkins, West Coast Accounting Administrator

LEARNING RESOURCES PROGRAM

Melissssa Noseworthy, Manager of Programs
Jill White, Administrative Assistant

Program Service Coordinators

Alexander Asamoah & Jessica Slade

Program Facilitators

Taylor Cassell, Rob Channing, Caitlin Dillon (ML), Anna Lamswood(ML), Robyn MacDonald, Christiane Murdey, Taedy O'Rourke, Caitlin Penton & Christy Spracklin

Students

Desiree Mackey, Maggie Pottle, Stephen Dubuc

NEW DAY PROGRAM

Melissssa Noseworthy, Manager of Programs
Jill White, Administrative Assistant

Riely Hunt, Intensive Case Manager, Team Lead
Jennifer Connolly, Intensive Case Manager
Jacob Riche, Community Case Manager
Kristi Lavallee (resigned)

COMMUNITY BASED INTERVENTION PROGRAM

Daphne O'Keefe, Manager of Programs

Program Facilitators

Crystal Formanger (LOA), Robyn Hinks, (ML) , Michelle Humber, Corrine Slade (LOA), Janine Slade & Haley Young

NEXT STEPS, EMPLOYMENT SERVICES

Mara Hayward, Manager Employment Services
Adam Power, Manager Employment Services (resigned)
Jill White, Administrative Assistant

Employment Practitioners

Kenny Illyas, Cody Joy, Laura Strong, Caitlin Penton (resigned), Rachael Pike & Melissa Morales

HOWARD HOUSE

Val Flynn, Manager of Adult Residential Services

Karina Marsden, Administrative Assistant

Residential Counsellor

Kayla Smith & Yvonne McDermott (resigned)

Residential Staff

Nat Hutchings, Kelsie Parsons, Rachael Pike (moved to Next Steps), Julia Snook, Kayla Stratton, Daniel Agbesse (resigned), Darlene Dickinson (resigned), Brandon Hinton (resigned), Ryan Slaney (resigned) & Nicholas Tucker (resigned),

Relief Staff

Stacey Powell, Rhonda Layman, Courtney Best, Isobel McMahon, Harsha Ajith

Canada Summer Jobs Students

Faith Caul & Noah Green

GARRISON PLACE

Val Flynn, Manager of Adult Residential Services

Housing Support Worker

Leah Walsh (ML), Miles Power

COMMUNITY HOUSING

Val Flynn, Manager of Adult Residential Services

Riley Hunt, Housing Focused Case Manager (moved to New Day Program)

Jessica Kelly, Housing Focused Case Manager (resigned)

Serena Payne, Housing Focused Case Manager (end of contract)

Alex Sullivan, Housing Support Worker

Bethany Gosse, Housing Support Worker (resigned)

WEST BRIDGE HOUSE

Shelley Garnier, Residential Manager

Senior Counsellor

Chantal Drake

Residential Staff

Blake Hynes, Sherry Humber, Julie Caines & Melanie Butler

Residential Relief Staff

Lorna Bungay, TJ Kearley (resigned), Alexandra Lagatdu, Melanie White, Kevin Stanley & Bethany Russell

LORETTA BARTLETT HOME FOR YOUTH

David Penney, Coordinator

Counsellors

Danica Power, Sheldon O’Neil, Janice Maxwell, Paulette Burrridge, Bill Short, Janice Kerrivan & Amanda Power

Relief Staff

Judy Snelgrove, Kathleen Slaunwhite, Christina Hepditch & Sonya House

HOME FOR YOUTH

Lucretia Brown, Coordinator

Counsellors

Mike Barrow , Scott Conway(LOA), Greg Dodge, Sean Fowlow, Chris Keats(LOA), Dan Lidstone & Bonnie Mogridge

Relief Staff

Taylor- Avery-Greg, Nicole Aylward, Kelly Bennett, Brianna Butt (resigned, Lindsay Collins (resigned), Laura Gibbons (ML), Rob Channing, Darlene Dickenson, Angela Dunne, Graham Lucas, David Vincent & Perry Woodward

IN-REACH VOLUNTERS

HMP Library

Florance Barron, Volunteer Coordinator

1-2-1 Visitation Program

Dianna Brooks, Volunteer Coordinator

Volunteers

Melissa Hoskins, Boyd Kelly, Vanessa Mpiana, Nicole Power Riley Stoyles (resigned)

NOTES:

Provincial Office Locations

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