

# EXCELLENCE

Our commitment to put the needs of our clients at the centre of everything that we do.



Edmonton John Howard Society

ANNUAL REPORT 2016/2017

## EXECUTIVE MESSAGE



This year was marked by much success for our agency, staff, volunteers and most importantly the people we serve. During a sluggish economy it would be easy to retreat from doing important human service work – which only results in more human distress. Instead, we see courageous and intelligent decisions being made and the impact is substantial.

As an agency committed to social justice we are blessed to do our work in a community that again and again shows itself to be caring and committed to these ideals, through excellent initiatives like United Way of Edmonton Capital Region's Pathways Out of Poverty, End Poverty Edmonton, the Ten Year Plan to end Homelessness, and the excellent coordination provided by REACH Edmonton.

Our own commitment to our clients, social justice and evidence-based practice was rewarded this year when we achieved three-year accreditation through Commission on Accreditation of Rehabilitation Facilities (CARF) Canada. Our staff, in particular our Senior Leadership Team, went above and beyond to prepare for the CARF survey and they continue to strive for excellence each and every day.

We were disappointed to see our Public Legal Education Program close after over 35 years of providing excellent criminal justice education to some 11,000 students each year. On a positive note, we started the Bail Navigator Service in partnership with Alberta Justice and Solicitor General and Edmonton Police Service. We were also excited to begin a new partnership between our Youth Housing First Team, E4C and Homeward Trust Edmonton.

A community is successful when all of its citizens have the opportunity to live healthy lives. At Edmonton John Howard Society we are blessed to have amazing staff, volunteers and the support of outstanding community members, funders, partners and supporters. On behalf of our Board of Directors we thank all of you who help us have impact on poverty and crime prevention in the Edmonton Capital region.



## EXCELLENCE RECOGNIZED

In December 2016, EJHS received three years of accreditation from CARF International. It was a lot of work but it pushed us to become an even better agency. The CARF team recognized EJHS for its strong leadership, exceptional planning, outstanding fiscal management, best practices and “cadre of caring, competent and committed staff who take pride in their work.”

## BY THE NUMBERS

- 163 staff worked in 20 program units, including 8 residential facilities.
- 1504 people accessed services provided by Adult Support Services.
- 291 people housed and supported by Adult Residential Services.
- 38 participants enrolled in at least one workshop offered at Edmonton Remand Centre.
- 11,592 students gained a better understanding of the criminal justice system and were encouraged to be good citizens

EJHS has been developing a Performance Measurement and Management system which includes annual outcome based evaluation. All agency programs now have an evaluation plan, custom database and data collection tools. This past year evaluations have been completed on almost all EJHS programs. All will have been evaluated by the summer of 2017.

Historically programs have reported on clients served. This is the first year where we are attempting to roll out some global agency data. While not all database reports are completed, we can begin to offer a preliminary view of who EJHS is serving.

In 2016 EJHS served 11,396 adults and youth. 3,250 were direct service clients and 8,146 were children and youth receiving crime prevention presentations in the schools.

Not all programs collect the same demographics for various reasons. Also, not all database reports are completed. The percentages presented are based on the programs that are collecting that data.

Of the 3250 individuals served:

- 20% were receiving services from youth programs (24 and under)
- 45% identify as aboriginal
- 68% male
- 58% had criminal records/current criminal justice involvement
- 36% were homeless at the time of accessing services
- 36% had Grade 9 or less
- 18% graduated high school
- 39% report current or previous Child and Family Services involvement
- 55% have mental health concerns
- 21% report being employed
- 44% had no income
- 61% report substance abuse

## Walk With Me



What is excellence? In 1982, Tom Peters and Robert Waterman went in Search of Excellence and ended up writing what some call “the greatest business book of all time.” What they found is that excellent companies share common characteristics. One of those characteristics is getting close to the people they serve and learning from them. At EJHS, our clients have always been at the centre of everything we do but we’re always looking for ways to improve.

This year, we received funding from the Edmonton Community Foundations Vital Signs Grant and the Government of Alberta Indigenous Relations, urban initiative program for an Indigenous Mentorship and Liaison Project called Walk With Me. This program is

intended to be a 3 year pilot project. “Walk With Me is a phrase I often hear from our elders,” says Jeri Melting Tallow-Healy, our new Aboriginal Advisor and Mentor. “It’s about learning together. I’m not above or below you; we are here together.”

Jeri has been connecting EJHS to aboriginal resources and cultural practices and will start mentoring our indigenous clients in the second phase of this project. She also walks with staff assisting the organization as a whole to become a more aware and responsive agency. “We want to be a ‘culturally safe’ organization,” says Ann Howlett, Director Evaluation and Quality Improvement. “Our clients tell us they feel safe at EJHS.” And Jeri added, “If you can be seen as safe place for the Aboriginal community, you have achieved much.”

Our goal is to achieve nothing less than excellence in how we learn from and serve our Indigenous clients. The Walk With Me project is an important step in that journey. Staff are gaining the knowledge and skills they need to provide culturally-appropriate services. At the same time, our Indigenous clients are teaching us about their culture, experiences and need for reclaiming their identity. We are walking together.

## Maximizing Ability

Independence Apartments provides a positive community-living experience for people on conditional release. Through a partnership with Disability Services, IA is also home for up to three men with developmental disabilities. An IA-based caseworker works with Disability Services clients to maximize their ability to live independently and integrate into residential life at IA.

## Reducing Risk

101st Street Apartments is a community-based residential treatment facility, primarily for high-risk/high needs offenders. A client who came to 101st Street in 2012 was considered so high risk when first released, he had a security guard with him 24 hours a day. With a lot of support from his case management team, he is now living on his own in the community – but still comes by to visit almost every day!

## Successful Transitions

Donnelly House, a 90-day housing program, has seen many residents make successful transitions to the community. This year, a woman arrived at DH after leaving an abusive relationship. Staff spent countless hours chatting, giving advice and playing games to help her develop coping mechanisms, life skills and problem solving abilities. When the time came, she didn't want to leave her new "family" but felt confident that she could make it on her own.



"MY EXPERIENCE HAS BEEN GREAT IN A COMFORTABLE AND PEACEFUL HOME"

Donnelly House Resident

## Rising from the Ashes



Two years ago, the Edmonton Drug Treatment Court Service—a program affiliated with EJHS since 2005 – hired Donny Kinistino as its first client mentor. “We could see that clients needed a person who had walked their path but who could also support them in the community,” said program manager, Grace Froese. Donny’s story is a testament to the strength of the human spirit when it is given the chance to shine.

**Who is Donny?**

I’m 56 years old. I spent 37 years in active addiction and 17 years in prison. I’m a former client, a drug court mentor and now a college graduate.

**What is your role as a mentor?**

I meet people where they’re at and share my own journey. I always bring our conversations back to key recovery principles, and don’t stray far from that. I have a mandate to follow – it is not up for debate.

**How did you get here?**

I had a lot of guilt and shame with trauma-based issues as a child. I slowly started to believe all the things I was being told. That led naturally to a life of crime and I landed in the Stoney Mountain home for boys when I was 14. I came to Alberta in the early-1990s and started to “meet” all the presiding Judges I now work hand in hand with (laughs).

**What was your experience with EDTC?**

I waited in the remand centre for 13 months to get into (EDTCS). I had to invest in the program principles – although I didn’t agree with them at first! We now have a wonderful relationship built on trust but it took a long time. They helped me transcend the madness and degradation of addiction and to learn to be comfortable in the world.

**What made you go back to school?**

It was (at EDTCS) that I realized I could interact in a professional world, given the opportunity. I decided to go back to school and figure this out. I went back at 53 – that took a lot of courage. There are kids there who could be my grandchildren (laughs). I found out that I could write; that I could think critically, challenge my preconceived notions and be comfortable with who I am.

**What does the future hold?**

The door is wide open. I just keep moving forward with the expectation of happiness and success. On May 25 2017, Donny graduated with honours from the Social Work Program at Norquest College. During his time at the college, he received the Indigenous Careers Award, Jason Lang Scholarship and was nominated for the President’s Medal, the highest student honour.

## A Positive Alternative

The Edmonton Drug Treatment Court Service serves people who commit crimes to support their drug addiction habit. They are facing lengthy jail sentences for their crimes and are given the opportunity to participate in this specialized court through a delayed sentencing process. Drug Treatment Court is not really a “court” in the traditional sense although participants do attend court every week. It is an intensive program that encourages lifestyle changes through counselling, treatment, life skills, housing, education and employment. EDTCS can serve up to 20 clients on an ongoing basis. Stats show that at least 70% of program graduates have not been convicted of new offences.



Edmonton Drug Treatment Court Team (top)  
Adult and Youth Support Services Team (bottom)

“WHENEVER I COME HERE FOR HELP, THEY ARE VERY KIND AND TREAT ME GREAT. THEY ARE ALWAYS IN A GOOD MOOD AND OPTIMISTIC. WHEN I LEAVE HERE ALWAYS FEEL SO MUCH BETTER. THE STAFF HERE IN MY OPINION IS THE BEST IN THE CITY.”

Adult Support Services Client

## Building Foundations

Our Adult and Youth Support Services unit now offers innovative, technology-based programming to help our clients build solid foundations for life. Topics include employment preparation, financial literacy and anger management – with plans for more. By fall 2017, we will offer workshops five-days a week. Said one satisfied client: “This program was one of the best programs I ever did!”

## Navigating the System

At least half the people sent to the Edmonton Remand Centre are remanded for less than five days. This has a profound cost for corrections, sheriffs, courts and law enforcement. Our new Bail Navigator program reduces the number of short term stays by helping detainees arrange bail and locate community supports. Between December 2016 and March 2017, we helped 476 people arrange their own bail.

# EXCELLENCE FOR YOUTH & FAMILIES

## Home, Help and Hope

### Safe at Home

Safety and Harmony in our Community is not just a slogan – it’s a promise. Youth and young adults who find rest, respite and support in our youth residential program tell us they feel safe, often for the first time in their lives. As one resident said, “NOVA is a safe space and (is) building (a) foundation to a brighter future.”

“NOVA IS THE CLOSEST THING TO FAMILY I HAVE HAD IN A LONG WHILE”

NOVA Resident

### Home for Dinner

The LOFT provides affordable supportive living for males, 16-24, where they gain the skills and confidence to live independently in the community. Once they leave “home,” many residents come back for advice, assistance or just to visit. All former residents know they can come to dinner every Wednesday night. At this year’s holiday dinner (on a Wednesday, of course), there was standing room only as the table was filled with returnees!

“LIVING AT THE LOFT ALLOWS ME TO HAVE A SECOND CHANCE AT GETTING MY LIFE ON TRACK AGAIN.”

LOFT Resident

### Building Bridges

Bridges Treatment Program at Howard House has been helping young males, 14-19, regain control of their lives by learning how to make positive and healthy choices. In a typical week, each resident participates in 24 hours of school, 5 hours of group counselling, 1 hour of individual counselling, 8 hours of social skills, 4 hours of life skills, and 10 hours of recreation. At the end of their stay, 96% of youth said they have a better understanding of healthy relationships, healthy communication techniques, and healthy problem solving skills.



The team at Bridges Treatment Program at Howard House cheer on the Oilers!

## Saving Lives

It's not often we see a direct connection between our housing programs and saving lives. But our Youth Housing First staff did just that when they read this client comment: "It was a miracle when you guys called me. I attempted suicide two days before Youth Housing First called me. I ended up hospitalized. Your team literally saved my life. Thank you." Youth Housing First is a partnership with E4C and Homeward Trust Edmonton. This year the program successfully housed 39 youth.

## That's a Wrap

WrapED is a collaborative partnership between six community agencies that work with youth, 12-17, to reduce youth violence and risk of gang involvement. Using the High Fidelity Wraparound Model, staff guide the youth to create a consistent support team by identifying both natural and professional supports. Once the team is in place, the youth knows where to turn when help is needed. This year, 88% of youth participating in the program said that positive change in their lives would not have happened without WrapED.



"E4C AND EJHS HAVE BEEN WORKING IN PARTNERSHIP FOR ALMOST A YEAR NOW. TOGETHER: HOMEWARD TRUST EDMONTON, EJHS AND E4C ARE THE YOUTH HOUSING FIRST TEAM,....COURAGEOUSLY AND COLLABORATIVELY TACKLING THE ISSUE OF YOUTH HOMELESSNESS HERE IN EDMONTON."

Working partner with Youth Housing First Team



SUCCESS DOES NOT LIE IN THE "RESULTS" BUT IN THE "EFFORTS"

"BEING" THE BEST IS NOT SO IMPORTANT, "DOING" THE BEST IS ALL THAT MATTERS.

Jack Nic  
Brando.  
mumble.  
Benicio Del Toro

about ac  
oly gifts  
Robe



COURAGE DOESN'T ALWAYS ROAR.

SOMETIMES COURAGE IS THE QUIET

VOICE AT THE END OF THE DAY SAYING

"I WILL TRY AGAIN TOMORROW."

Mary Anne Radmacher



## Think Before You Post

In September 2016, our Public Legal Education Program piloted a new presentation for high school students called Cybercrime and the Law. The program looks at the legal side of texting, social media and other online activity. Response to the pilot was overwhelmingly positive. Teachers said cybercrime is an important topic for their students. Students said they learned to think before they text pictures or post anything on the internet.

## Finding Refuge

Our Family Violence Prevention Centre is an umbrella for a range of services that assist families when they need it most. Community Outreach helps families find safety, support and solutions. The Domestic Violence Complainant Assistance Program supports adults and children as they navigate the criminal court process. Partner Check supports people whose partners are in treatment for abusive behaviours. And the Furniture Program helps families, when they are ready, to start again in a new home.

## By the Numbers:

- 131 youth housed and supported by NOVA and the LOFT
- 26 youth attended the Bridges Treatment Program at Howard House
- 250 youth accessed REE\*START drop-in services, 21 received ongoing services and 69 were served through the justice program
- 110 new clients supported by the Domestic Violence Complainant Assistance Program
- 62 people supported by Family Violence Prevention Centre's Outreach Programs
- 60 people received furniture and household items after leaving an abusive situation.



# SUPPORTING EXCELLENCE

## Volunteers

Apostal, Mariah  
Baldassarre, Anna  
Bharmal, Azzad  
Bieuer, Randy  
Blumhagen, Melissa  
Bodnar, Sylvia  
Christensen, Brad  
Clayton, Tracey  
Community of Christ, Edmonton  
Douglas, Bonnie  
Duke, Fred  
Fan, Estella  
Gallant, Blair  
Hay, Chris  
Hay, Sheila  
Hochi, Shabo  
Hostetter, Marcia  
Jeffery, Cynthia  
Jensen-Fontaine, Madeleine  
Lacika, Cassie

Lacika, Natasha  
Lacika, Wally  
Loskutova, Luidmila  
McKague, Stefanie  
Montey, Ann  
Morgan, Lisa  
Pouliot, Annette  
Prince, Shawn  
Quilters Club,  
The Patchwork Network  
Schreiner, Marshal  
Seniors Association, Southwest Edmonton  
Sherwood Park Quilting Guild  
Singh, Amandeep  
Sull, Manvir  
Swereda, Stephanie  
Vors, Liv  
Weeks, Tyler



## Donors

100 Women Who Care  
Alan Sobey  
Anthony George  
ATCO Pipelines  
Barry Finegan  
Blaine Achen  
Blair Gallant  
Brian Hamblin  
Carly Rukkinen  
Cash Donation  
Celeste Landry  
Cornerstone Services Inc  
Crosstown Auto Centre  
Danisha Bhaloo  
Dawn Nelson  
Debbie Friesen  
Dr Derek Dillane  
Diana Gudim  
Dominique Emerson  
Edward Bishop Prof Corp  
Elvis Iginla  
Emily Rusk  
Evangeline Bovencamp  
Francois McMahon  
Fred Duke  
Glenn Day  
Gwendolyn Finck  
Iginla & Company  
Jabulani Moyo  
Jacqueline Rishaug  
Dr James Green  
Janice Bardestani  
Janine Isaac  
Jason Foerster  
Jason Manchak  
Jason Taam  
Jeff Alexander  
Jill Wheeler-Bryks  
Joel M Berube Prof Corp

Juan Escuden  
June Birch  
Juverna Wright  
Kathleen Riddell  
Linda Fitzpatrick  
Lynda Aspinall  
Magnus Breitling Prof Corp  
Mark Simmonds  
Masaru Yukawa Prof Corp  
Maureen Collins  
Mellissa Yun  
Michael Buss  
Michel Landry  
Michel V Lavoie Prof Corp  
Michelle Andrews  
Mike Hogan  
Mohamad Zibdawi  
Nicholas Ternes  
R Cheng Prof Corp  
RB Moore Prof Corp  
Dr Rakesh Sondekoppam Vijayash  
Dr Robert Hudson  
Robert Mantey  
Saiffee Rashiq  
Sandy Bugeja  
Sarah Gardner  
Sarah Uytterhagen  
Sean Van Diepen  
Shan Murray  
Shannon Foster  
Sheena Cannon  
Team Telus Cares  
Ted Lucyckx  
Tom O'Leary  
TW Yeh Prof Corp  
Visitation Province  
Yi Zhen Heather Ting



## Funders

Alberta Health Services  
Alberta Human Services  
Alberta Justice and Solicitor General  
Alberta Law Foundation  
Correctional Service Canada  
Edmonton Community Foundation-Eldon & Anne Foote Fund  
Edmonton Community Foundation-Vital Signs Grant  
Edmonton Oilers Community Foundation  
Homeward Trust Edmonton  
Reach Edmonton Council  
The Stollery Charitable Foundation  
United Way, Alberta Capital Region

## By the Numbers:

- 12 funders
- 26+ donors
- 32+ volunteers (including 9 board members) contributed 1080+ hours of service
- 5 community events, 4 agency events and 37 resource fairs and presentations



## Board Members

Danisha Bhaloo  
Greg Erickson  
Faye Hamilton  
Kevin Hood  
Malcolm Johannesen  
Jim Klinge  
Erika Rebus  
Peter Smyth  
Heather Tegtmeyer  
Marissa Tordoff  
Case Watson



## Farewell and Thank you

Greg Erickson has dedicated 9 years to the EJHS Board of Directors. In June, we will sadly be saying farewell to Greg as a Director but he will continue to be an advocate for our agency and a friend. Thank you, Greg, for your many contributions!



“TO GIVE  
SOMEONE  
YOUR TIME IS  
THE BIGGEST  
GIFT YOU  
CAN GIVE”

## Staff Awards

### Peer Recognition Award - Jan Drolet

“JAN SERVES OUR CLIENTS WITHOUT JUDGMENT OR REPROACH AND GENUINELY CARES ABOUT EVERYONE’S WELFARE.”

### Ken Schultz Award - Miranda Witham

“MIRANDA BRINGS POSITIVITY TO EVERY SHIFT SHE WORKS. SHE TRULY CARES ABOUT THE YOUTH AT NOVA AND WILL MAKE A POINT TO TAKE TIME WITH THOSE MORE CHALLENGING YOUTH. “

### Extra Mile Award - Jillian Higgins

”JILLIAN’S PASSION FOR WORKING WITH YOUNG PEOPLE HAS SHONE THROUGH THIS CHALLENGING EXPERIENCE OF STARTING A NEW PROGRAM AND THIS HAS ENSURED THE QUALITY OF SERVICES PROVIDED TO THE YOUTH IN THIS FIRST YOUTH HOUSING FIRST TEAM!”

### Impact Award - Ann Howlett

“THE AGENCY BECAME FULLY ACCREDITED FOR THE VERY FIRST TIME AND I WANT YOU TO KNOW, ANN, THAT YOU WILL HAVE MY UNDYING GRATITUDE FOR THE SACRIFICE YOU MADE PERSONALLY TO HELP US OVER THE FINISH LINE LAST YEAR AND FOR YOUR ONGOING PASSION TO SEE US ALWAYS BE OUR BEST.” Robin Murray



(Left to Right: Jan Drolet, Ann Howlett, Jillian Higgins, Miranda Witham)

# Edmonton John Howard Society

## Statements of Revenues and Expenditures

Year Ended March 31

2017

2016

<b>Revenues</b>		
Correctional Service Canada	\$ 3,275,397	\$ 3,108,814
Homeward Trust	1,809,491	1,849,879
Alberta Justice & Solicitor General	1,222,145	1,200,575
Other	744,673	763,754
Alberta Community and Social Services	726,633	638,422
Alberta Health Services	499,647	456,803
United Way, Alberta Capital Region	317,879	311,850
REACH Edmonton Council	159,824	146,664
Alberta Law Foundation	147,967	198,834
Amortization of deferred contributions - capital assets	82,223	79,070
	<u>8,985,879</u>	<u>8,754,665</u>
<b>Expenditures</b>		
Salaries and benefits	6,152,533	6,063,611
Food services	355,157	388,705
Amortization	168,045	161,999
Service charges	28,850	28,073
Other	2,267,518	2,099,872
	<u>8,972,103</u>	<u>8,742,260</u>
Excess of revenues over expenditures	\$ <u>13,776</u>	\$ <u>12,405</u>

## Statements of Financial Position

March 31

	<u>2017</u>	<u>2016</u>
<b>Assets</b>		
Current	\$ 1,183,626	\$ 1,026,503
Investment	321,105	319,507
Capital assets	1,954,619	1,958,069
Deferred leasing costs	-	29,618
	<u>\$ 3,459,350</u>	<u>\$ 3,333,697</u>
<b>Liabilities</b>		
Current	\$ 1,130,623	\$ 1,011,857
Long-term	852,026	858,915
	<u>1,982,649</u>	<u>1,870,772</u>
<b>Net Assets</b>		
Internally restricted by board policy (Note 10)	377,713	367,376
Invested in capital assets	1,098,988	1,095,549
	<u>1,476,701</u>	<u>1,462,925</u>
	<u>\$ 3,459,350</u>	<u>\$ 3,333,697</u>

The above financial summary is prepared from financial statements audited by Grant Thornton LLP. Complete financial statements, including the auditor's report, may be obtained by contacting us directly at (780) 428.7590.

“Our Indigenous community functions best when we work together.  
Working together; reconciliation is about moving forward into action.”



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