

# ASPIRE



Edmonton John Howard Society

2019-2020 Annual Report



## Executive Message

Jim Klinge



Robin Murray



Aspiration is one of those words that lifts hearts and minds simply by saying it: "I aspire to be safe." "I aspire to be good." "I aspire to be wise." We all aspire to be something bigger, greater, better than we are. That is as true for a high school graduate as it is for a person leaving an unsafe home or given a second chance by a drug court judge. Every one of the people we serve has their own aspirations.

Likewise, the story of Edmonton John Howard Society is a story of aspiration. We aspire to achieve safety and harmony in our community – our guiding vision. We also aspire to be an employer of choice, to offer innovative and accredited programs and services, to collaborate for the

greater good, and to bring positive change to our community. To aspire is to set meaningful goals and to work towards them.

Our Executive message for this annual report covers the period of our fiscal year which ended March 31, 2020. For 11 months our message would have looked quite different than it does now as we write at the end of May. So much has changed for our community and indeed for our world. Over the last many months, we have worked harder and faster than ever before. Our staff at all levels have risen to challenges and found new safe ways to provide critical human services to our clients. We are so fortunate to have staff and volunteers who have dug in to meet this need.

We have also been blessed to have outstanding partners who have been so supportive and helpful throughout this period. In particular, we want to recognize the ongoing guidance and troubleshooting from Alberta Health Services as we navigated through a myriad of very necessary health orders. This guidance enabled us to keep our clients and staff safe, especially in our seven residential programs. We also recognize the support given by all of our funders who understood that we needed to find a way to work differently and gave us time to find out what that means so we can continue to be effective and impactful for the people we support.

Ongoing collaborative troubleshooting from key people with Correctional Services Canada, Homeward Trust Edmonton, United Way Alberta Capital Region, Alberta Justice and Solicitor General and many more ensured we had the best available resources at our disposal. Our existing partnerships with Edmonton Police Services, Legal Aid, the Crown Prosecutors office, City of Edmonton, Aboriginal Counseling and others has meant we are able to continue the critical support for clients in both our Family Violence Prevention Programs and our Drug Treatment Court Services. Crisis does not build character but it does reveal it and we are so fortunate to have people of outstanding character in our partnering community and government agencies.

This year we underwent our survey for accreditation with the Commission on Accreditation of Rehabilitation Facilities (CARF). We are happy to report that we were successful in meeting over 1,000 standards that apply to our programs and services. We received a full three-year certification. Our focus on providing client centred and evidence informed practices continues and our programs and services are stronger and more impactful than ever before.

Thank you to our Board of Directors who offer freely of their time to guide and provide governance. We appreciate the responsibilities they take so seriously. To learn more about our Board of Directors please visit our website at [www.johnhoward.org](http://www.johnhoward.org).

No agency can competently or comprehensively meet the needs of the clients they serve alone. We are so fortunate to partner and collaborate with many government and non-government agencies and academic institutions. Drop in Single Session Counselling and our Human Resources Cluster are but two examples of the many collaborations throughout our agency and in our community. In spite of the current pandemic we must continue to be aspirational and constantly seek to build upon our best practices, partnerships and linkages in the community, helping our community members to live in safety and harmony.

## Storytime!

In this Annual Report we let stories tell our story. Some of these stories have “happy endings” – aspirations are achieved and new ones envisioned. Others show the importance of continuing to aspire for more, even in the face of setbacks. Still others show that as an agency we are achieving our aspirations, becoming better to help the people we serve achieve their own hopes and dreams.

## Still standing

Darcy\* came into our offices feeling lost and defeated. He was unemployed and out of money. A chef by trade, he had been knocked off his feet by a recent ankle injury and could not stand for long periods of time. Although he had a passion for his work, he couldn't do the job he loved. An Adult Support Worker helped Darcy update his resume and cover letter, and referred him to Alberta Works for short term financial assistance. He was also given information to address his emotional and mental health. Sometime later, Darcy called to say he'd found a job in his field with an employer who would work with his physical limitations and he was seeing a professional counsellor who was helping him to stay on track. His future is bright and he thanked our staff for their help and encouragement when he was at his lowest point.

[Adult Support Services Program served 631 clients in 2019-2020.](#)

## Something to build on

Like Darcy, James\* came to us when his foundations were crumbling. He had been laid off from his job and had used up his Employment Insurance benefits. His savings were running low and he could no longer afford to live at his current residence. An Adult Support Worker helped James get financial support from Alberta Works and sign up for our Building Foundations Program. This tech-based, adult education program offers free access to online workshops for people who may not respond to traditional teaching methods. Not only did the employment workshop give James new skills for job searching, it also showed Alberta Works that he was serious about finding stable employment. James called a few months later to say thank you. He was able to stay at his current residence and was using his new skills to continue to search for permanent work.

[Building Foundations Program served 76 clients in 2019-2020.](#)

## Dare to dream

Kevin\* and his family came to Canada in 2018, from a refugee camp in Kenya. The family had fled civil war in the Republic of Congo and waited ten long years for their refugee status to be approved. They were safe but had few resources. At 18, Kevin came to our REE\*START program. He wanted to help his parents financially and to map out a future for himself. Staff helped him apply for funding to attend school and contribute to family expenses. In May 2019, Kevin was the first child in his family to walk across the stage and receive a high school diploma. REE\*START funded the tickets so his family could share in this momentous event. Kevin is currently working and upgrading his high school courses. His dream is to become a medical doctor.

[REE\\*START served 40 clients in 2019-2020.](#)





The staff members are enthusiastic, are deeply caring, and appear highly committed to the EJHS mission. Collectively, they pursue best practice and service quality improvement opportunities that drive quality service provision.

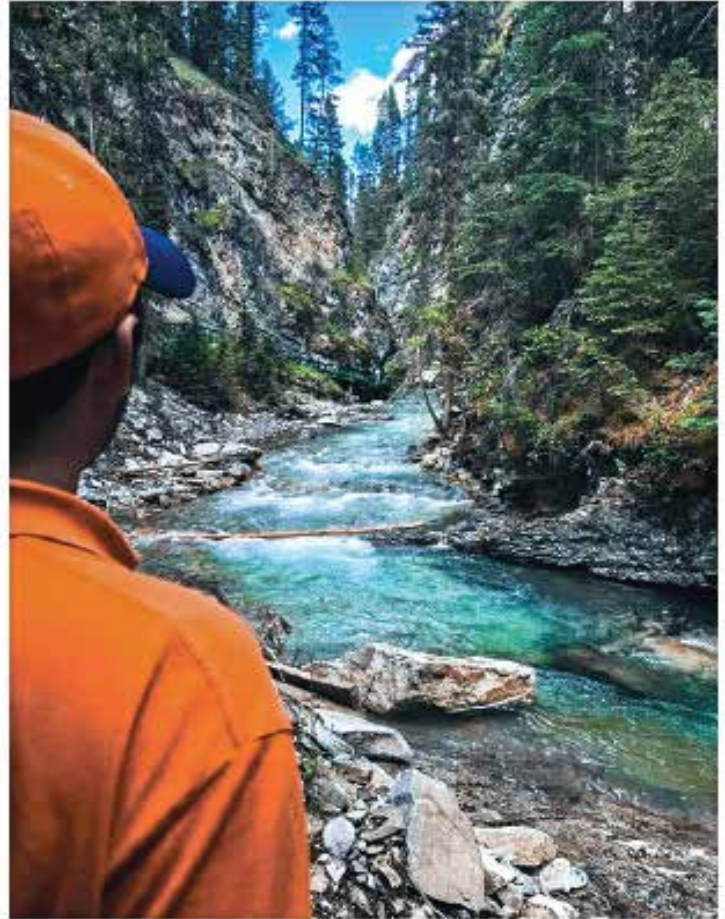
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## One step at a time

Farid\* came to Canada with his family from Algeria. He was kicked out of his home at a young age and lived on the streets of Edmonton and in shelters. Struggling with substance use and anger management issues, he began to build a mountain of legal troubles and outstanding fines. When he came to the LOFT, the barriers to a brighter future seemed insurmountable. Staff worked with him to climb the mountain, one step at a time. Farid did not have ID and could not access his citizenship papers from his family, which made it difficult to apply for work or financial assistance. With our help, he obtained ID, including his citizenship papers, and full time funding to complete his education. He was also able to address his legal issues, completing 70 community hours and paying all of his fines. While living at the LOFT, he learned skills to manage his anger and completed several courses that will enable him to pursue his goal of becoming a social worker. Through the LOFT's personal savings program, he was able to save enough money to move into his own apartment and set a new path for his life.



[The LOFT served 14 residents, completed 9 intakes and had 7 clients successfully move out in 2019-2020.](#)

## Ready to change

Alfred\* came to the Bridges Treatment Program at Howard House in the spring of 2019. It wasn't his first time. The last time Alfred was at Howard House he was immature and not ready to make changes. This time, he knew he wanted more from life and staff could see that he was genuine in his desire to change. Alfred engaged with the counsellor to address his addiction and mental health issues and diligently practiced his social skills. He also enjoyed pro-social recreational activities and began reconnecting with his family. During his time at Howard House, Alfred worked hard in school and in June 2019 celebrated his high school graduation. When he left Howard House, Alfred moved back in with his family and started a work experience placement. Months later, the work experience coordinator reported that Alfred was still employed at the same place and doing well.

[Bridges Treatment Program at Howard House served 23 clients in 2019-2020.](#)

## A new start

At 19, May\* had suffered extensive trauma and lived in homelessness that left her with little hope for the future. With the help of her facilitator and the WrapED team, May developed confidence and the ability to advocate for herself. She has now secured independent housing and is working towards her high school diploma. WrapED is a collaboration between EJHS, Edmonton Police Services, Multi-cultural Health Brokers Cooperative, Native Counselling Services of Alberta, Reach Edmonton, and YOUCAN Youth Services. The program provides wraparound services to assist youth at risk of or engaged in gangs to exit this high risk lifestyle and set out on a new path.

[WrapED served 42 clients in 2019-2020.](#)

## I can see clearly now

When Nathan\* came to NOVA he could barely see. In addition to mental health and substance use challenges, the young man suffered from diabetes and could not afford the medication he needed to regulate it. Nathan's diabetes had progressed to such a point that he had developed cataracts and was gradually losing his sight. NOVA staff worked with Nathan to get funding for his medication and to access other supports to learn how to manage his diabetes. In time he had surgery on both eyes and regained his sight. With his diabetes under control, staff encouraged Nathan to be honest about his substance use. He eventually went to detox and accessed addictions support. A year after coming to NOVA, Nathan moved on to a transitional program for sober youth.

[NOVA-REST served 119 youth in 2019-2020 with a safe place to stay and short term support.](#)

[NOVA-STAY served 38 youth in 2019-2020 with a safe place to stay and supports for up to 18 months.](#)

## Tough choices

Jodene\* was 16 years old and eight months pregnant when she came to Youth Housing First (YHF). She was homeless and had nowhere to go. Our YHF staff worked with Native Counselling Services of Alberta and Homeward Trust Edmonton to support Jodene, finding a temporary place at WIN House until permanent supportive housing became available. The teams worked with Jodene to develop a plan that would connect her with parenting resources, a child and youth advocate, and safe sustainable housing for her and the baby. With the help of Homeward Trust, Jodene moved into Morning Fire Protector and ultimately made the very difficult decision that she was not ready to be a parent. She decided that the best thing for her and the baby was to give the baby up for adoption. Family Natural Support connected Jodene with mental health supports to deal with this difficult experience. We know how hard it was for Jodene to make this decision but we are proud of her for making it and look forward to seeing her grow in independence.

[Youth Housing First served 59 clients in 2019-2020.](#)

## Supporting success

Jake\* joined the Integrated Offender Management (IOM) program in August 2019 and exceeded everyone's expectations – including his own. He was motivated to change and was not going to let his past define him. Our IOM staff met Jake while he was at Alberta Hospital and worked with him and the unit staff to develop a transition plan. Despite setback after setback, Jake struggled to overcome each barrier with the help of his support team. He was eventually approved for the Housing First program and moved into his own one-bedroom apartment. Staff continue to support Jake, believing with him that he can do it on his own. In our role as IOM Facilitator, we work in partnership with Edmonton Police Service to address the needs of prolific complex offenders and set them up for success.

[IOM served 28 clients since funding was reinstated in August 2019.](#)





## Two steps forward, one step back - but still moving!

Not every story follows the classic structure: setting out, overcoming challenges, living happily ever after. Bruce\*, Don\*, Kelly\* and Bob\*, residents at Journey Home, 101 Street Apartments, Donnelly House and Independence Apartments respectively, tell stories of perseverance in the face of multiple setbacks and uncertain futures.

Bruce\* came to Journey Home from Alberta Hospital in July of 2018. While living at Journey, he consistently worked at a part-time job where he was eventually placed in a supervisory role, experienced success in seeking ongoing counselling and formed lasting friendships with other clients in the program. One year later, Bruce successfully transitioned into his own home with a roommate on July 1, 2019. Unfortunately, by Christmas Bruce started to encounter some difficulties while living in the community and recognizing his need for support he reached out to staff at Journey Home. He was shortly thereafter readmitted to Alberta Hospital Edmonton. While this part of the story may not seem ideal, it demonstrates a tremendous amount of growth from Bruce and we look forward to working with him again in the future. Bruce is on our waitlist and he has expressed his desire to start his "Journey" again with us.

[Journey Home provided a home to 8 clients in 2019-2020.](#)

Don\* was with our program for almost a year. During that time, he had numerous health crises and had to be hospitalized. After each hospital stay, he returned to 101 Street with a smile on his face, determined to see out his sentence. Staff helped Don apply for DATS and AISH, and he achieved mini-goals, like taking a daily walk and smoking less. But he struggled to achieve one goal in particular: sobriety. Just two months away from warrant expiry, Don relapsed and almost died. He was returned to custody to be stabilized and monitored. Two months later, he came back to 101 Street to complete his sentence. This time, he hit his warrant expiry and transitioned into the community. Despite continuing health and mental health challenges, Don has managed to live a clean and sober lifestyle – and is ready to tackle the next challenge.

[101 Street Apartments served 185 clients in 2019-2020.](#)

Kelly\* was referred to Donnelly House from Alberta Hospital. Kelly had suffered a lot of recent trauma, including the loss of their partner in a tragic incident and had not fully grieved this loss and suffered from significant mental health challenges. Life was an uphill battle, but Kelly was determined to turn things around and become independent again. At Donnelly House, Kelly fell into deep depressive episodes, which led to isolation, relapse and withdrawal. Staff worried about Kelly's wellbeing but continued to provide caring support. The COVID-19 crisis was another major setback, as the mental health services Kelly was receiving were shut down. Staff noticed a quick and steady decline. Soon every day was a challenge, eating was a chore, and Kelly became more isolated. With help from Kelly's community supports, staff helped to reintegrate Kelly into mental health services. In time, Kelly was sleeping better, eating more, and laughing again. The housing team found an apartment and helped Kelly to move out. Having regained independence, Kelly is determined to keep it.

[Donnelly House served 43 clients in 2019-2020.](#)

Bob\* was serving a life sentence for a serious crime committed in the 1970s. He first came to Independence Apartments (IA) in 2010 and was eager to start living like a "normal person" but he faced many barriers and setbacks during his residency. He worked patiently to get all of his identification and health care in place and found a full time job that he loved. His hard work paid off. After one year he was granted full parole and moved in with a family member. Four months later he relapsed and returned to IA for a second residency. Three months into his residency, he relapsed again and returned to the institution. Five years passed before we saw Bob again. When he returned, his health issues had multiplied and he struggled to find work. After months of searching he found a full time job. Bob was ecstatic. He was also determined to succeed this time. With the support of his case management team, Bob remained sober and productive for three years and was (again) granted full parole. He continues to do well and will soon move into his own apartment.

[Independence Apartments served 210 clients in 2019-2020.](#)

## Someone to walk beside me

Court can be a very scary place. Most of us have never been in a courtroom. For victims of domestic violence, the experience can be overwhelming. Our Domestic Violence Court Assistance Program (DVCAP) has helped many people walk through the process and come out the other side with aspiration for a better future. As one client said this year: "They walked me through step by step and it let me focus on the court proceedings and prepared me for what could happen. I would not have been able to go through all this alone without their support." Said another: "My life is forever changed for the better as I was able to end a 45 year abusive relationship. I am now able to live the life I imagined for myself when coming to Canada."

[DVCAP served 221 total ongoing clients in 2019-2020.](#)

## Meet Nalah Centre

Nalah Centre is our newest Family Violence Prevention Centre program. Launched in 2019, Nalah is a partnership with Edmonton Police Service, Aboriginal Counseling, Alberta Justice and Solicitor General, and the City of Edmonton. The purpose of Nalah Centre is to support intimate partner violence complainants in the overwhelming process of docket court. Our first year numbers tell one story. The Honourable Judge Michelle C. Doyle tells another: "Nalah's impact on the work undertaken in Edmonton's domestic violence court cannot be overstated. Nalah provides domestic violence complainants with a voice in court from the outset of a prosecution, providing them with the opportunity to engage and be heard. It also allows the court and all stakeholders to have a broader comprehension of the needs of the complainant, the needs of the accused person, and the needs of their entire family. Our court must always be focused on meaningful and just outcomes. Nalah helps us to achieve those goals more consistently, and to provide those outcomes more quickly. I know that their efforts have an ongoing impact on the safety and security of our community."

[Nalah's Justice Support Workers enrolled 305 clients and met with another 509 potential clients in 2019-2020.](#)

## Sometimes a picture is all you need (to tell a story)

Our Furniture Program has partnered with Homeward Trust Edmonton and FIND for over 10 years to provide gently used furniture and household goods to families who have fled from domestic violence and need help to set up a new home. Over the years, we have seen many grateful families start a new life with our help. We were delighted this year to receive a "thank you" photo from one of our clients that showed her daughter hugging their new TV stand. A great reminder that something as simple as a piece of furniture can have a lasting impact on a family.

[The Furniture Program served 83 clients in 2019-2020.](#)



## Reaching Out

Clients of our Family Violence Prevention Centre (FVPC) Outreach Program have been greatly assisted by the Safer Spaces program that was initiated by the Alberta government in 2016. Safer Spaces certificates enable people to end their tenancy agreements without penalty when they are impacted by domestic violence in the home. This year our FVPC Outreach Workers helped a client through the process and then supported her move to another province where she now feels safe. Like most outreach clients, she told our staff that they came into her life at a time she needed it most and she does not know where she would be today without their support.

[FVPC Outreach Workers served 60 clients in 2019-2020.](#)



## Sharing stories to help others

One of the strengths of the Edmonton Drug Treatment Court Service (EDTCS) program is our graduates. Several of our graduates are employed with the program mentorship team, sharing their lived experience and helping participants navigate their way through the program. This year, graduates Alana and Roberto joined us for a presentation to the Edmonton Police Commission. Alana and Roberto shared heart felt stories about their interactions with police and how these experiences essentially saved their lives by landing them in the EDTCS program. The program continues to see a high success rate as over 70% of graduates do not have new criminal convictions.



[EDTCS program operated at full capacity this year \(20 clients at one time\), serving a total of 35 clients in 2019-2020.](#)

## Short Stories

- The EJHS Remand Centre Program delivers a variety of voluntary, one-day workshops to inmates. Topics include communications, financial literacy, stress management, employment preparation and pre-release planning. The program served a total of 555 clients in 2019-2020.
- Community Assessment and Parole Supervision (CAPS) completed 641 Community Assessments and supervised 26 Unescorted Temporary Absences in 2019-2020.
- The Canada Border Services Agency Alternatives to Detention – Community Case Management and Supervision program supervises individuals in the community who are facing removal from Canada and are cooperative with the CBSA but may lack a bondsperson and/or require social service support to mitigate risk upon their release into the community. The program served 17 clients in 2019-2020.
- Drop In Single Session Counselling (DISSC) offers first come, first served psychological counselling at a variety of partner agencies in the Edmonton area. In 2019-2020, we served 229 individuals at EJHS.
- The Partner Check program has partnered with FACS for over 10 years contracting clients regularly to ensure their safety. In 2019 – 2020, we served 137 clients.

## Telling Our Own Story

One of the keys to our success is a commitment to high quality evaluation. In 2019-2020, we developed 14 new databases to track activities and outcomes in 13 programs and in our agency events and volunteer program. By January, we were using these new databases to write evaluation reports. The story continues as we work to implement the next phase of our long term vision for evaluation.

Speaking of volunteers...our volunteers contributed over 1,800 hours in 2019-2020. Over half of those hours were provided by volunteer mentors in the Edmonton Drug Treatment Court Services program, with a whopping 1,131 hours. Event volunteers and board members contributed 540 hours of service, and volunteers in our Adult and Youth Support Services topped it up with another 144 hours.

We love our community and it shows! In 2019-2020, we collaborated with staff, community partners and donors to host and participate in as many community events as possible, including these awesome events:

- Client and Building Partner Appreciation BBQ
- EJHS Staff Appreciation Day
- Annual Homeward Trust Walk Run
- United Way In House Campaign
- Festive Gathering
- Christmas Bureau Hampers
- EJHS Staff Holiday Supper and Dance
- Annual Curling Fun Event
- Law Days
- Homeless Connect (Spring and Fall)
- Central McDougall Family Fun Day
- Kaleido Festival
- Pride Week
- Employment and Career Fairs

## Volunteers

Amy Duong  
Anna Baldassarre  
Blair Gallant  
Bonny Kruk  
Chris Hay  
Ed Quao  
Frank Kense  
Gary Grewal  
Jason Norell  
Joelle Ritter  
Kaytlyn Lemmon  
Ken Ngan  
Lothar Landsberg  
Madison Field  
Marshal Schreiner  
Norda Dillon  
Owen Li  
Robert Franke  
Rowyn Field  
Shan Murray  
Sienna Bartley  
Stephen Lore  
Sylvia Bodnar  
Tanja Mukherji  
Tolessa Abdi  
Tony Knight  
Tracey Clayton  
Tyler Weeks  
Wally Lacika  
Zainish Hashmi

## Funders

Alberta Community and Social Services  
Alberta Health Services  
Alberta Indigenous Relations  
Alberta Justice and Solicitor General  
Correctional Service Canada  
Edmonton Community Foundation  
Government of Alberta Children's Services,  
Edmonton Region  
Homeward Trust Edmonton  
Reach Edmonton Council  
The John Howard Society of Canada  
United Way, Alberta Capital Region

## Board Members

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Erika Rebus  
Faye Hamilton  
Greg Erickson  
Heather Teghtmeyer  
Jim Klinge  
Lorne Penner  
Marissa Tordoff  
Peter Smyth  
Steve Burford



**The Board of Directors is composed of individuals who bring unique experience and expertise to the governance leadership of the organization. The Board members receive a comprehensive orientation to the organization and to their role in setting strategic direction, policy development, community relations, and supervision and support of the CEO. They understand their role and execute it very well.**

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# Edmonton John Howard Society

## Statement of Revenues and Expenditures

Year Ended March 31	2020	2019
<b>Revenues</b>		
Correctional Service Canada	\$ 4,005,710	\$ 3,829,618
Homeward Trust	1,800,401	1,697,383
Alberta Justice & Solicitor General	1,753,158	1,411,204
Alberta Health Services - operations	1,332,735	1,269,396
Other (Note 8)	1,001,845	887,434
Government of Alberta Children's Services, Edmonton Region	504,527	502,346
United Way, Alberta Capital Region	327,032	326,524
Alberta Community and Social Services	165,236	118,747
Amortization of deferred contributions capital assets (Note 7)	107,501	85,696
REACH Edmonton Council	71,038	95,245
	<u>11,069,183</u>	<u>10,223,593</u>
<b>Expenditures</b>		
Salaries and benefits	7,515,182	7,102,532
Food services	438,333	448,161
Amortization	234,024	183,695
Service charges	32,813	31,605
Other	2,671,353	2,356,226
	<u>10,891,705</u>	<u>10,122,219</u>
Excess of revenues over expenditures	\$ <u>177,478</u>	\$ <u>101,374</u>

## Statement of Financial Position

March 31	2020	2019
<b>Assets</b>		
Current	1,348,568	1,318,858
Investment	503,542	324,324
Capital assets	2,017,613	1,864,156
Intangible asset	317,363	237,288
	<u>\$ 4,187,086</u>	<u>\$ 3,744,626</u>
<b>Liabilities</b>		
Current	1,469,139	1,264,543
Long-term	921,873	861,487
	<u>2,391,012</u>	<u>2,126,030</u>
<b>Net Assets</b>		
Internally restricted by board policy	386,577	382,244
Invested in capital assets	1,409,497	1,236,352
	<u>1,796,074</u>	<u>1,618,596</u>
	<u>\$ 4,187,086</u>	<u>\$ 3,744,626</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.



# D O N O R S

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