

2017

ANNUAL REPORT



CALGARY
JOHN HOWARD
SOCIETY

Restoring Lives ■ Preventing Crime ■ Strengthening Communities



WHO WE ARE

The Calgary John Howard Society (CJHS) is a non-profit charitable organization that works to reduce crime and increase safety in the community.

WHAT WE DO

We provide housing, education, employment programs and support for at-risk youth and adults, and those involved in the justice system. These programs help to reduce incidents of crime and provide alternatives to those at risk of offending.

WHY WE DO IT

We believe that every individual has the right to live in a safe and peaceful society. We also believe that every individual has intrinsic worth and should be treated with dignity, fairness and compassion. As a community, we must work together to prevent crime through social programs that reduce and prevent crime, making Calgary a safer city for everyone.

Photo at left:
Construction of CJHS's
new Bedford House
began in November 2017.

NEW BEGINNINGS

A message from Executive Director Gord Sand

Our biggest milestone in 2017, by far, came after 15 years of frustration trying to find a new site and sufficient funds for a new Bedford House following its expropriation. Finally, in August, we received a Land Compensation Board Order awarding us enough funds to start construction of our new Community Services building and Bedford House.

Along with the compensation award, we have been fortunate to receive generous donations as a Partner in the RESOLVE Campaign, as well as receive a \$3 million grant from the Government of Alberta for this project. We were able to start construction in November 2017, just before our Development Permit was to expire on Dec. 31. A great big thanks to all those who helped us along the way!

Unfortunately this year, the Alberta Law Foundation was no longer able to support our Criminal Justice Education program after 37 years. Low interest rates and contributions to Legal Aid had reduced the ability of the Foundation to support programming. Many schools in Calgary and surrounding area utilized our program to inform students about the Criminal Youth Justice Act which can directly impact them. We continue to serve youth through other programs which you will learn about in the following pages.

A second unfortunate loss came when we were informed by the Calgary Homeless Foundation that, due to a recalibration of funding formulas which led to a reduction in our funding, we had to make the tough decision that we could not continue to manage Stepping Stone Manor. Our staff worked with the new operating agency to ensure a smooth transition for residents.

Lots of great things happened in 2017, many of which you will find in this year's report. I would like to thank and acknowledge the passion, dedication and tireless effort that our staff and Board Members bring to the agency each and every year.



Gord Sand, Executive Director



Calgary John Howard Society
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75% SAFELY HOUSED **75%** EMPLOYED OR IN SCHOOL

of the 20 youth at Raido House and Windsor Park after a six-month follow-up

♥ **76**

youth were supported by Roofs for Youth, with 74% housed

19

youth graduated from the Roofs for Youth program

LEARNING TO LOVE YOURSELF

Katie is growing and believing in her future because of her supportive home at CJHS

Katie's warm energy and infectious grin makes you feel welcome as soon as you step into her home at a CJHS youth building. The 20-year-old has been living there for two years.

"I've never felt more supported in a place, ever, than I do here," she says.

Katie's parents divorced when she was around 8 years old and it was hard on the young girl. "I didn't realize how much it affected me," she says.

Katie's housing situation was rarely stable. From moving in and out of her dad's trailer in British Columbia, to her mom's house in Calgary where guests frequently came and went, to sleeping in a tent in the park and using youth shelters, it was nearly impossible to regularly attend school.

Katie experienced years of neglect, abuse and, eventually, addiction.

"I came into this house at my lowest point," she says. "When I first moved in, I was socially underdeveloped and really closed off."

ROOFS FOR YOUTH

Through the support of her caseworker and support staff, Katie has learned life skills like how to cook, and how to love herself. "Now I have more confidence than I've

ever had. I actually want a future for myself," she says. "I definitely wouldn't be where I am today if it wasn't for the support I have in this house."

CJHS's Roofs for Youth program provides supportive housing for youth ages 15-24 who are experiencing homelessness and don't have the support of family or child intervention services. Here, they have a safe, stable home with client-driven case management support that helps them move towards independence and healthy adulthood.

A BRIGHTER FUTURE

Katie hopes to eventually move to one of Roofs for Youth's independent housing units, and to reunite with her beloved cat, Loki. "He was the only thing that kept me going for so long," she says.

Katie loves the outdoors and would like to go backpacking one day. "Now I know much more about myself and I know the staff will support me with my goals."

Photo: (from left to right) Lisa, the Team Lead at Katie's building; Katie; and Kelsey, her caseworker. They're walking Kelsey's 120-pound Great Dane, Area, who Katie affectionately and jokingly calls "Area Bulgaria".

ROOFS FOR YOUTH HOUSING AT CJHS:

- Raido House: House for eight youth ages 15-19 with 24/7 intensive on-site support
- Windsor Park: House for 11 youth ages 20-24 with 24/7 intensive on-site support
- Scattered-site: 32 independent units throughout Calgary for youth ages 15-24 with wrap-around supports

YOUTH (AGES 12-24) PROGRAMS AT CJHS:

- Advocacy, support and outreach programs for at-risk youth, Indigenous youth and youth who have immigrated to Calgary
- Youth Crime Prevention
- Restorative Solutions for Conflict

SUPPORT

Of our Youth Services clients:

93% increased positive social skills

82% maintained or increased positive social attitudes

0% 20% 40% 60% 80% 100%

91% were motivated for change

92% had decreased risk factors

FIGHTING FOR CHANGE

Isaias discovered boxing to be the alternative he needed

When 17-year-old Isaias won his first boxing match this past winter, he was more than proud — he was elated. He had been training hard, going to the gym twice a day, every single day. He *earned* this.

Isaias had started going down the wrong path at the age of 10, after discovering his parents were addicts. “Growing up, I thought my grandparents were my parents,” he says. “They adopted me when I was two.”

Living with Fetal Alcohol Spectrum Disorder (FASD), he was often susceptible to the pressures of his peers. Using drugs quickly led to trouble with the law and Isaias ended up at the Calgary Young Offenders Centre.

It was there that Isaias connected with a Youth Advocate at CJHS in August 2017.

“He was very determined to stay clean and out of trouble,” the advocate remembers.

YOUTH ADVOCATES AT CJHS

CJHS also employs a Youth Advocate specifically for Indigenous youth, as well as one for youth who have immigrated to Canada.

The advocates provide one-on-one support to youth ages 12-24 who are at risk of or involved in the justice system,

with things like: family mediation; crisis resolution; accessing counselling; goal-setting; securing affordable and safe housing; cultural connections; navigating the justice system; finding and maintaining employment and/or further education; and anything else the youth may need to have alternatives to crime.

KEEGAN HELP FUND

Isaias knew he needed a constructive activity that would help him to make a positive change. He fell in love with boxing.

His advocate helped Isaias apply for a grant from CJHS's Keegan HELP Fund, which provides financial assistance for youth who are connected to Calgary-based youth-serving agencies and organizations, so they can advance their opportunities for education and learning.

Boxing offered Isaias the distraction he needed to successfully complete his probation.

“I’ve never felt so much passion in my life. I wanted to use my mind more, and boxing is a smart sport — a gentleman’s sport,” he says. “It’s not aggressive, it’s respectful. And now I haven’t been in trouble in three years.”

RESTORATIVE SOLUTIONS FOR CONFLICT

Imagine this scenario: a mother receives a phone call from her son’s school that he has been in his second fight this year.

The mother isn’t sure how to get through to him. Ever since she immigrated to Canada with him when he was four years old, they grew further and further apart as he disconnected from their home culture.

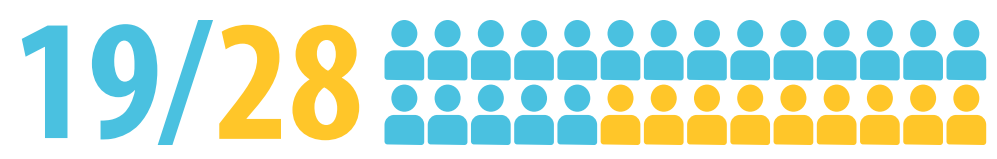
The mother contacts CJHS’s Restorative Justice Facilitator, who meets with the

son privately and discovers that his classmate has been teasing him about his culture. The son was triggered by this because he was bullied in Grade 3 for the same reason.

With the son’s permission, the facilitator is able to relay this information to his mother and help him decide how to resolve the issue. Together, they meet with his classmate, where the son apologizes and explains what motivated his behaviour. Both now understand

each other a little bit more and can move forward peacefully.

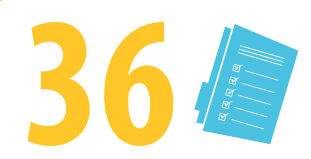
This is just one scenario where CJHS’s Restorative Solutions for Conflict program can help youth ages 12-24 address the root causes of an issue and repair the harm done. The facilitator acts as a mediator, whether it’s between family, peers, or others in the community, and opens up a dialogue so that the youth can take responsibility for their actions.



FASD program clients did not have new involvement with the justice system in 2017

MORE THAN FOUR LETTERS

Chelsea doesn't let a disability define who she is or what she can accomplish



"Action Hall" groups were held for FASD program clients to teach strategies, self-advocacy and life skills

Chelsea was visiting the CJHS office on a college field trip when her ears perked up — there was an opening for a peer mentor for people living with Fetal Alcohol Spectrum Disorder (FASD).

"I saw the opportunity and I jumped on it," Chelsea, who also lives with FASD, says. "I want to help people — help them focus on their strengths and understand that we can use different strategies so that our deficits aren't deficits."

CHELSEA



Chelsea is the youngest of five, three who were adopted by the same loving family as babies and two who were kept by their biological parents. Three of the five experienced and struggled with FASD in different ways. Chelsea describes it as a whole-body disorder.

"Sometimes I wake up sore and I don't know why, and I have a hard time getting out of bed in the morning," she says. Even bright lights and tags on her clothes irritate her due to sensory overload.

"Lots of people with FASD also suffer from anxiety and depression," she adds. "When you're not understanding things, you get frustrated and overwhelmed."

Her oldest brother, who also suffered from mental health issues, died by suicide in 2011. He and Chelsea's second-oldest brother were extremely close and, eleven months later, he died from an overdose — and a broken heart, she says.

Devastated, Chelsea lapsed into addiction. "I lost almost everything," she says. "Eventually I was like 'I don't want to do this with my life anymore.'"

Chelsea has been sober for nearly four years and credits her two late brothers for motivating her to become a peer mentor. "They would want me to help people in the right direction. If I'm having a rough day, I think about Cameron and Paul and I push through it."



Clients and staff spend a day cooking together

Chelsea has never let FASD stop her from achieving her goals. "Even though I have a disability, I'm a strong individual who tries my best to conquer it every day," she says. "I like proving people wrong — I went to school, I graduated, I got my driver's license."

Chelsea helps run a support group at CJHS and says that support is huge for people living with FASD. "It's a place for people to connect and understand each other," she says, adding that the focus is on positivity and having fun. "The outcome is that they develop a positive attitude towards themselves."

CJHS has a program specifically for people living with FASD, where staff advocate for and support clients with FASD assessments, AISH (Assured Income for Severely Handicapped) applications, legal issues and navigating the justice system.

Chelsea encourages people to learn about and understand FASD. "It may be invisible, but it's there," she says.

She hopes that she can help others in the support group recognize their strengths. "I'm a success story. I'm someone others can look up to and see that they can get through this," she says. "I'm not defined by four letters — I am a person."

WHAT IS FETAL ALCOHOL SPECTRUM DISORDER?

- A medical diagnosis that describes the range of brain injuries, birth defects and developmental disabilities that can result when a woman drinks alcohol during pregnancy.
- It affects different people in different ways and is based on individual characteristics and features that may be physical, cognitive, or behavioural.

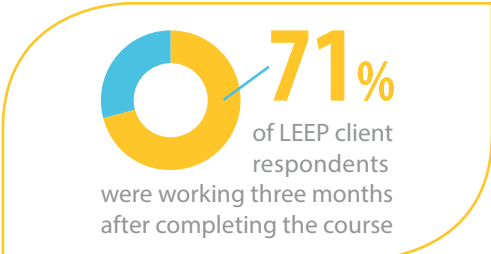
WHAT ARE THE POSSIBLE SYMPTOMS?

- Learning and memory difficulties
- Speech and language problems
- Impulsive behaviour
- Social difficulties
- Sensory challenges
- Motor skill and physical problems

Source: Calgary Fetal Alcohol Network



EMPLOYMENT



A STUDENT TO BE

Support from CJHS staff helped William prepare to go back to school to help others

At 61, William might not look like the average college student. Nevertheless, he's determined to go back to school in order to help people who've struggled with the same things he has.

"As an alcoholic, I can often be more helpful and understanding of the alcoholic's mind and heart simply because I've experienced it," William says. So, with the help of CJHS staff, he applied for college to become an addictions counsellor.

FINDING SUPPORT

After getting sober last May, William came to CJHS for help getting a record suspension (formerly known as a pardon).

"The intake worker handed me a flyer for digital literacy classes and I have been attending classes ever since," he says.

William learned how to turn on a computer, and how to use Google Drive and Microsoft Word. The digital literacy instructor eventually brought up the idea of school.

William had always wanted to go back to school but was hesitant at first. "I thought to myself: 'I am 61 years old. I have spent the last 40 some years killing brain cells. How can I possibly do that?'"

With the help of CJHS staff, William learned the digital literacy and other skills he needed for school, which he'll be starting in August 2018.

I AM MORE THAN MY CRIMINAL RECORD

William also shared his story for CJHS's public education initiative called "I Am More Than My Criminal Record." The initiative gives individuals with a criminal record an opportunity to share their experiences and voice who they truly are. By sharing these stories with the public, CJHS hopes to reduce the stigma associated with a criminal record.

"My criminal record created obstacles in finding a job," William says, making it difficult for him to move forward with his life.

CJHS has programs that teach job skills and training, reading, writing, math and other literacy goals for people who have a criminal record or other justice system involvement. With job prospects, along with housing and support, it is much less likely an individual will reoffend.

A FRESH START

Although perhaps a bit daunting, William is looking forward to beginning school.

"Now that class starts soon, I have to think about taking the CTrain, walking to get to my class and sitting in a classroom," he says. "I don't know how I am going to do all of this, but I am going to give it a try. One day at a time."

EMPLOYMENT PROGRAMS AT CJHS:

- Learning Enhanced Employment Program (LEEP): Three-week course to learn job skills and training
- Pathway to Employment: Ongoing one-on-one support to learn job skills
- Literacy and Learning: Drop-in and community support to improve reading, writing, numeracy and more

8

children were able to live with their mothers at Berkana House through the parenting program

81

Number of residents in the Bedford House program, none of whom were released into homelessness after completing the program

OVER HALF



of Community Re-Entry Support clients had a reduction in recidivism and system use

88%

of Adult Housing Reintegration clients were receiving ongoing clinical support

80%

of Stepping Stone Manor residents had a stable source of income

A PLACE TO CALL HOME

A stable, permanent environment gave Michael the chance to start over

It wasn't long ago that Michael was battling his own addictions. Now, thanks in part to the home he found through one of CJHS's housing programs, he's able to use his lived experience to help others as a support and outreach worker.

Michael's childhood was unstable — he and his twin brother were removed from their mother's care multiple times by the age of 6. They spent a decade in foster care.

"Being Native and growing up in foster care, there's always that element of racism," he says. "I was always on the fringe of things and never felt like I belonged."

When Michael was 18, he broke his back in a logging accident. He began to use alcohol to help with the pain. "I didn't know where I was going or what I was going to do because I always pictured myself working in the bush for the rest of my life. But I guess life had other plans."

Michael and his brother decided to head to Maskwacis (formerly known as Hobbema), where their birthmother was living.

"We felt out of place there, too," he remembers. "The way we grew up was so different from the lifestyle on the reserve. There was so much violence, drugs and alcohol. It was really scary so we didn't stay long."

At this point, Michael was in the throes of addiction. He moved back to Calgary where he experienced homelessness on and off for eight years until his liver failed. He quit drinking but, when he couldn't find a job,

he fell back into the cycle. This time, it was using drugs and selling them to pay for his addiction.

Then his brother passed. "Grief was so deep," Michael says. "I became angry, isolated and very hostile towards people."

Michael was first arrested in 2009. "My second time in the pen, I was like, what am I doing?" He says. "This really is just a waste of life, living in a cage."

In prison, Michael began participating in an Indigenous cultural reconnection program. "I made a connection to the higher powers and it gave me what I needed to change," he says. "I started developing ideas about being healthy and living differently."

Michael had some ups and downs after his release but was able to connect with the Adult Housing Reintegration Program at CJHS. "That was a turning point," he says. He's now been housed for over four years — allowing him to maintain the outreach job where he uses his newfound spirituality to help others.

"It's really essential to my recovery," he says. "Praying in prison changed something within me that gave me a deep desire to help others."

Michael says that he would not be where he is today if key people didn't take a chance on him, whether it was landlords, support workers or employers. "We need people to take that chance on us. People say you need to see to believe but, the truth is, you need to believe in order to see," he says. "People believed in me and now they're seeing."

ADULT HOUSING PROGRAMS AT CJHS:

- Berkana House (one building for 10 women)
- Bedford House (one building for 22 men)
- Adult Housing Reintegration Program (independent units throughout Calgary for 47 individuals)
- Community Re-Entry Support Program (independent units throughout Calgary for 45 individuals)
- Stepping Stone Manor (one building for 29 individuals)

RESOLVE

CJHS is one of nine social service agencies working together in the **RESOLVE Campaign** to raise capital to create affordable housing with support services for homeless and vulnerable Calgarians. The Campaign concluded on March 31, 2018, and raised enough to provide 1,850 people with a place to call home.

With funds from RESOLVE and the Government of Alberta, CJHS is constructing a new Bedford House, a community-based

residential facility for men exiting the justice system.

Matt and Tara Brister, through their Tamaratt Funds at the Calgary Foundation, became CJHS's single largest donor ever, contributing \$500,000 to the project through the RESOLVE Campaign.

"It's going to be a useful part of the community for a long time," Matt says. "The key thing, for me, is that CJHS clients will have a stable place where they can

progress into society without falling backwards or falling back into homelessness."

In addition to the Bristers, CJHS was fortunate to be supported by many more generous donors who designated their gifts to CJHS through RESOLVE, including: Anthem Properties Group Ltd.; Canadian Natural; CIBC; Dentons Canada LLP; Poelzer Family Foundation; and Toshimi and Bill Sembo Family Foundation.

FAMILY SUPPORT

When a loved one is incarcerated, many people feel isolated and powerless, which can add a lot of stress to daily living.

“Caring for Families” is a peer support and resource network for family members who are experiencing separation from a loved one as a result of incarceration.

Here, family members can share their experiences and receive help with navigating the correctional system, obtaining accurate information and accessing support.

The group is facilitated by The Mennonite Central Committee Alberta and CJHS.

HOW DO I ACCESS CJHS PROGRAMS?

CJHS has an Emergency Assistance and Intake caseworker that new clients can talk to via phone, appointment or drop-in.

The caseworker helps to identify resources for adults in crisis who are at-risk or involved in the justice system, and are looking to make a positive change.

Clients often face immediate barriers to reintegration. The caseworker works with them based on what they need.

In 2017, we:

- helped 180 clients obtain identification;
- provided 381 clients with information about housing, 384 with information about employment and 117 with information about education/training;
- provided 261 clients with bus tickets;
- referred 57 clients to other programs at CJHS;
- assisted 28 clients with record suspensions;
- and much more.

To find out more, call 403-266-4566 or visit us at 917 9th Avenue SE, Monday to Friday from 8:30 a.m. - 4:30 p.m.

THANK YOU TO OUR GENEROUS DONORS AND FUNDERS!

Alberta Advanced Education (Government of Alberta)	City in Colour Painting Ltd
Alberta Culture and Tourism (Government of Alberta)	Correctional Service Canada (Government of Canada)
Alberta Gaming and Liquor Commission	Crime Prevention Investment Plan (City of Calgary)
Alberta Human Services (Government of Alberta)	Dentons Canada LLP
Alberta Justice & Solicitor General (Government of Alberta)	Employment and Social Development Canada (Government of Canada)
Alberta Law Foundation	Faculty of Law at the University of Calgary
Anonymous Donors	Family & Community Support Services (City of Calgary)
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Boardwalk Charitable Trust	Intact Insurance
Burns Memorial Fund	Kids Up Front (Calgary)
Calgary Fetal Alcohol Network	Poelzer Family Foundation
Calgary Homeless Foundation	Tamaratt Funds at the Calgary Foundation
Calgary Learns	Toshimi and Bill Sembo Family Foundation
Canada Summer Jobs (Government of Canada)	United Way of Calgary and Area
Canadian Natural	
CIBC	

CJHS would also like to extend a special thanks to the many donors who have contributed up to \$7,000. We are grateful for your support!

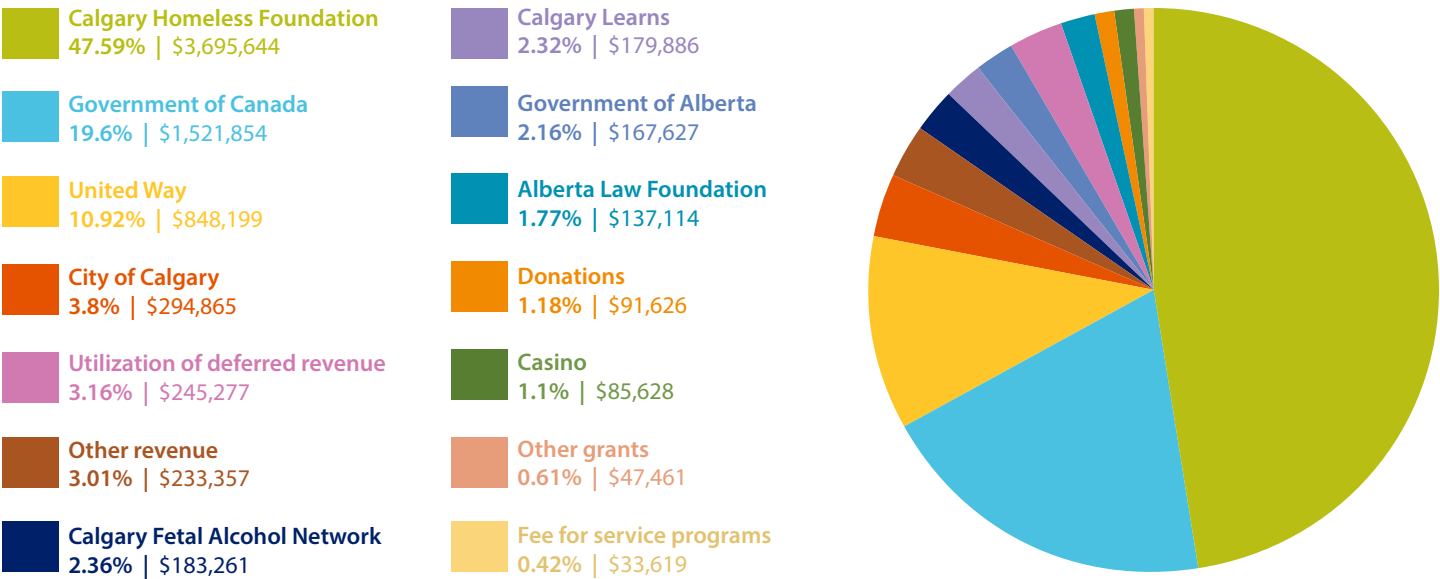
Every effort has been made to ensure the above list is accurate. If we have missed you, please accept our sincerest apologies and contact Megan Eichhorn, Communications Advisor, at megan.eichhorn@cjhs.ca or 403-450-3409.

Visit resolvecampaign.com/our-donors for a list of all RESOLVE Campaign undesignated donors.

FINANCIAL STATEMENT

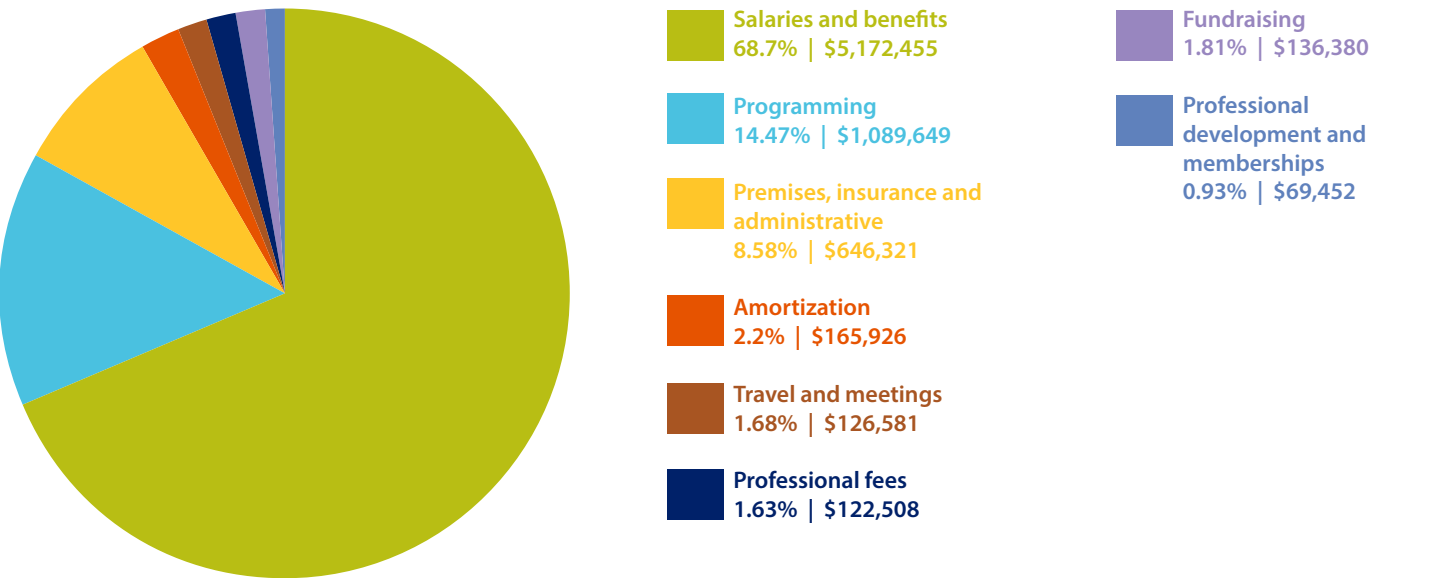
Revenue for the year ended December 31, 2017

Revenue has increased slightly, at 1.3 per cent over 2016. This is the net impact of funding changes over the year. Not reflected in the summary data are receipts of new funding for capital acquisitions, nor the recovery of disturbance costs related to the settlement of expropriation claim.



Expenses for the year ended December 31, 2017

Overall, expenses have increased by about 2.5 per cent over 2016, mostly due to staffing costs with savings resulting from efficiencies in other cost areas. Not reflected in the summary data is the repayment of debt, nor acquisition of capital assets.



Overall, financial results remain consistent year over year with an operating surplus of \$236,000 for the 2017 year.



Restoring Lives ■ Preventing Crime ■ Strengthening Communities

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Howard Society**

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