



CALGARY  
**JOHN HOWARD**  
SOCIETY

**Restoring Lives ■ Preventing Crime ■ Strengthening Communities**



**2016 ANNUAL REPORT**

We support people who have been involved or are at risk of becoming involved with the criminal justice system.

By working with clients who are at risk of being in conflict with the law and providing them with support and options, we reduce future crime.

We work so clients can have an adequate place to live, to have proper mental health support and to have equal employment opportunities. CJHS believes everyone has intrinsic worth and value. With our help, clients overcome barriers, improve their lives and contribute to our communities.

This 2016 annual report highlights our 68th year working to restore lives and strengthen the Calgary community. We focus on the areas of housing, education, reintegration, employment and personalized support.

**Restoring Lives • Preventing Crime • Strengthening Communities**

## TABLE OF CONTENTS

04	Message from the Executive Director	06	Highlights & Overview	08	Programs and Services Funders
10	Youth Services	14	Adult Services	18	Youth Housing
22	Adult Housing	26	I Am More Than My Criminal Record	28	RESOLVE Campaign
30	Financial Statement				

## MESSAGE FROM THE EXECUTIVE DIRECTOR



We celebrated our accomplishments differently this past year by having an evening of recognition for employee excellence in place of having our usual lunch and awards at an AGM meeting. Everyone seemed to enjoy this new approach and we will see it repeated in the future.

I hope you find this report informative and enjoy learning about the accomplishments the agency has achieved over the past year. Everyone at CJHS strives to help those who seek our assistance, to improve their life with new opportunities and to address the barriers they have encountered in attaining life's necessities such as housing, employment and literacy. One of the most difficult challenges is the transition from prison back into the community. We provide assistance before release, in the community after release, as well as providing transitional housing for those returning from federal prisons.

We also strive to improve the justice system by promoting and demonstrating new approaches, such as restorative justice and how those with FASD should be treated by the court and corrections systems. It is also important to address public awareness and attitudes about the issues faced by those who become enmeshed in the criminal justice system. "I Am More Than My Criminal Record" is a public education initiative designed to educate the public about the barriers encountered in obtaining employment as a result of having a criminal record.

CJHS recognizes that providing similar services to youth who are involved, or at risk of involvement, in the youth criminal justice system will prevent further involvement as adults. With housing, support and advocacy within the community, youth, who are homeless and/or becoming criminally involved, are helped with finding different options.

**"We gratefully acknowledge our many funders, community partners and volunteers that help us to accomplish our work."**

We gratefully acknowledge our many funders, community partners and volunteers that help us to accomplish our work. Please look through this report to find more information about all of our achievements.

Gord Sand *Executive Director*

A handwritten signature of Gord Sand in black ink.



This year we helped launch the opening of the Calgary Homeless Foundation's Stepping Stone Manor, the first building to be completed through the RESOLVE campaign. We became the operators of Stepping Stone Manor a supportive Housing First program that has 29 single self-contained suites and facilities for staff to provide support to the residents who have had a history of criminal justice involvement and chronic homelessness.

Internally a lot of work was done through working groups to improve inclusiveness (Indigenous Cultural Initiatives working group, the LGBTQ working group) as well as our connection to the community by revamping the volunteer program through the Volunteer working group. We secured funding for a Volunteer Coordinator position and

volunteers are now placed in a variety of roles throughout the organization.

In 2016, we finalized the update to our policies and procedures and implemented a new 5 year strategic plan. The agency continues to work on achieving accreditation for youth programs through the Canadian Accreditation Council.

Most importantly, we received a generous donation of \$3 million from the provincial government towards our new Bedford House. "I'd like to thank the Alberta Government for recognizing the importance of the work done by the Calgary John Howard Society and Bedford House. Providing support and transitional housing to individuals being released into the community increases their

likelihood of success and can break the cycle of poverty, homelessness and crime." Marjorie Hunchak, Calgary John Howard Society Board Chair.



VISION

An informed community active in preventing crime.

MISSION

Promoting positive change through humane, just, and informed responses to crime and its effects.

VALUES

- 1. Every person has intrinsic worth and must be treated with dignity, fairness and compassion.
- 2. Every person has the right to live in a safe and peaceful society.
- 3. Every person has a responsibility to maintain a safe peaceful society through humane responses to crime.
- 4. Every person has the right and the responsibility to be informed about the criminal justice system.
- 5. Justice is best served through measures that resolve conflict, embrace diversity and repair harm.
- 6. Society has a unique responsibility to promote a positive developmental environment for youth.

GUIDING PRINCIPLES

- 1. Crime prevention is best served through social development.
- 2. Justice should be restorative.

OUR ENDS

- 1. Individuals at risk of breaking the law will have alternatives.
- 2. Responses to crime will be community focused.
- 3. Communities will take ownership in crime prevention through social development.
- 4. The community will be informed about the criminal justice system.



## 2016 PROGRAMS AND SERVICES

### YOUTH SERVICES

- Child and Youth Empowerment Strategy (ages 12-17)
- Criminal Justice Education
- Restorative Actions For Transformation (ages 12-18)
  - *Community Conferencing*
  - *Victim Offender Dialogue*
  - *Crime Impact Sessions*
- Youth Advocacy & Support Program (ages 12-24)
  - *Immigrant Youth Advocacy*
  - *Homeless Prevention Diversion Advocacy*
  - *Aboriginal Youth Outreach Program*
- Take Back Control - Youth Drug Prevention Initiative

### ADULT SERVICES

- Adult Learning and Literacy Program
- Emergency Intake Program
- Extended FASD Support Project
- Learning Enhanced Employment Program (LEEP)
- Literacy Program
  - *Digital Literacy*
  - *Community Programs*
  - *Learning Opportunities at remand*
  - *Words to success*
- Pathway to Employment
- Prison Services
- Supports For Recently Released

### HOUSING

- Adult Housing Reintegration Program
- Bedford House
- Berkana House
- Roofs for Youth
  - *Raido House*
  - *Windsor Park*
- Stepping Stone Manor



## FUNDERS

### THANK YOU TO ALL OF OUR MAJOR FUNDERS AND DONORS

- |  |  |   |
|--|--|---|
| <ul style="list-style-type: none"> <li>• Alberta Gaming and Liquor Commission (Casino revenue)</li> <li>• Alberta Government:               <ul style="list-style-type: none"> <li>• <i>Alberta Human Services</i></li> <li>• <i>Alberta Innovation &amp; Advanced Education</i></li> <li>• <i>Alberta Justice &amp; Solicitor General</i></li> </ul> </li> <li>• Alberta Law Foundation</li> <li>• Alberta Native Friendship Centers Association</li> <li>• Anonymous Donor</li> <li>• Calgary Fetal Alcohol Network</li> <li>• Calgary Homeless Foundation</li> <li>• Calgary Learns</li> <li>• Callow &amp; Associates</li> <li>• The Calgary Foundation</li> </ul> | <ul style="list-style-type: none"> <li>• Cenovus</li> <li>• City of Calgary               <ul style="list-style-type: none"> <li>• <i>Family &amp; Community Support Services</i></li> <li>• <i>Crime Prevention Investment Plan</i></li> </ul> </li> <li>• City in Colour Painting Ltd</li> <li>• Government of Canada               <ul style="list-style-type: none"> <li>• <i>Correctional Service Canada</i></li> <li>• <i>Health Canada</i></li> <li>• <i>Service Canada</i></li> </ul> </li> <li>• First Calgary Financial</li> <li>• Harry &amp; Martha Cohen Foundation</li> <li>• Home Depot</li> <li>• Intact Insurance</li> <li>• Laricina Energy Ltd</li> </ul> | <ul style="list-style-type: none"> <li>• Mennonite Foundation of Canada</li> <li>• Nickle Family Foundation</li> <li>• Raising the Roof</li> <li>• RESOLVE</li> <li>• Schools within               <ul style="list-style-type: none"> <li>• <i>Almadina Language Charter Academy</i></li> <li>• <i>Calgary Board of Education</i></li> <li>• <i>Calgary Catholic School District</i></li> <li>• <i>Foothills School Division</i></li> <li>• <i>Golden Hills School Division</i></li> <li>• <i>Mountain View Academy Society</i></li> <li>• <i>Rocky View School Division</i></li> </ul> </li> <li>• Sentio Engineering</li> <li>• United Way of Calgary and Area</li> <li>• Private Donor(s)</li> </ul> |
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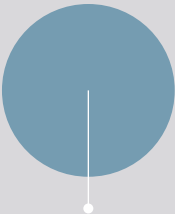
### MAJOR FUNDERS AND DONORS



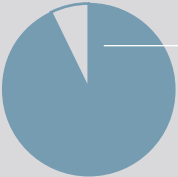
# YOUTH SERVICES

368

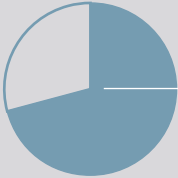
youth took part in 114 Take Back Control - Youth Drug Prevention sessions



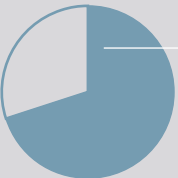
100%  
of youth who were connected to their natural supports by our Homeless Prevention Diversion Advocate remained housed



93%  
of indigenous youth involved in our outreach program were placed and living in a safe supported house



71%  
are engaged in an education program



70%  
of youth visited by our advocates expressed learning a new strategy to better deal with stress

The Criminal Justice Education team delivered:

356 presentations to > 8891 youth in > 128 schools







"School and growing up weren't happy memories. I don't want to always be in trouble. CJHS is helping me choose a better way. I know what I need to do but they help me stay on that path."

-Youth Advocacy and Support client

"CJHS staff visited our classroom and presented on the Youth Criminal Justice Act. These learnings aren't in our curriculum and it is vital for young people to know and understand our laws and justice system."

- Jr. High Teacher talking about the Criminal Justice Education Program

"You have been an invaluable support to our indigenous students by providing connections to culture, bus passes, taking students to appointments and offering other supports that we simply do not have."

- Bowness Outreach School staff

"I was referred to CJHS after my charges. I was in violent situations and headed towards a gang lifestyle. My advocate showed me resources in the city and helped me see the world differently."

- Immigrant Youth Advocate client

"My caseworker helped me through a really tough time. When we met, I didn't have a place to live and felt lost. She has helped a lot but most importantly she kept me from going back to the streets."

- Homeless Prevention Diversion Advocacy client

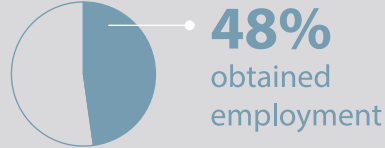
"What happened was wrong but now I can talk about it and face it. Now, I'm focused on doing my best at school and sports. I want to do good."

- Crime Impact Session participant in the RAFT Program



# ADULT SERVICES

**199** clients attended our employment programs



Community employers volunteered to conduct **75 mock interview** sessions for our clients

## 31 FASD Action Hall

skill building and self advocacy sessions were held and attended by

**200 community members and clients**

Worked with **2,599** unique clients, 599 of these clients were Indigenous



**626** > **4543** > **283** > **141**  
new clients accessed Emergency Assistance contacts were made of these clients were experiencing homelessness individuals were recently released from custody

"I like that I can drop in and use their phone or computers. My favorite day is Thursday because that's when our group meets to talk & share about life with FASD. The food is always good! I am so grateful for what you have done for me."  
-Extended FASD Support Program client

"I was visited by a staff member from CJHS while I was still incarcerated. We came up with a plan so when I was released I knew where to go and that I could get into treatment."  
-Prison Services client

"I took some programs while incarcerated but I wanted to continue to improve my literacy and computer skills upon my release. I can't say enough about their support."  
-Digital Literacy client

"A friend of mine told me about the John Howard Society when I was homeless. They helped me get government ID and gave me an address where I get my mail sent. Next, I'd like to try one of their employment programs."  
-Emergency Intake client

"I would probably be in jail or committing crimes to make money if I didn't enter this program. They helped me with my resume, job searching and mock interviews."  
-Pathway to Employment client



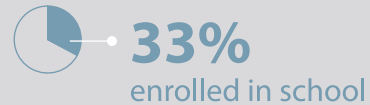




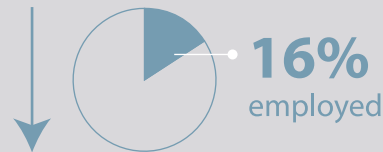
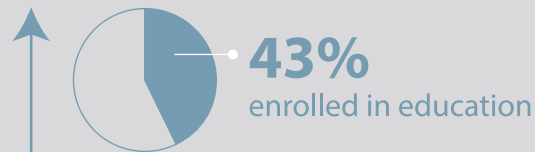
# YOUTH HOUSING



Our 6 month follow up on 75 youth residence graduates indicated



Impact of Alberta's economic downturn



The average age in our Roofs for Youth Program was

**19**





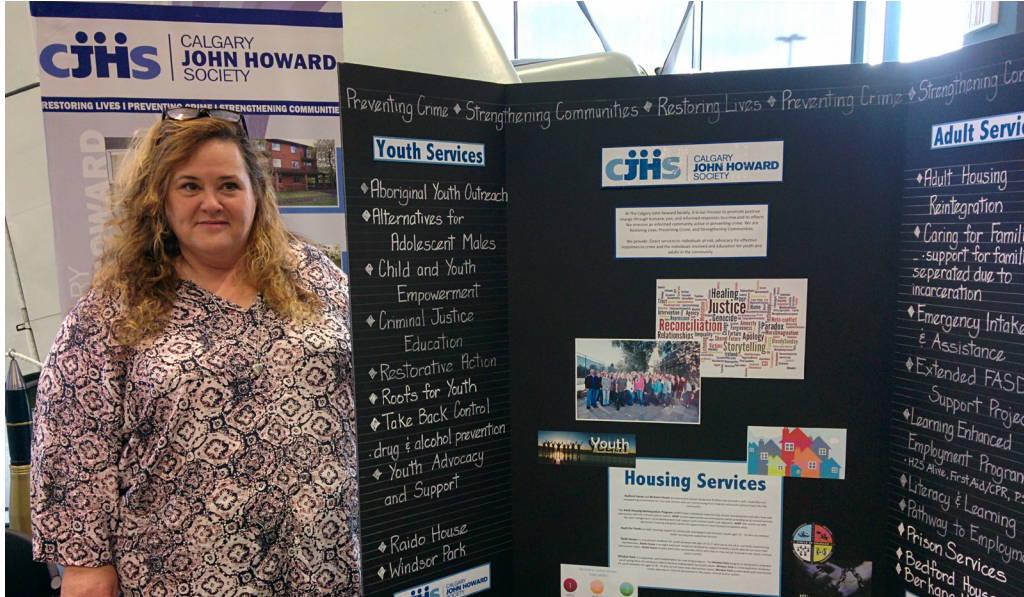


"I'm happy because I've been sober for 3 weeks. This is the first time I have been sober this long since I was 14 years old. Being here has helped a lot and I want to keep going forward."  
-Windsor Park resident

"I've been living here for a few months and the most important thing I have learned is what a healthy relationship looks like. I've changed the scene I was in and I want to finish highschool."  
-Raido House resident

"This is the first time I've had a clean place to live and I'm surrounded by people that I can trust. The house has a good mix of freedom and encouragement. The most important thing is that I haven't gotten in trouble since moving here."  
- Windsor Park Resident

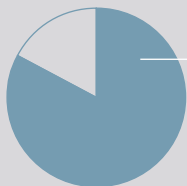
**The October 2016 Point-in-Time Count showed there were 377 youth in Calgary experiencing homelessness, this is approximately 20% of the homeless population.**



# ADULT HOUSING

98

adults were supported by our Adult Housing Programs



**83%** of AHRP clients were housed

**Stepping Stone Manor** opened on June 28th with 29 beds for individuals who have had a history of chronic homelessness. CJHS is the operator, offering support services and intensive case management.

The average age in our Adult Housing Programs was

39



**33%** identified as Aboriginal



**50%** identified as Caucasian



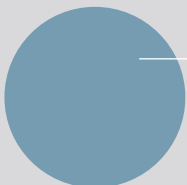
**85%** were males



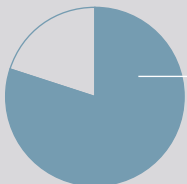
**15%** were females



System use (*hospital, justice involvement*) was reduced between **50-100%** for clients in the AHRP program



**100%** of clients indicated strong relationships with the program staff



**80%** felt a part of their neighborhood

## Berkana House

- This past year the program had 34 residents, 1/3 were aboriginal with the average age being 37
- 8 women had their children stay with them while living at Berkana House
- All women were housed upon graduation
- Local community members attended bi-weekly social development programing with residents
- Staff visit Edmonton Institution for Women and Okimaw Ochi Healing Lodge to interview and build relationships with future residents

## Bedford House

- This past year the program had 68 residents, 95% came to the program with substance abuse issues and were helped to access community programs
- Bedford House moved from Victoria Park to Forest Lawn on March 4th. This transition saw significant program changes as residents moved from an independent living model and adapted to communal living sharing a kitchen and common space.
- A Good Neighbor Agreement was developed with neighbours and the Residential Manager meets with the Forest Lawn Community Association monthly
- Residents started a successful garden on their own
- City and Colour Painting Ltd donated supplies and volunteered staff to paint the new Bedford House location





"My caseworker is patient and compassionate. I know he really wants me to succeed. My life is much better now. I spend my time reading biographies, searching for part time work and trying to solve my health issues."  
 – Stepping Stone Manor resident

"When I was in jail I lost my skill set, my family and my confidence. Inside my mind was only focused on staying safe. The staff here helped me transition. Now I'm calmer, I have a job, and I just opened a bank account!"  
 – Bedford House resident

"The staff have helped me reconnect to my culture and I visit with the elders whenever they come by. I'm know I'm supported because I can talk to the staff 24/7."  
 – Berkana House resident

"This apartment means everything to me. I'm too old and tired to be out on the streets. My last chapter will be one of dignity."  
 – Adult Housing Reintegration resident





# I AM MORE THAN MY CRIMINAL RECORD

## PUBLIC EDUCATION INITIATIVE

I Am More Than My Criminal Record is a public education initiative that was launched in 2016. The aim is to give individuals with a criminal record an opportunity to share their experiences and voice who they truly are. By sharing these stories with the public, we hope to reduce the stigma associated with a criminal record.

The initiative was sparked when a client in the Pathway to Employment Program shared his frustrations over being asked about his criminal record. Time and time again, they would not hire him, though he met the job qualifications and had the required experience. Trying to maintain composure – fighting back tears – he said:

“I am not the person I used to be when I committed those crimes. I have changed. I am more than that...I am more than my criminal record.”

We are providing a platform for people with past criminal justice system involvement to share their experiences and voice who they truly are. Get involved on social media.

## FIND ALL STORIES HERE

[www.iammorethanmycriminalrecord.com](http://www.iammorethanmycriminalrecord.com)

instagram: [iammorethanmycriminalrecord](https://www.instagram.com/iammorethanmycriminalrecord)

Facebook: [@iammorethanmycriminalrecord](https://www.facebook.com/iammorethanmycriminalrecord)

Twitter: [@morethanarecord](https://twitter.com/morethanarecord)

LinkedIn: [I Am More Than My Criminal Record](https://www.linkedin.com/company/iammorethanmycriminalrecord)



## I AM AN ELEVEN

“Five years ago, I found out that my partner of twenty four years had been cheating on me – hours after learning that my mother had just passed. That day, I lost my two best friends and began a spiral road of depression and addiction that led to incarceration. Upon my release, I became homeless. One day, tired of living under a bridge, I tried to commit suicide. It was a police officer who saved me by simply asking ‘Are you done?’ He later came to visit me at the hospital and took me to my first AA meeting. It was during

those meetings that I realized what I was done with was feeling sorry for myself. I have been sober for the last four years. Forgiving myself for the mistakes I have done has been the hardest, but I recently found new hope when an employer gave me a second chance at life by offering me a job. Now, I think if an employer can give me a second chance at life, I can also give myself a second chance. I used to think I was worthless, but now go to work happy and I come home happy. I am strong, confident and believe that in a world of tens – I am an eleven.”



A Proud Partner in  
**RESOLVE**  
www.resolvecampaign.com

**RESOLVE’S GOAL IS TO CREATE AFFORDABLE AND SUPPORTED HOUSING FOR UP TO 3,000 HOMELESS AND VULNERABLE CALGARIANS**

We are now in the final year of the RESOLVE Campaign. So far, through RESOLVE, the Calgary John Howard Society has been able to reach 23 per cent of our \$6 million campaign goal.

RESOLVE will create affordable and supported rental housing for some of Calgary’s most vulnerable citizens through the collaboration of nine agencies. The nine agencies are:

- Accessible Housing
- Bishop O’Byrne Housing
- Calgary Alpha House Society
- Calgary Homeless Foundation
- Calgary John Howard Society (CJHS)
- Horizon Housing Society
- Silvera for Seniors
- The Mustard Seed
- Trinity Place Foundation of Alberta

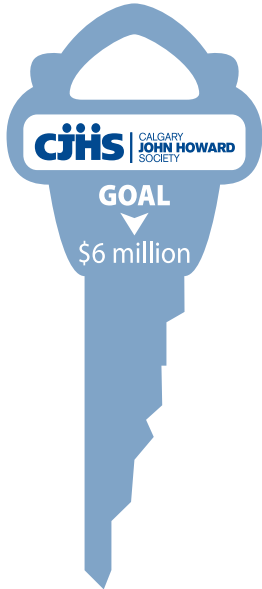
Our mission is to create affordable rental housing with wrap-around support services for vulnerable and homeless Calgarians. The stability and support people receive in these homes helps them to live healthier lives. By doing this, we will reduce the cost to taxpayer-funded services such as police, EMS, hospitals and the justice system by at least \$34,000 per homeless person annually – so your tax dollars can be reallocated.

To date, we have raised enough to provide 1,486 people with a safe, stable and affordable home. Over the last year, our amazing donors helped us retire two mortgages, open four new buildings and break ground on three more projects.

We hope that you will join us in our final year to support these urgently needed homes. Thank you for making Calgary a better home for everyone.

**THANKS TO OUR DONORS:**

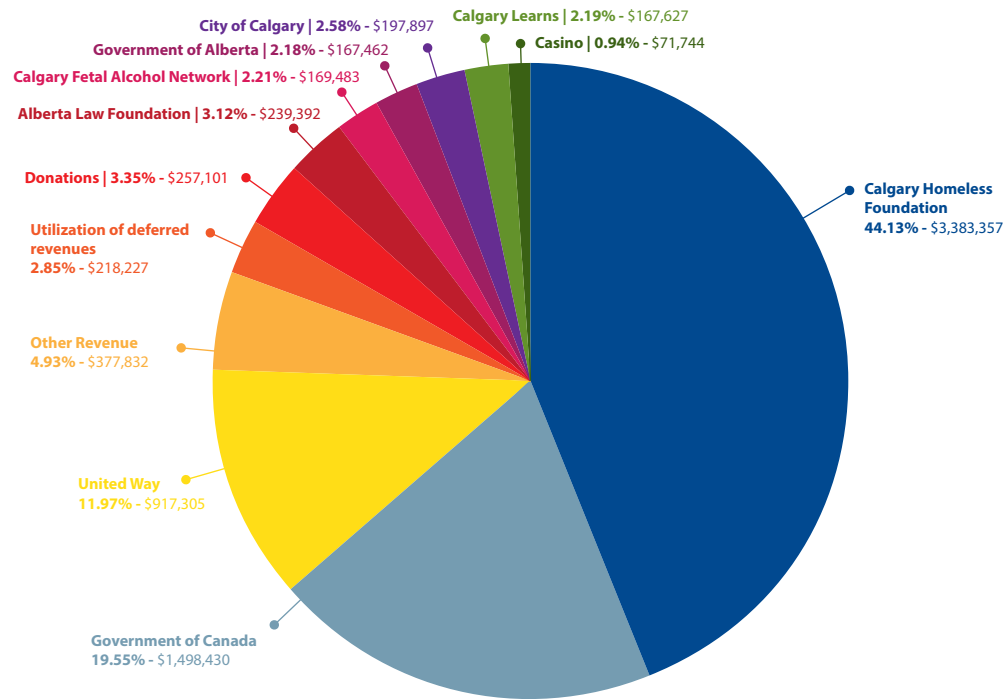
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|--------------------------------|--|
| ARC Resources Ltd.             | Jill & Gordon Rawlinson                  |
| Brookfield Partners Foundation | Robert & Michele Michaleski              |
| Burnet, Duckworth & Palmer LLP | Alan & Shelly Norris                     |
| Calgary Foundation             | Jim Pattison Group                       |
| Canadian Natural               | Toshimi and Bill Sembo Family Foundation |
| CIBC                           | Shaw Communications Inc.                 |
| Dentons Canada LLP             | Steve G. Snyder                          |
| Stephanie & Brian Felesky      | Tumbach Wright Family                    |
| James K. Gray                  | Viewpoint Foundation                     |
| Intact Insurance               | Borger Group of Companies                |
| Inter Pipeline Ltd.            | Dennis & Susan Zentner                   |
| Kidco Construction Ltd.        |  |



# FINANCIAL STATEMENT

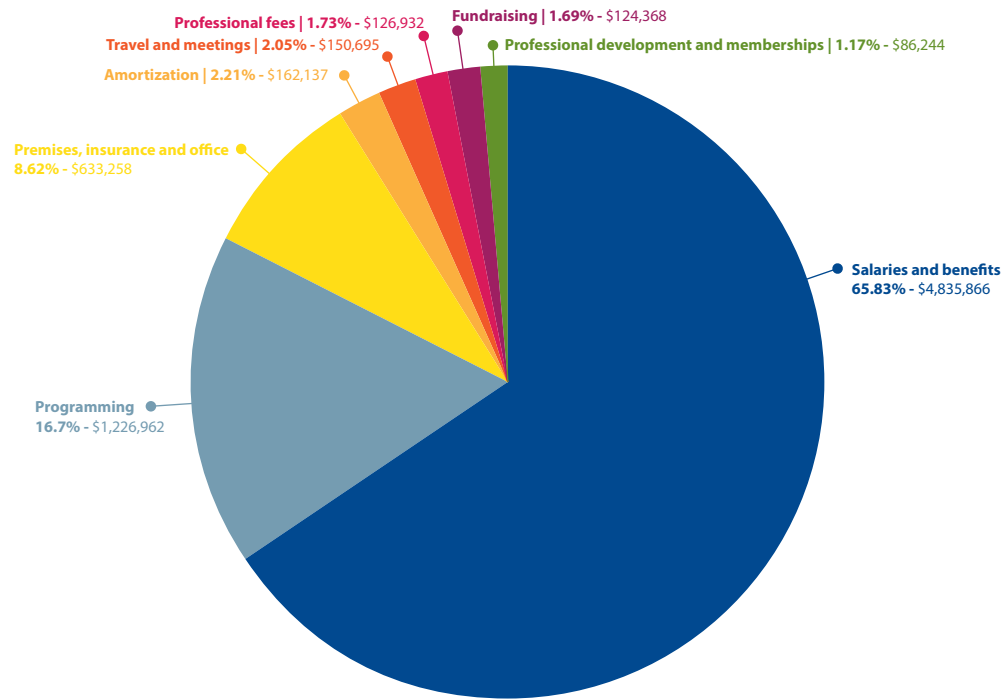
Revenue has increased by about 15% over 2015 to \$7.6M - this is mostly attributable to new programming. Not reflected in the summary chart are receipts of new funding for capital acquisitions.

**REVENUE**  
**CALGARY JOHN HOWARD SOCIETY -**  
**STATEMENT OF OPERATIONS**  
For the Year Ended December 31



Expenses have increased by about 10% over 2015 to \$7.3M - due in part to new programming. Not reflected in the summary chart is the repayment of debt, and acquisition of capital assets. Overall, financial results continue to improve year over year with an operating surplus of \$319K for the 2016 year.

**EXPENSES**  
**CALGARY JOHN HOWARD SOCIETY -**  
**STATEMENT OF OPERATIONS**  
For the Year Ended December 31







**CJHS**

CALGARY  
**JOHN HOWARD**  
SOCIETY

Restoring Lives ■ Preventing Crime ■ Strengthening Communities

917 Ninth Avenue South East | Calgary, Alberta | T2G0S5

Phone: 403-266-4566 | Fax: 403-265-2458

Twitter: @preventcrimenow

[www.calgaryjohnhoward.org](http://www.calgaryjohnhoward.org)