# The John Howard Society of Newfoundland & Labrador Inc.

**Annual Report 2011 – 2012** 

### John Howard Society of Newfoundland and Labrador

#### Mission Statement

The John Howard Society of Newfoundland and Labrador Inc. is a community-based, volunteer organization which works primarily to reduce crime by providing opportunities for the rehabilitation of offenders and advocating reform through successful program interventions; public education; crime prevention strategies and restorative justice principles.

# The John Howard Society of Newfoundland and Labrador Inc. Annual Report 2011 – 2012

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#### PROVINCIAL BOARD

#### **President**

Bryan Purcell

#### **Vice-President**

Phonse Miller

#### Secretary/Treasurer

**Bonnie Abbott** 

#### **Past President**

Catherine Gogan

#### **Board of Directors**

Joan Atkinson Donna Burke

Dieter Hajek Debbie Sue Martin

Robert Johnston Dick Spellacy

Michelle Short Tony St. George (resigned Oct 21, 2011)

Mike Tobin Paul Riley

#### **Executive Director**

Cindy Murphy

#### **Regional Director**

Charlie Young

#### **Headquarters Staff**

**Director of Finance** – Joanne Symonds **Administrative Coordinator** – Robin Collins

#### **COMMITTEES - ST. JOHN'S**

#### **Executive Committee**

Bryan Purcell Phonse Miller Bonnie Abbott

#### **Personnel Committee**

Bryan Purcell Michelle Short Donna Burke Cindy Murphy

#### **Scholarship Committee**

Catherine Gogan Joan Atkinson Cindy Murphy

#### **Nomination Committee**

Phonse Miller Joan Atkinson

#### **Minutes of the Annual General Meeting**

Friday, October 21, 2011 The Battery Hotel, St. John's

Provincial Board President and Chair, Bryan Purcell, welcomed the 49 people in attendance. The minutes of the 2010 Annual General Meeting were reviewed and approved (Tobin/Vincent).

Mr. Purcell tabled and outlined the contents of his 2010-2011 report, specifically highlighting the growth and successful operations of the Society over the past year, and finding itself in good financial standing. The president discussed some of the concerns that have risen at the federal government level concerning proposed legislative changes, but felt the Society has positioned itself in such a way as to continue to foster extremely good partnerships with government agencies on both federal and provincial levels, building a reputation of competency and reliability. Mr. Purcell thanked everyone for their contributions to the Society over this past year and for their continued dedication to the work.

Following the president's report, treasurer Bonnie Abbott was then called upon to make a few comments. Ms. Abbott indicated that she was proud to be a part of the John Howard Society and was especially pleased with the great strides that have been made in budgeting and financial reporting. She then called on Joanne Symonds, director of finance, to deliver the Auditor's Report for 2010-11. Ms. Symonds relayed that she was happy to be in her third year of employment with the John Howard Society and personally thanked Susanne Rendell, Robin Collins, Donna Jenkins and Howard Hibbs for their contributions in making her job easier. She tabled the condensed financial statements for the fiscal year ending March 31, 2011 noting there was a surplus at year end primarily due to the increased number of bed days in the residential facilities. She also indicated that detailed financial statements were available upon request through the headquarters office. Ms. Abbott thanked the finance director and called for a motion to accept the financial statements as presented (Miller/Harris).

In relation to the appointment of auditors for 2011-12, Executive Director Cindy Murphy discussed that a call for proposals for auditing services for the coming year was conducted and the firm of Harris Ryan was selected. A motion to accept Harris Ryan as the auditors of record for 2011-12 was moved (Miller/Abbott).

Clara Rendell, area director of Correctional Services of Canada, delivered the nomination report and conducted the election of board members. The four nominees were Bryan Purcell, Michelle Short, Dieter Hajek and Paul Riley. All four were approved for a three year term. The remaining board members currently serving are Phonse Miller, Catherine Gogan, Dick Spellacy, Robert Johnston, Donna Burke, Joan Atkinson, Debbie Sue Martin and Mike Tobin. Two vacancies are held in reserve for later appointment.

The final item of the AGM included a presentation to the Youth Services Program for more than 20 years of outstanding work with youth. The executive director thanked the previous staff including Edwina McCarthy, as well as Kathy Lewis, the program's current facilitator, for their meaningful involvement in meeting the needs of hundreds of youth since the program began. Carolyn Hapgood, C-Step director, accepted the award on behalf of the program.

The meeting was adjourned at 5 pm. (Tobin/Miller)

Robin Collins Recorder

#### **Events Surrounding the Annual General Meeting**

Staff, board members, and invited guests met at The Battery Hotel October 21 to attend the day's events set aside for the Annual General Meeting of the John Howard Society of Newfoundland and Labrador, a part of the annual conference and AGM of the John Howard Society of Canada. Opening remarks were given by the executive director of the John Howard Society of Canada, Catherine Latimer, followed by greetings from the Minister of Justice, Felix Collins. Guest speaker Terry Carlson, past ED of JHSNL, gave a history of the early beginnings of the John Howard Society entitled "Roots and Reflections". Following, Carolyn Hapgood, director of the C-STEP program and coordinator of the JHSNL Wellness in the Workplace Committee, distributed awards to program staff of JHSNL who participated in a province wide wellness challenge.

In the afternoon session following lunch Justin Piche, associate professor at MUN and James Lockyer, a lawyer with The Association in Defence of the Wrongly Convicted, addressed the delegates. Catherine Gogan, president of the John Howard Society of Canada, and past president of JHSNL, was presented with the JHSC National Award for Community Service. The day's events concluded with the AGM.

#### PRESIDENT'S REPORT

The year 2011 marked the 60<sup>th</sup> anniversary of the John Howard Society of Newfoundland and Labrador. While this anniversary year spanned two fiscal years, the major celebrations marking the 60<sup>th</sup> anniversary occurred in the 2011-2012 fiscal year. These celebrations were a resounding success, helping the Society to raise public awareness of what it stands for and the work which it does in and for the community.

The events marking this significant milestone were many and varied, but one of the high points of the year was the hosting of the John Howard Society of Canada's Annual General Meeting and conference in late October in St. John's. This was held in conjunction with the AGM of JHSNL. The event was highly successful and enthusiastically received by all participants. The workshops were excellent, the guest speakers were of very high caliber and the resulting public profile was very positive. Sincere thanks are due to the staff of JHSNL and JHSC for their collaboration on this event.

The 2011-2012 year saw continued growth of the JHSNL. All programs were maintained and in some cases expanded. Fiscal and program planning remained effective and supported very efficient organizational functioning at all levels. As well, the Society maintains a very firm commitment to public accountability both in its administration and program operations. Notable during the year at the operational level was the implementation of significant administrative changes and more effective program directions at the Learning Resources Program. These changes were very well received by the program's funders and by the clients who benefited from them.

In order to identify opportunities for increased efficiencies, the Society has initiated an accommodation needs assessment to determine whether its provincial offices and its non-residential programs in the St. John's area could be further consolidated in one location. The results of this assessment will be available in the summer of 2012. Work also continued during the year on acquiring ownership of the West-Bridge House property in Stephenville. Negotiations with the federal government to date have been very productive and it's hoped that a positive response will be received shortly.

At the board level there continues to be a firm commitment to accountable governance using the Carver Model of Board Governance. This model has demonstrated a high level of effectiveness in social and business organizations and has greatly facilitated our Board's operation to date. Some of the notable developments at the board level during the year included the following: a review of the constitution, by-laws, end statements and executive job descriptions was completed - a number of changes were approved by the Board and are now ready to be adopted; a comprehensive orientation guide for board members was developed; a review was also carried out with respect to the composition of the Board with a view to determining whether representatives of additional constituencies and/or regions should be included. Hand in hand with this process was a decision by the Board to initiate a review of the potential need to establish an expanded program presence in additional areas of the province – most notably in Labrador.

It has long been recognized that Labrador presents some of the most critical and complex service needs in the correctional and social justice sectors in the whole province. In the past, it was felt that the Society did not have the capacity to have a presence on the ground in Labrador, though it did serve a number of Labrador clients in its programs on the island. Over the past year, the Board felt that it was time to consider addressing this issue. As a result, the executive director initiated a consultation process within the community and with various levels of government culminating in a series of direct consultations in Labrador in March 2012. The consensus, as a result of this process was that, while the needs are extremely complex, as are the cultural and political issues, the Society should commit itself to a planned development process to establish a service presence in Labrador. This should be done in partnerships with the various communities and constituencies in Labrador. In order to facilitate this process, the decision has been made to recruit a suitable board member from Labrador to assist the Board in understanding the many issues involved. This recruitment process is being actively pursued at present and it is hoped to have a board member in place shortly. Meanwhile, the executive director continues to pursue the consultation and planning process.

During 2011-2012, the Society continued to work closely with the JHSC and other provincial and territorial affiliates. Following a very challenging year in 2010-2011, when it went through a process of extensive change and renewal, the JHSC worked very effectively during 2011-2012 under the direction of its Board and its new executive director, Catherine Latimer. Both the national body and the provincial societies - including JHSNL- showed a heightened awareness of the need to work more closely and to ensure effective communications. This proved to be especially important during this past year in the face of a number of federal legislative and policy directions which threatened to undermine the principles upon which the Canadian correctional and justice systems operate and to which John Howard Societies are committed. During 2011-2012, the federal Conservative government continued to raise serious concerns across the social program sector by pursuing a number of policies and legislative changes which it had introduced in 2010 and early 2011. These included a broad range of policy changes within the federal correctional system, but the most problematic changes were embodied in the Conservative omnibus crime bill entitled Bill C-10. This bill grouped a large number of legislative changes into one package. A number of the changes were relatively low-impact revisions and up-dates to existing legislation. Many, however, represented what were broadly seen as highly retrogressive measures, which appeared both ineffective and in violation of fundamental principles of justice and human rights. In spite of opposition from an unprecedented spectrum of sectors both within and outside the justice system, the Conservatives appeared determined to ignore the facts and use their newly-acquired majority to push this bill through. Like a multitude of other organizations across the country, the JHSNL, while recognizing the intransigence of the federal government, felt that it was essential to voice its concern over this bill and to offer constructive alternative approaches. Therefore, the Board made its views known through participation in various national forums and in partnership with other non-governmental organizations. As well, the Board wrote directly to the relevant federal ministers, Honorable Rob Nicholson (Justice) and Honorable Vic Toews (Public Safety). The Board also wrote similar letters to all Newfoundland and Labrador Members of Parliament and senators. Unfortunately, our efforts, like those of the many others who expressed their concerns, appeared to fall on deaf ears and these legislative measures passed. We will

continue to monitor the implementation and the impacts of these measures and to make future representations as required.

The Society continues to maintain strong and positive relationships with its service partners and with the community. As well, through effective media exposure and activities such as John Howard Society Week, the Children's Christmas Party and participation in community events, the Society works successfully to maintain a positive profile.

The Society maintains close working relationships with the provincial Department of Justice. This includes both contracting to provide a wide range of services to provincial correctional clients, as well as advocating for improved services and more appropriate responses to emerging needs.

The Society also maintains close working relationships with the provincial Department of Child, Youth and Family Services. Owing to a policy change in 2010, the two John Howard Society open custody facilities, the Home for Youth in St. John's and the Loretta Bartlett Home for Youth in Corner Brook, are now the only open custody facilities on the island. This was and continues to be a cause for very serious concern. All of the open custody facilities in the province were designed as small 5 to 6 bed group home-type settings intended to primarily serve youth in their own regions. They were also designed to work as part of a network providing a range of placement options. This is necessary in order to respond to the need to separate certain youth and categories of youth from each other. The reduction to only two placement options has proven to be very problematic. The Society expressed its concerns to the department at the outset and continued to make strong representations during 2011-2012 aimed at encouraging the department to address this very serious situation.

An issue addressed by the Society to both the federal and provincial governments during 2010-2011, was the urgent need for new prison facilities for the province. This had been an ongoing issue for some time and, in view of the lack of visible progress, the Society decided to make formal written representations to the ministers at both levels of government. The provincial government responded by at least recognizing its responsibilities and committing to pursue improvements. While as of the end of 2011-2012 no commitment had been made to build a new facility, the provincial government continues to pursue improvement. The federal government, unfortunately, showed no interest in recognizing its responsibilities in this area, nor any intention of assisting the province. This situation has not changed in 2012. The Society finds this unacceptable in light of the many federally-sentenced inmates housed in our provincial prisons, the lack of a federal facility in this province and the federal government's introduction of legislative measures which will dramatically increase prison populations.

Notwithstanding the concerns about certain policy directions and the need to always advocate for more effective, just and humane correctional policy, the Society continues to work effectively with government agencies at all levels. As our primary service partners, federal and provincial government agencies have consistently shown a willingness to work with us and indeed a readiness to expand cooperation and to explore new program opportunities. This has enabled the Society to play a key role throughout the corrections system. We look forward to continuing these partnerships.

In closing I want to offer sincere thanks on behalf of myself and the Board to our managers, staff and volunteers. Without their high levels of skill, commitment and creativity it would be impossible for the Society to achieve its goals. Special thanks also goes to our service partners within government and the community; to our clients and their families who place their trust in us and finally; to our many supporters in the community.

Bryan Purcell President

#### EXECUTIVE DIRECTOR'S REPORT

It is a pleasure to present my annual report which provides an overview of some of the highlights of the John Howard Society of Newfoundland and Labrador activities during the past year. More detailed program reports are provided later in the report by the individual program directors.

As the president noted in his report, 2011 marked the 60<sup>th</sup> anniversary of the John Howard Society of Newfoundland and Labrador. The anniversary was recognized by a number of notable events not least of which was the hosting of the John Howard Society of Canada for their annual general meeting, October 21-22, 2011. This was held in conjunction with the AGM for JHSNL.

I am very pleased to report that during the past year the Society successfully met the many challenges, and, not only maintained existing programs, but found ways to enhance services to our clients. I feel encouraged by what Society staff were able to accomplish by providing wideranging services to more than 1200 offenders, ex-offenders and their families, through the provision of 19 different programs and services located in St. John's, Stephenville, and Corner Brook. A review of the activities for 2011-2012 once again shows the Society can continue to achieve much success.

#### **Public Education and Commentary**

The John Howard Society provided information about its services and various correctional issues throughout the year in a variety of mediums including community forums, classroom and workshop presentations as well as through the media.

#### **Community Forums and Other Commentary**

The Society participated in a number of community forums during the year. One was hosted by Stella Burry Community Services. Titled "Gender and Justice", the Society presented at this forum held in Clarenville in March. The second forum was hosted by the St. John's Friendship Center to focus on the needs of aboriginal offenders. The third community forum on employability was hosted by the Society. Further details to this event are referenced below.

The Society also presented at a public forum held by the St. John's Crime Prevention Committee to discuss the issue of armed robberies. Many concerned citizens and business owners attended to discuss their concerns.

Throughout the year the Society was very active in making public comments on a number of different correctional issues including the new provincial Corrections Act, the need for a new penitentiary, domestic violence and the proposed federal legislative changes – Bill C-10.

On September 20, federal Justice Minister Rob Nicholson tabled Bill C-10, an omnibus bill titled the *Safe Streets and Communities Act*. Combining amendments from nine separate bills that had failed to pass in previous sessions of parliament, Bill C-10 would make fundamental changes to almost every component of Canada's criminal justice system including the introduction of new criminal offences, new and increased mandatory minimum sentences, increased fees and longer wait times for pardons. Like many others across the country

including other correctional and justice systems, the Canadian Bar Association and various other interest groups who had wide-ranging concerns about the legislation, the Society felt it was important to make representation to the federal government outlining our concerns. Unfortunately these concerns went unheeded and the legislation would eventually pass in March 2011.

#### **John Howard Society Week**

Every year in February the Society sets aside a week to focus attention on its programs and services and to raise awareness on criminal justice matters. The following are some of the activities which took place in connection with the week:

Meeting with the Minister of Justice - Bryan Purcell, JHS president; Rod Harris, Howard House director; Christy Spracklin, addictions facilitator; and myself, met with the Minister of Justice who signed the proclamation declaring the week of February 12- 18 John Howard Society Week. It was a very positive meeting in which we discussed a number of issues related to the operation and funding of various programs, including our substance abuse programs being delivered both at H. M. Penitentiary (HMP) and in the community.

#### Proclamation Signing Picture – Telegram

A photograph of the proclamation signing along with some comments about our programs and services appeared in the Telegram.

#### Musical Concert at H.M. Penitentiary

On Tuesday the Society held an information session about its programs and services at HMP. Following the information session the Society sponsored two local musicians to perform for the inmates. Both were well received.

#### Board and Staff Luncheon

A special luncheon for board and staff was held at the Fluvarium in St. John's. Guest speakers included Kim Baldwin, regional director of Mental Health and Addictions, Eastern Health, and Susan Macleod, also with Eastern Health, who talked about the plans for the new youth residential mental health facility. The Society was pleased to present the JHS Community Service Award to Bruce Templeton for his contributions to the annual Children's Christmas Party.

#### Community Forum – Employment

On Friday of JHS Week the Society, in partnership with Correctional Service of Canada, held a community forum on employability. The focus was promoting the employability of individuals who have a criminal record. It was a great success with many prospective employers attending.

#### Open House

In recognition of the 25<sup>th</sup> anniversary of West-Bridge House, an open house was held at the facility which was attended by community partners, staff and residents. The Loretta Bartlett Home for Youth in Corner Brook also held an open house and invited their community partners and supporters.

#### Radio Ads

The Society ran radio ads throughout the province during the week which highlighted its

programs and services.

#### Terry M. Carlson Scholarship

During JHS Week we were pleased to once again award two scholarships valued at \$250.00 to two clients of JHS who are pursuing post-secondary education.

#### **Possible Expansion of Services**

As mentioned in the president's report, Labrador presents with some very complex service needs in the areas of correctional and social justice. While the Society provides services to Labrador offenders in our programs on the island portion of the province, to date the Society has not had a service presence in Labrador. Recognizing the significant service needs, the Society has begun a consultative community process to aid in a developmental plan for future services. As part of this process, I, along with Howard House director Rod Harris and CSC parole officer supervisor Sue Bruff, traveled to Happy Valley-Goose Bay in March. We were able to tour the Labrador Correctional Center and have discussions with various community groups and government departments. We were very pleased to be so welcomed by the Labrador community and their willingness to discuss how the Society can help meet the needs. As we continue our consultations, we look forward to having Labrador representation on our board of directors in the near future to assist us in moving forward.

#### **Learning Resources Program – Declining Numbers and Diversification**

Over the past couple of years our Learning Resources Program has been experiencing a decline in the number of probation referrals. To that end, meetings took place with officials from the Department of Justice to examine the issue and as a result a number of changes have been implemented. In the fall the program began to provide anger management programming to inmates at HMP as well as individual intervention for sex offenders. In addition, the program has created enhanced flexibility to program start times to allow increased access for clients. The Society also welcomed a new program director. Marvin McNutt joined the management team in December and has been providing sound leadership. While the number of probation referrals continues to be somewhat lower than anticipated, we will continue to engage justice officials to resolve the issue.

#### **Noteworthy Happenings and Other Special Events**

#### **John Howard Society of Canada Meetings**

In conjunction with the Society's 60<sup>th</sup> anniversary celebrations, we were very pleased to have the John Howard Society of Canada hold its annual general meeting and conference in St. John's in October. Along with the JHS Canada board of directors we also welcomed the provincial executive directors from across the country. Guest speakers for the conference portion included former JHSNL executive director, Terry Carlson, Newfoundland provincial Court Judge, David Orr, AIDWYC lawyer, James Lockyer, MUN sociology professor, Dr. Justin Piche, and former JHSC executive director, Graham Stewart. It was a great event and I would like to thank all the JHSNL staff who made it a resounding success.

#### **Children's Christmas Party**

The annual Children's Christmas Party was held on November 30<sup>th</sup>, 2011. Approximately 45 children attended who were referred through our own programs and other corrections agencies. The event, organized by Susanne Rendell, received strong support from the business community who donated funds and Christmas gifts. Jiffy Cabs provided some transportation to families and Bruce Templeton donated his services as "Santa" once again. Special thanks to all the staff, volunteers and ex-offenders who contributed to this wonderful yearly event.

#### **Ongoing Support**

Once again the board of directors has provided the support necessary to help the organization meet its objectives. In particular I would like to thank our executive; Bryan Purcell, Phonse Miller and Bonnie Abbott, who helped tremendously with major issues during the year.

Throughout the years the Society has been very proud of the work of our staff and volunteers. Many have made outstanding contributions and the past year has been no exception. They too should be proud of their work in helping offenders successfully reintegrate in the community. I would like to give a special acknowledgment to the volunteers with the HMP 1<sub>2</sub>1 program and the Prison Library program for their direct service to the inmates at HMP. They quietly donate their valuable time and continue to make a substantial contribution.

I would like to thank our correctional partners who continue to value the work of the agency and the contribution the Society makes in helping to build a safer community. With such contributions the future of the Society looks bright.

Cindy Murphy Executive Director

#### **HOWARD HOUSE**

The following report outlines the activities of the Howard House Program for 2011-2012. This year represented the program's 35<sup>th</sup> year of operation and it proved to be an extremely busy year with the increase in overall bed days. Under the umbrella of Howard House, we run the residential program for sixteen males on either day parole (DP), full parole (FP), statutory release (SR), statutory release with residency (SRR), temporary absence (TA) and probation. We facilitate three streams of our addictions program, Moderate Intensity Management of Offender Substance Abuse (MIMOSA). The three streams include our residential MIMOSA, our non-residential or day MIMOSA program and a program at Her Majesty's Penitentiary. As well, we are home to the Prison Liaison / Family Services program and the Community Reintegration program, which play a valuable role in the operation of Howard House. We are fortunate to have eleven full-time staff, nine relief and approximately 20 volunteers, who all play a vital role in the operations of Howard House.

In 2011-2012, Howard House provided a total of 3533 bed days to Correctional Service of Canada (CSC) clients; an increase of 68 bed days or 2%. Corrections and Community Services (CCS) - Adult Corrections Division utilized 1872 bed days; this represented a small decrease of 38 bed days or 2%. Overall, Howard House averaged 14.8 bed days for the fiscal year

Table 1-A

csc	Day Parole	Full Parole	Statutory Release	Statutory Release with Residency	Total
Federal Referrals	15	3	4	0	22
Provincial Referrals	14	2	NA	NA	16

Table 1-B

ccs	Temporary Absence	Probation	Conditional Sentence	Total
	47	6	0	53

Of the 91 admissions to the program, 63 successfully completed their residency, while 16 continued as of March 31, 2012. Of the 12 who failed to complete the program, 9 were for technical violations, often directly related to substance abuse while three were unlawfully at large. As approximately 80% of admissions to the program were assessed as having addictive behaviours, many of which are directly linked to criminal behaviours, suspensions from the program became necessary to reduce the likelihood of re-offending.

Referrals to the Howard House program are carefully screened by our Admissions Committee which continues to meet weekly as required. A total of 220 presentations were made with an average of four presentations per meeting.

The following table represents the decisions of the Admissions Committee for 2011-2012.

**Table 2 - Admissions** 

Admissions	Accepted	Denied	Total	Acceptance Rate
csc	97	36	133	73%
НМР	65	21	86	76%
Probation	1	0	1	100%
Total	163	57	220	74%

Howard House would like to thank the following members of the Admissions Committee for their contributions: Royal Newfoundland Constabulary Constables Charlie Shallow and Jake Stanford; Prison Liaison/Family Services Coordinator Marvin McNutt; Howard House staff Bill Ranson, Valerie Flynn, Pam Broders and Christy Spracklin for their valuable contributions and sound decision making.

#### Moderate Intensity Management of Offender Substance Abuse (MIMOSA) Program

Our Moderate Intensity Management of Offender Substance Abuse (MIMOSA) program has been a successful part of Howard House for the past eight years and we anticipate its success will continue in the future. 2011-2012 was the fourth year that the MIMOSA program was open to both residential and non-residential clients, allowing clients who do not necessarily need all the support of a residential setting to access addictions programming. Due to the high volume of referrals, the Learning Resources Program helped by facilitating one group this fiscal year.

The table below represents the activities of the MIMOSA program for 2011-2012.

MIMOSA	Referred	Started MIMOSA	Successful Completion	On-Going	Incomplete	
csc	8 8		8	0	1	
TA	18 18		9	4	5	
Probation	Probation 1		1 1		0	
Day Program	Day Program 19		8	3	8	
Total	46	46	26	7	14	

Howard House was also successful in obtaining funding to continue to operate the MIMOSA program at Her Majesty's Penitentiary.

The following table outlines the activities of HMP MIMOSA program for 2011-2012.

MIMOSA	Referred	Assessed	Successful Completion	On Going	Incomplete	Transferred to HH MIMOSA	Assessed but Refused to Attend	Inappropriate Referral	Assessed & Waiting for Seat to Open
НМР	80	80	44	7	9	13	3	3	1

#### The Prison Liaison/Family Services Program

The Prison Liaison Family Services Program has been providing contact, support and services to Newfoundland and Labrador federal offenders and their families since its inception in 1984. The program continues to be funded and supported to meet the needs of Newfoundland and Labrador offenders transferred out of the province and their families left behind. Services were provided through regular federal prison visits, an annual family prison visit, and in-office services. Supportive counselling, information services, and referrals are provided to clients and families. Institutional staff, local CSC staff, inmate representatives and clients continue to contribute to the provision of a successful service.

During visits to the five federal institutions - Atlantic, Dorchester, Springhill, Westmorland and Nova - individual meetings were held with Newfoundland and Labrador offenders to assist them in preparation for eventual reintegration back into the community. Supportive services were provided for both male and female offenders. Long-term clients from the province, years away from release and isolated from their home communities for extended periods of time, are provided ongoing contact, updates on community and family, as well as the opportunity to develop community support while serving their sentences. The annual family prison visit provided the opportunity for some families to spend some quality time with their loved ones serving their sentence outside the province. This continues to be an important link for those who utilize the program.

#### **Prison Services**

During federal prison visits in June 2011, October 2011 and February 2012, individual interviews were conducted at the various institutions. Services were provided through individual interviews with clients, regular meetings with Newfoundland groups, and liaison with institutional staff and parole officers. Meetings held with Newfoundland groups in most of the federal institutions helped to address issues relevant to all Newfoundland and Labrador inmates and continued to encourage the development and maintenance of the groups which serve as a resource for those from this province. Continued liaison with institutional staff ensured input and ongoing co-ordination of program activities.

#### Family Services

Families play a vital role in the successful reintegration of offenders back into their home communities. In addition to the annual family prison visit, family members access support and information services to provide assistance with their continued involvement with the criminal justice system. Many family members request information about visiting the federal institutions, the federal system in general, while others just want to contact and support their loved ones in prison.

The Family Support Group met regularly and is co-facilitated by the co-ordinator and a volunteer from Howard House. The group arose out of a need for family members to have a safe and open place to discuss the incarceration of a loved one, with other people in similar circumstances.

#### Family Prison Visit 2011

The Family Prison Visit provides families and their incarcerated loved ones an opportunity to visit and spend extended time together without the concern over cost or travel arrangements. This year the family visit took place in October with eighteen family members participating in visits at Dorchester, Westmorland, Nova and Springhill Institutions. Institutional staff, Newfoundland representatives, and JHS staff ensured that it was an enjoyable weekend of activities and social events. Families travelled from all areas of the province, including Labrador.

John Howard Society staff members Bill Ranson, Nat Hutchings, Jackie Warfield and the coordinator Marvin McNutt supervised a number of activities in each of the federal institutions which provided an element of safety and comfort to many family members who may be intimidated by visiting such facilities. The Annual Family Prison Visit was once again a successful endeavour made possible by the coordinator, institutional staff and the Newfoundland representatives. The tremendous support of Springhouse and Mountain Top Hospitality House for the family members and the program staff ensures that all have a home like atmosphere to relax in during the evenings of the Family Prison Visit.

#### **Community Reintegration Program**

The Community Reintegration Program (CRP) works closely with the case management team to assist clients with transition back into the community through the securing of appropriate housing, helping clients to apply for financial assistance, provincial health care and required identification. Seventy-six (76) services were provided to CSC clients, fifty-nine (59) services were provided to TA clients and two (2) services were provided to probation clients. Please see table below:

Services provided	csc	TA	Probation
AES Applications	24	23	0
SIN Applications	9	3	0
GST Income Tax	7	3	0
MCP Applications	6	4	0
Birth Certificates	8	5	0
Housing Inquiries	13	12	2
Prescription Drug Program	4	4	0
Photo ID	5	5	0
TOTAL	76	59	2

#### **Volunteers**

Volunteers continue to play a vital role in the operation of Howard House and this year was no exception. Twenty-three volunteers provided many hours of direct service to the program during this fiscal year. Volunteers continue to be such an important part of the Howard House program, as they contribute in so many ways including the following: providing a pro-social support to the residents; assisting staff with supervision and the daily operations of the program, as well as assisting with the recreation program. All funds made available to the recreation program are achieved through fundraising by staff and volunteers. Events such as ticket sales and recycling enabled the recreation program to organize weekly events such as swimming, bowling, movies, visits to the GEO Center, the Railway Coastal Museum, the Rooms and a tour of the Coast Guard.

On behalf of staff and residents, we wish to extend our thanks and appreciation to the following volunteers: Danny Alyward, Vincent Au, Chris Bulger, Alax Carey, Kyle Churchill, Meghan Corcoran, Chris Cromwell, Lesley Cummings, Megan Dawe, Dan Evans, Nicole Glynn, Teresa Griffin, Ryan Holwell, Stephen Parsons, Matthew Pike, Mike Pollard, Stacy Putt, Zachary Pomeroy, Renee Smith, Megan Sullivan, Richard Tilley, Katie Walsh and Sylvia Walsh.

Under the supervision of Howard House office manager, Susanne Rendell, volunteers have assisted with the annual John Howard Society Children's Christmas party for children of clients and former clients for over twenty-five years. In 2011 the party was held again at St. Andrew's Presbyterian Church Hall. Financial donations from community groups and individuals were very much appreciated. Donations were also solicited from community agencies to provide gifts for approximately fifty children. Food was provided by Jungle Jim's, much to the children's delight. Jiffy Cabs also donated safe transportation for the families. Howard House would also like to thank the many community organizations for their kind donations over the past year: Bridges to Hope, St. Andrew's Presbyterian Hall, St. Lawrence Anglican Church Portugal Cove, Anglican Cathedral, St. Mark's Church and St. Pius Tenth Church. Special thanks to 'Santa' who as always was the highlight of the party, putting so many smiles on the faces of children.

Susanne also organized the annual luncheon for agency staff and volunteers in which donations were greatly accepted for the Alzheimer's Society.

During the previous year Howard House also hired two students through funding from Service Canada. Zachary Pomeroy and Nicole Glynn availed of the Summer Career Placement program. We thank them for their contributions and support and hope to receive funding again this summer to provide other students valuable work experience.

In closing, the Howard House program had another productive year. On behalf of all the staff of Howard House we wish to thank our volunteers, community representatives, board of directors as well as our community partners, Correctional Service of Canada and the Adult Corrections Division of the Department of Justice for their continued support and contributions. Finally, it is such a pleasure to be part of a group of individuals who are so passionate about their work. I wish to express my sincere gratitude to all the staff, who, as always go above and beyond the call of duty to ensure the success of each and every client. It truly is a blessing to work in such an environment.

Rod Harris Director

#### **Howard House Staff**

Director – Rod Harris
Residential Counsellor – Val Flynn, Bill Ranson
Addictions Coordinator – Pam Broders, Christy Spracklin
Facilitators – Rob Channing, Chris Mooney
Prison & Family Services Coordinator – Marvin McNutt
Residential Support Worker – Michael Hunt
Residential Worker – Nat Hutchings
Night Supervisor – Zachary Pomeroy
Office Manager – Susanne Rendell

Relief Staff – Rhonda Layman Noonan, Garfield Brown, Tara Bolt, Jason Kelloway, Julie Philippe, Richard Tilley, Penny Evans, Ryan Holwell, Stephen Parsons

#### Overview

The C-STEP Program provides individual and small group, intensive interventions to high need clients in two major areas: cognitive restructuring and employability skill development.

#### Cognitive Restructuring-based Interventions

Integrated Correctional Program Model – Community Program (ICPM – Community)
Integrated Correctional Program Model - Community Maintenance Program (ICPM - CMP)
Community Integration Program (CIP)
Generic Relapse Prevention Program
Adaptive & Creative Thinking Program (ACT)
Personal Counselling
Alternatives, Attitudes & Associates (AAA)

#### **Employability Skill Development**

Employment Preparation Program
Individual Employment Counselling
Youth Services Program
Employment Assistance Services (EAS)
Workplace Safety Courses
Linkages Program
Computer Tutoring
Drop-in Services

#### **Client Activity**

In 2011-12, 452 clients received a combination of C-STEP's core services, additionally there were 217 drop-ins and an additional 96 clients were on a waitlist at year end. Not included in these totals were 431 seats filled for safety courses. Of the 452 clients who received core services: 75 were on parole, 92 were on adult probation, 20 were on temporary absence or at HMP, 254 did not have a supervision order, 5 were on youth probation, 1 was incarcerated at NL Youth Centre, 3 were residing at the Home For Youth, 1 was under a recognizance and 1 was involved with the Mental Health Court. C-STEP had 106 female clients avail of services this year. Please refer to the Client Activity Table for further details.

## C-STEP Program Client Activity Table (Apr.1, 2011 – Mar.31, 2012)

(Apr.1, 201	11 – Mar.31, 201			
Program ▼	Participated	Successful	Ongoing	Incomplete
	in Program	Completion	Origonia	status
ICPM – Community Program	7	5	2	0
ICPM – Community Maintenance Program	23	15	3	5
Community Integration Program	3	3	0	0
Generic Relapse Prevention Program	16	13	0	3
ACT Program	51	45	0	6
Personal/Social Counselling	6	-	6	-
Alternatives, Attitudes & Associates (AAA)	2	2	0	0
Employment Preparation Program	27	19	0	8
Individual Employment Counselling	78	-	33	-
Youth Services Program	90	-	27	-
Employment Assistance Services/Pardons	195	-	106	-
Linkages	4	1	2	1
Computer Tutoring Program	3	1	2	-
Drop-in Services	217	-	-	-
First Aid (community)	36	36	-	-
WHMIS (community)	32	32	-	-
Traffic Controls (community)	13	13	-	-
Fall Protection Awareness (community)	12	12	-	-
Occupational Health & Safety Rep (community)	14	14	-	-
First Aid (institution)	72	72		
WHMIS (institution)	48	48	-	-
Traffic Controls (institution)	48	48	-	-
Powerline Hazards (institution)	54	54	-	-
Transportation of Dangerous Goods (institution)	22	22	-	-
Occupational Health & Safety Rep (institution)	48	48	-	-
Confined Space Awareness (institution)	32	32	-	-
Total # of clients for core services:			452	
Total # of safety course seats:			431	
Total # of clients on a waitlist at year end:			96	
Total # of drop-in clients:			217	
Total # of female clients:			106	
Total # of interventions overall:			1153	
		1		

C-STEP had a high number of clients without a supervision order this year. This speaks to our clients returning to C-STEP for services, after they have completed either parole or probation orders. When they return, we then try to connect them with other community agencies so they will feel more attached to the St. John's community outside of the correctional community.

#### **Services Delivered**

A total of 74 services were delivered, with 8 of these services being continuous intake, throughout the year. See Services Delivered Table for details.

C-STEP Program Services Delivered Table (Apr.1, 2011 – Mar.31, 2012)								
Program ▼	# of closed groups delivered	Continuous intake programs						
ICPM – Community Program	-	V						
ICPM – Community Maintenance Program	-	V						
Community Integration Program	3	-						
Generic Relapse Prevention Program	2	-						
ACT Program	5	-						
Personal/Social Counselling	-	V						
Alternatives, Attitudes & Associates (AAA)	1	-						
Employment Preparation Program	4	-						
Individual Employment Counselling	-	V						
Youth Services Program	-	V						
Employment Assistance Services/Pardons	-	√						
Linkages Program (30 weeks)	1	-						
Computer Tutoring Program	-	V						
Drop-in Services	-	V						
First Aid (community)	4	-						
WHMIS (community)	4	-						
Traffic Controls (community)	1	-						
Fall Protection Awareness (community)	1	-						
Occupational Health & Safety Rep (community)	1	-						
First Aid (institution)	9	-						
WHMIS (institution)	6	-						
Traffic Controls (institution)	6	-						
Powerline Hazards (institution)	6	-						
Transportation of Dangerous Goods (institution)	2	-						
Occupational Health & Safety Rep (institution)	6	-						
Confined Space Awareness (institution)	4	-						
Total # of closed group services:		66						
Total # of continuous intake services:		8						
Total # of services delivered:		74						

#### Staff / Program Updates

In the fiscal year 2011-12, C-STEP celebrated 27 years in operation. Numerous partnerships have been developed and maintained throughout these years. Funding partnerships with the Department of Advanced Education & Skills (formerly HRLE), the Department of Justice and Correctional Service of Canada were maintained and these relationships were strong throughout the year. There were also numerous community partnerships that were strengthened in the fiscal year. C-STEP played a large role in a community collaboration called Community Career & Employment Partnership Project (CCEPP). Through this collaboration, all

community agencies in St. John's and surrounding areas work together to bring effective services to clients. This collaboration certainly allowed C-STEP to access additional services for clients and training for staff. As well, on numerous occasions, C-STEP staff presented information to these agencies on the services we offer the ex-offender population.

One of the highlights for C-STEP was holding a Community Employment Forum. This was a partnership with CSC, CORCAN, Stella Burry and the CSC's Citizen Advisory committee. Information was shared with employers and community agencies about hiring individuals who have a criminal record. This forum proved to be a huge success and a number of jobs have been offered to our clients as a result.

C-STEP has offered safety courses for many years. In 2011-12, we partnered with the Department of Justice and offered safety courses in four of the institutions across the province (NL Correctional Centre for Women, Bishop's Falls Correctional Centre, West Coast Correctional Centre and the Labrador Correctional Centre). A second partnership with CORCAN involved delivering safety courses at Her Majesty's Penitentiary, the West Coast Correctional Centre and in the community. Overall, 431 safety course seats were filled (50 safety courses offered) through these initiatives.

Correctional Service of Canada made major programming changes in 2011-12 and as a result, C-STEP's program offerings changed. Alternatives, Attitudes & Associates (AAA), the National Substance Abuse Program (NSAP) and the Community Maintenance Program (CMP) were all replaced by the new Integrated Community Program Model – Community Program and the Integrated Community Program Model – Community Maintenance Program. Four staff received training in these new programs.

The ACT Program worked in partnership with WISE on Bell Island (delivering services over there), Buckmaster's Circle Skills Link Program, Waypoints Skills Link Program, and the Murphy Centre.

C-STEP experienced changeover in staff in 2011-12. Howie Hansford retired after working within the correctional system for over 30 years. Howie was an extremely valuable member of the C-STEP team and was missed after his departure. We wish him well in his retirement. Steven Fleming moved away after a brief period with C-STEP. We welcomed Chris Tilley and Graham Lucas to the team as a result of these departures.

I would like to thank the staff at C-STEP for all their hard work throughout the year. Their dedication to the clients of the John Howard Society of NL was once again outstanding. The atmosphere at our office was one of hard work, compassion, encouragement, support and humour. Thank you so much for making it easy to go to work each day.

Carolyn Hapgood Director

#### **C-STEP PROGRAM STAFF**

#### End of 2011-12:

Director - Carolyn Hapgood
Senior Program Facilitator – Ashley Dawe
Program Facilitator – Chris Tilley
Youth Services Program Facilitator – Kathy Lewis
Employment Services/Program Facilitator – Graham Lucas
EAS Coordinator – Laura Strong
EAS Coordinator Assistant – Robin Collins
Administrative & Program Assistant - Jackie Warfield

#### Volunteers:

First Aid Trainer – Scott Kielly
Budgeting – Jennifer White
Computer Tutors – Megan Peach and Nadine Power

#### Throughout 2011-12:

Program Facilitator – Ashley Dawe
Employment Services/Program Facilitator – Steven Fleming and Chris Tilley
Administrative and Program Assistant (temporary) – Judy Hancock, Janet Roff and Jane Myers

The John Howard Society's Home for Youth (HFY) has completed its 33<sup>rd</sup> year of operation. Throughout this period, HFY staff has strived to provide successful reintegration and rehabilitative programs for the young people sentenced to open custody dispositions.

The HFY has seen a 58% increase in admissions during 2011-2012.

All referrals were made by the provincial Department of Child, Youth and Family Services. Of the HFY's admissions, 11 youth were sentenced to open custody and arrived directly from Youth Justice Court. Three young people arrived from the Newfoundland and Labrador Youth Center as a result of a blended secure and open custody sentence, two were as a result of non-compliance with their community supervisor order and the remaining three transferred into our program from other facilities within the province.

Admissions	Male	Female	Direct Court Referrals	Secure Custody Referrals	Other Referrals	Completed	Did Not Complete	Current
19	12	7	11	3	5	14	3	2

#### **Provincial Open Custody Resources**

As stated last year in my 2010-2011 annual report a number of changes by the Department of Child, Youth and Family Services resulted in the reduction in the number of facilities providing open custody in the province. Over the past year the reduction from seven to two facilities (the John Howard Society Home for Youth in St. John's and the John Howard Society Loretta Bartlett Home for Youth in Corner Brook) has created a number of operational issues.

The reduction to only two facilities has led to limited placement options vital to the success of the reintegration process. Some youth are being placed far away from family and other support systems which is less than ideal. This can cause undue stress on the young people and certainly could impact the youth's positive progress while serving an open custody disposition. With only two facilities in the province, the inability to separate youth whose behaviours are detrimental towards each other is a serious issue of concern. These changes may interfere with the successful reintegration of the young people in our care. Ideally, if there were an emergency placement option for one to two youth available in each region, it would certainly alleviate the concerns with respect to the issues outlined above. We will continue to have discussion around these issues with the Department of Child, Youth and Family Services.

#### **Community Involvement and Programming**

The residents at the HFY actively participated in in-house programming that included educational, social, vocational and recreational opportunities. The youth were also involved in other learning opportunities within the community.

Residents involved in the community availed of social and educational formal activities with our community partners. These include the Murphy Center, the Newfoundland and Labrador Youth Center, the Rowan Center, Eastern School District, Choices for Youth, Thrive (Community Youth Network), Service Canada, Child Youth and Family Services, Eastern Health, Waypoints, private sector businesses, and John Howard Society's C-Step Program and Youth Services Program.

The Point System for Resident's Evaluation (PSRE) that was developed three years ago continued to be the basis for the residents' program evaluation. Certain areas of this program have been revised or expanded to focus on the ever-changing needs of today's youth in custody.

As part of the youth's reintegration process, this program promotes and encourages pro-social behaviour with adults and peers, self-respect and respect for others, recreation/vocation and educational involvement, in-house group discussion and staff/resident problem solving sessions. The program also takes into account life skills training such as personal hygiene, household maintenance, chores, cooking and general skills required in day-to-day living. The end result of this program is that the youth learn they are responsible for their own success and that appropriate actions and behaviours are rewarded.

HFY also provides rewards-based recreation and wellness programming for residents through the F.E.E.D. program, an acronym for fitness, exercise, endurance, and diet. Under the direction of all HFY staff, the structure of the program is constantly undergoing evaluation to ensure it accurately assesses and addresses the fitness needs and capabilities of all young people in order to maximize their benefit in all areas of the program.

#### **New Initiatives**

The HFY has become involved with the John Howard Society's Wellness in the Workplace committee from the start up. There have been a couple of provincial wellness challenges and the HFY staff has participated in these. The committee meets once per month with the intent to promote wellness in the workplace. This is voluntary for all staff members. Past challenges have focused on nutrition and fitness. The committee hopes to focus on other areas such as workplace stress and mental health in the future.

The HFY has engaged in a preliminary discussion with Sobeys in hopes of forming a community partnership for a pre-employment program for youth. The HFY will explore this in greater detail in the coming year.

There has also been a tweaking of the PSRE program to enhance youth educational opportunities. Each week the youth view an educational DVD then complete an accompanying quiz. These DVDs cover areas of social interests, addictions and general youth development.

Also the HFY has purchased a "power block" to supplement the strength training and conditioning area in the recreation room. This block is a substitute for approximately 22 dumbbells due to its interchanging locking system. The power block can be used as two, five pound dumbbells or up to two, 50 pound dumbbells.

I have been asked, and accepted the opportunity, to sit on the Community Advisory Committee for the new Mental Health Treatment Center proposed to be placed in Paradise, NL. The meetings are monthly and thus far it has been a very positive experience.

#### **Staff Training**

Staff members are always encouraged to stay informed of the latest information regarding youth, best practices in residential settings and overall health and wellness. This is accomplished through outside training and by the distribution of current literature through postings of articles, staff emails, and by viewing relevant videos located at the Home for Youth.

This year was no exception. Two staff attended the provincial Child and Youth Care Conference. Three staff members received ASIST training (suicide intervention). A staff member received training in Collaborative Problem Solving and another in Working with Drug Addicted Youth. All staff attended a stress management workshop led by Ms. Carolyn Hapgood of the John Howard Society C-Step Program.

#### **Community Support Program**

The Community Support Program (CSP) clients participated in various activities that helped support them and complete their community support referral. These included movie outings, education and employment, life skills, counselling and the ability to complete mandated sentencing conditions.

Working mainly after 4:00 pm daily and on weekends, staff of this program enhance the 'after hours' supervision and support to youth and their families. This program also provides a supportive counselling service to improve youth's educational and vocational opportunities as well as supportive involvement in pro-social extracurricular activities.

Referrals are made through a prioritized basis by the Department of Child, Youth and Family Services:

- 1. Youth on community supervision
- 2. Youth on deferred custody orders
- 3. Youth on conditional supervision
- 4. Youth that are mandated to complete community service
- 5. Youth on supervised probation
- 6. Youth identified as being at risk of entering the custody system or identified as requiring supportive intervention.

Reason for Referral	Number of Referrals	Male	Female	Completed	Ongoing	
Community Supervision	6	4	2	4	2	
Deferred Custody	2	2	0	2	0	
Supervised Probation	7	6	1	4	3	
Undertaking						
Conditional Supervision						
Community Service	11	9	2	10	1	
Other	2	1	1	0	2	
Total:	28	22	6	20	8	

Over the past year, the CSP has once again worked closely with Youth Corrections in order to create employment and economic opportunities for youth on supervision. Even though the CSP is mainly an after-hour program, staff was available 24 hours a day to deal with personal issues. With respect to community referrals the CSP worker spent an extensive amount of time establishing community supports so youth could have the resources to follow through with their current action plans when they completed the program.

Again several youth took advantage of the community referrals and continued their action plan after the program was complete. Two youth attended several programs offered by the John Howard Society C-Step Program. Two youth were set up with housing supports, and one youth continues to seek support for employment concerns.

As seen in previous years, a shift in sentencing has occurred once again. We have seen an increasing number of supervised probation youth that require a significant amount of support. Last year a shift in sentencing pattern resulted in fewer youth being mandated to a supervised curfew and a shift towards completing community service hours. However, this year it is the opposite, and the focus of the program had to change once again to meet those needs.

We have seen a substantial amount of cases that require additional support to both the family and the youth. Issues include educational problems, substance use and a general increase in the role as mediator and liaison between the youth and his/her family, Child Youth and Family Services, and the Youth Corrections system.

We have continued with the ongoing meetings in the community to build the support base for the youth who are mandated and not mandated to our program, where continued supportive care is established. This also results in reinforcing the partnerships between the CSP and Child Youth and Family Services, different branches of the John Howard Society and various community agencies.

The CSP once again continued to reach out to several individuals and their families that are not mandated to the program. The CSP, in collaboration with Youth Services, agreed to monitor and support these youth during a critical time in their lives. Nightly chats, invitations to movies and other recreational activities cannot be underestimated with respect to having a positive effect in the young person's lives and for building therapeutic relationships. Encouraging reports from the family members and the individuals themselves reinforce this notion.

#### **Thank You**

Once again I would like to say thanks to all staff. I commend you on the tremendous work you do with young people. Your commitment and skill is second to none!

Don Vincent Coordinator

#### **Home for Youth Staff**

Coordinator - Don Vincent
Senior Counsellor -Darren Pelley
Full-time Counsellors - Bonnie Mogridge, Scott Conway, Ken Antle,
Part-time Counsellors - Edwin Riggs\*\*, Paul Noftall
Overnight Supervisors - Chris Keats, Margie Harris
Relief Counsellors - Karen Pennell, Graham Lucas, Kathy Lewis,
Wendy Pittman-Duah, Sean Fowlow, Rick Bishop, Rick Parsons, Dan Lidstone,
Mike Barrow\*\*, Ashley Dawe, Kim White, Scott Kielly, David Vincent,
April Miller, Melissa Cousins, Amanda Murray

#### **Community Support Staff**

Coordinator - Don Vincent Part-time - Scott Kielly

\*\*leave of absence

#### **Program Overview**

The Learning Resources Program (LRP) was initially operationalized in 1994 with the advent of the provincial Electronic Monitoring program as a strategy to provide community-based multifaceted group psychotherapy to offenders subject to a conditional sentence (house arrest), as well as those who were released from custody under the conditions of a rehabilitative temporary absence. The focus is concentrated on the criminogenic needs of offenders with the goal of reducing recidivism. Since the inception of this paradigm the LRP has evolved through many phases of development and program models as the needs of the criminal justice system and offender profiles have altered. The LRP has been responsive to these dynamic changes in the judicial and socio-demographic sectors even though it often demanded substantial restructuring and a reprioritization of LRP objectives.

The LRP is supported through two (2) provincial government contracts. The primary contract, which has been in place since the LRP was established, is an arrangement between the LRP and the Department of Justice for the delivery of psychotherapeutic programs to adult offenders who are subject to either a probation order or conditional sentence order which contains a treatment condition. Recently, the scope of the work undertaken within the aegis of this contract has broadened to include the delivery of programs at Her Majesty's Penitentiary (HMP) and, to a lesser extent, to offenders who have been released from custody by virtue of a temporary absence. In addition, the LRP has undertaken a reassessment of the types of offenders being targeted and determined that moderate-risk sex offenders demanded a higher degree of priority.

The second contractual arrangement is also with the provincial Department of Justice but is particular to the Family Violence Intervention Court (FVIC) in St. John's. Initiated as a pilot project, and the second specialized court to be implemented in St. John's, the FVIC conducts risk assessments on individuals who have been charged with domestic violence offences. If the accused pleads guilty, the court suspends the passing of sentence until he/she completes the Family Violence Program at the LRP, with the expectation that the sentence eventually imposed will be mitigated because, not only has the client assumed responsibility for his/her actions, but has also engaged in treatment to manage his/her violence in intimate relationships.

The programs offered during the year included the following:

- 1) Family Violence, a program targeting either moderate-risk or high risk offenders referred either from Family Violence Intervention Court or ordinary court; this stream includes **Turning Points**, a program developed specifically for women who have been charged with family violence;
- **2) Anger Management**, a program which deals with moderate-risk and high-risk clients who have difficulty in managing their anger in non-domestic situations; it is now being offered at HMP as well;
- **3) Criminal Behaviour Awareness**, a program often offered in conjunction with Anger Management, and designed to target dynamic risk factors such as anti-social attitudes and values, pro-criminal associations, substance abuse and anti-social behaviour patterns;

- **4) Sex Offender Intervention,** an initiative targeting moderate-risk offenders convicted of sexrelated offences; clients are assessed using the SONAR assessment instrument after which they enter into a counselling arrangement for the purpose of addressing those specific risk factors which promote their sexual offending; this form of intervention is provided at HMP as well as in the community;
- **5) Intermittent Sentence Workshop**, a two-day weekend psycho-educational workshop targeting impaired drivers and delivered periodically at the LRP; the workshop is coordinated jointly by the LRP and HMP personnel;
- **6) Maintenance**, which although not a program in itself, supplements the group therapy by requiring high-risk clients to attend up to six additional sessions with a counsellor either during, or following, completion of a specific program; the objective of the Maintenance phase, in essence a relapse prevention strategy, is to reinforce the knowledge, skills and positive changes in attitudes and behaviours which clients have achieved through the group therapy process.

#### **Program Restructuring**

2011-2012 was a most challenging period for the Learning Resource Program, characterized as it was by significant changes in personnel, alterations in the service delivery model and the introduction of new programming initiatives along with the elimination of some current programs. Over time, it became evident that the LRP needed to implement a new, more flexible service delivery model if it was to continue to respond effectively to the needs of its client population. More specifically, the need to enhance client accessibility to programs was identified as an organizational objective. Accordingly, the daily program schedule was extended to accommodate clients who were not able to attend, for various reasons, during the day.

Other measures introduced to enhance client accessibility included the following:

- converting the Anger Management/Criminal Behaviour Awareness program to a continuous intake model which considerably reduced the wait period for program participation
- broader assignment of intake interviews to more program facilitators rather than having them completed by one staff member exclusively
- offering the Anger Management program and Sex Offender Interventions to inmates in custody
- actively soliciting referrals of offenders released from custody under the terms of a temporary absence permit.

The second focal point for restructuring was identified as organizational rationalization, meaning that certain reconfigurations were needed to ensure optimal operational efficiency while also not compromising program effectiveness. Historically, the LRP has been astute in ensuring that its program standards comply with valid research-based standards but this commitment may sometimes obviate the need to balance principle and practice. Without compromising fundamental standards, the LRP did introduce some modifications to enhance efficiency:

 all program facilitators now share responsibility for client interventions thus reducing the typical workload for each staff member

- the Criminal Behaviour Awareness program is now incorporated in the Anger Management program, thus reducing duplication in program content
- efforts are being made to reduce the ratio of individual counselling cases (although this objective has not been achieved to any significant extent)
- assignment of clients to a particular risk-level group is now less rigid in that "border-line" risk cases are sometimes integrated into a lower intensity group program as long as the viability of the group is not compromised.

These modifications have largely been implemented but not without some anxiety and early misgivings. Organizational change, particularly when it is pursued in so many dimensions and during a time when some key positions are vacant, can be challenging. It was no less the case in this instance. However, every staff member, as true professionals will, "stepped up to the plate", accepted the challenge and made a commitment to advance the new agenda.

#### **A Statistical Perspective**

Statistical data can provide a perspective on many dimensions but numbers in and of themselves are limited unless interpreted appropriately and placed in the proper context. For example, reliance on input/output data alone does not well inform regarding the workload, the level of productivity nor the quality of the interventions being performed. The LRP does not have the capacity to collect qualitative data and consequently, it is crucial that the data that is collected is analyzed and contextualized to provide a true perspective.

Table 1: LRP Client Activity Table April 1, 2011 – March 31, 2012										
	SO Community	SO HMP	OASIS	CORE	MIMOSA	ISW	MAINT	AM HMP	Other	Total
Probation Referrals	6	7	26	27	2	39	13	16		136
FVIC Referrals			41				4			45
Incomplete No Shows										41
Sub-Totals	6	7	67	27	2	39	17	16		222
Interventions Drop-Ins									83	83
Total (Referra	ls + Drop-Ins	)								305

Table 2: Client Outcomes			
Program	# of Clients	Completed/In Program	Percentage
SO Interventions Community	6	6	100
SO Interventions HMP	7	6	85.7
OASIS	67	62	92.5
CORE	27	25	92.6
ISW	39	33	84.6
AM - HMP	17	13	76.5
Maintenance	16	12	75
MIMOSA	2	2	100
Total	181	155	85.6

The tables presented above provide an indication of the progression of clients through the LRP during the year under review. Table #1 displays client admissions in terms of program participation. Of those who were officially referred and actually received services (i.e.,264) 52% (or 136) were referred by probation officers, 17% (or 45) were referred by Family Violence Intervention Court (FVIC), while the remaining 31% (or 83) were clients who had been involved previously with the LRP but required some form of post-program intervention. There were 41 clients (13%) who were referred but either did not show for intake or failed to complete their program.

The single largest group of program participants (i.e.,67) were those in the Family Violence stream (OASIS/FVIC) while another 27 completed the CORE modules (Criminal Behaviour Awareness, etc.). Two (2) Anger Management groups involving 16 inmates (8 per group) were delivered at HMP which is new territory for the LRP, and 39 clients completed the Intermittent Sentence Workshops (ISW) which targets impaired drivers. A total of 13 clients convicted of sex-related offences were engaged in some form of intervention including a formal assessment and/or individual counselling. The LRP will continue to build its capacity in this area to the point where group psychotherapy will be a viable intervention in the future.

Table #2 offers a perspective on client outcomes i.e., the rate of successful program completions. When compared to the rates of program completions with this type of client group in other venues, a completion rate of almost 86% is impressive. Correctional programs are engaged with involuntary, often resistant, clients who often do not recognize the need to change. The LRP success rate is a testament to the integrity of the program, the high level of staff competency and their commitment to the mission of the LRP.

#### The Challenge Now

There has been concern regarding the diminishing volume of client referrals over the past few years. The LRP has been trying to address this issue in many ways and in various dimensions by enhancing avenues for client accessibility, rationalizing operations, developing more effective lines of communication with partners, and responding to emerging trends and identified needs. These initiatives will continue and the LRP will maintain its commitment to providing the highest quality of programming necessary to fulfill its fundamental purpose, that of contributing to a safer community by providing highly effective interventions for clients to reduce their risk of reoffending.

#### Staff - Our Greatest Resource

The staff at the Learning Resources Program has had to contend with many challenges during 2011-2012. Organizational change requires adaptability, a recognition that external environmental processes often determine how an organization conducts its business and that a failure to respond may lead to its demise. The program facilitators and administrative support staff have boldly taken on the challenge and the reception from our partners has been most encouraging. The staff richly deserve to be commended for their extraordinary efforts above and beyond the necessary.

Marvin McNutt Director

#### **Learning Resources Program Staff**

Director – Marvin McNutt
Past Director – Greg McCann-Beranger\*
Senior Program Facilitator – Patrick O'Reilly\*\*
Acting Senior Program Facilitator – Tracy Elliot
Program Facilitators – Doug Jackson, Graham Lucas\*\*\*, Amanda Power, Susan Ball Administrative Support – Linda Fisher

\* Resigned

\*\* Leave of Absence

\*\*\* Transferred

### Overview

The John Howard Society/Her Majesty's Penitentiary 1<sub>2</sub>1 Prison Visitation Program, which was started in 1993, has been going strong for nearly 20 years. The mandate of the 1<sub>2</sub>1 program is to provide friendly and non-judgmental visitation for inmates of Her Majesty's Penitentiary (HMP). We are a group of volunteers from all demographics and walks of life, who visit HMP each Thursday night and provide an atmosphere that is relaxing, compassionate, and welcoming. Our volunteers spend two sessions - each an hour long - with men both young and old who would like to take a break from the stress and pressure that might otherwise surround them at HMP. We do not provide counselling services, nor are we affiliated with any religious organization. We simply provide willing conversational partners to the men who come through our program under a banner of dignity and respect for all.

A typical evening at 1<sub>2</sub>1 looks much like this: all available volunteers for the night enter the penitentiary's multi-purpose room and begin perking coffee and setting out whatever cookies and/or baked goods that were brought that evening. Then, our participants from HMP enter the room; each greeted with smiles, handshakes, and a friendly "how are you doing this week?" As we wait for the coffee to brew, all members of the program chat amongst ourselves, with everyone typically eager to exchange the personal triumphs and setbacks of the week. Then, every volunteer pairs up with a participant from HMP, and the two chat together for an hour. Following that, a new pot of coffee is brewed, and the process is repeated with a second group from HMP.

#### **Volunteers**

Over the past year, the volunteer roster of the 1<sub>2</sub>1 program has changed significantly. We have had to say goodbye to our previous coordinator, Katie McCormack, as well as five other volunteer members (Jocelyn Fagan, Paul Trickett, Margie Fagan, John Harrold, and Shaneen Dawe). In every case, the volunteer members expressed to the group how much they will miss the guys at HMP, as well as the program itself.

However, that is not to say that our complement of volunteers has decreased. In fact, we are pleased to welcome Simone Lilly, Dianna Brooks, Jennifer Burton, and Robin Collins. Each of our new volunteers brings their own unique strengths, knowledge, and experience to the program. For example, Simone and Robin both have considerable experience with socially-oriented community groups (indeed, Robin hails from John Howard Society itself!), Dianna is a stable young woman with a background in psychology, and Jennifer is a working professional. Each member of the group, both new and returning, contributes uniquely to the success of 1<sub>2</sub>1.

Finally, we would also like to recognize the contributions of our returning volunteers: David Fagan (10+ years), Michael Downey (~2 years) and Chris Tilley (~1.5 years). They continue to provide excellent friendship and support to our participants, and provide a wealth of knowledge to our new volunteers.

## **Participants**

Additionally, the 1<sub>2</sub>1 program has had real success reaching out to potential participants from HMP. From March 2011 to March 2012, a total of 63 men have participated in our program. At any one time, we have between 12 and 18 men on our active call list. Indeed, a majority of the men have indicated that they very much enjoy coming to our program; for some, it is the best part of their week!

Personally, prior to volunteering with the 1<sub>2</sub>1 program, I would not have believed the magnitude of the successes the program can help achieve. It is incredible to see members who are initially very shy when they first walk through our doors walk through those same doors with a sense of confidence merely a few weeks later. With that being said, it can still be a struggle to reach out to some individuals – but we give it our best shot!

## **Christmas Event**

This year, like every other, we hosted a Christmas event for all volunteers and participants involved with the 1<sub>2</sub>1 program. We "brought Christmas to the Pen" by bringing in some prerecorded Christmas music to play while eating our Christmas feast (Mary Brown's chicken with all of the fixin's) and exchanging gifts (a small box of chocolates for each person, as well as an inspirational quote/verse that was printed on high quality paper and delicately wrapped). Overall, it was a great success, with all involved indicating how much it meant to experience a measure of Christmas festivities while at HMP.

## **Acknowledgements**

We at 1<sub>2</sub>1 are very grateful to a number of individuals for their continued support of the program. First, we must thank the John Howard Society of Newfoundland and Labrador, especially Executive Director Cindy Murphy and administrative assistant Robin Collins (who is now also a volunteer with the program) for funding of the program, handling the intake of new volunteer applications, and providing much-appreciated advice whenever an issue arises.

We must also thank Cindy Whitten, Susan Melendy Stark (classification officers) and Heather Yetman (Manager of Institutional Programs) who have been excellent points of contact within HMP. Cindy was responsible for overseeing the 1<sub>2</sub>1 program from the HMP side up until August 2011, when Susan began to fill that role. Both were/are instrumental in recommending the program to men who they feel may be suitable, and promoting the program within HMP in general. Heather provides excellent oversight, and is more than willing to provide assistance whenever it is needed, be it a new coffee pot (which she's offered to provide if/when we need it), or advice on proper protocols.

### Conclusion

As stated previously, we at 1<sub>2</sub>1 are immensely proud and fortunate to be able to positively impact the lives of the men that come through our program who have found themselves on the wrong side of the law. We are grateful to be given the chance to provide friendship, compassion and warmth to our participants. Indeed, one study suggests that incarcerated individuals who are visited by members of the outside community are half as likely to commit suicide as individuals who are not (Fruehwald et al., 2004). As well, we hope that we are in some small

way, able to help the men we shake hands with each week to build a path through life that wi no longer include the criminal justice system, and find a path to happiness and fulfillment.	II
Brent Mulroone Coordinato	

Her Majesty's Penitentiary (HMP) Library has now been in operation for 16 years. At this point in time, we have 11 volunteers, and continued – until Christmas - to provide both a library service for the inmates and a cataloguing service to keep our collection in good order and repair. Since Christmas, we've been operating out of book crates, while the institution installs a long-awaited air conditioning system, and are using our library as a base of operations. Sadly, we'll also lose some space, as our little room will be used to accommodate some of the equipment for the system. We are grateful for the cooperation of HMP staff who ensure access to the institution on Saturday mornings, and inmate library volunteers who accommodate distribution of the books to the inmate population on the units. We are also able to continue to send shipments of books to the other institutions in the province, and are thankful for the assistance of HMP staff in delivering these books to the various locations.

In January 2011 we partnered with the 'Read to Ride' Program, championed by Dave D'Entremont and supported by a grant from United Way of Newfoundland and Labrador. This program is designed to reward those who use the library. Each month during 2011, and until March 2012, we chose a name from those who had checked out and returned books. That person won a bike. Dave held the bike until that inmate was released, at which time he picked up the bike at Dave's store, Long's Hill Convenience. We will continue this great project when the library re-opens.

Transcontinental Publishing continues to provide a real link between the inmates and their home communities through their donation of the community newspapers they publish. These are very popular with library patrons, as they provide a valuable link with their home community. Downhome Ltd. (Downhome Magazine) and Stirling Press Ltd (Newfoundland Herald) continue to provide their publications on a regular basis. We remain grateful to the businesses, organizations and many individuals that assist us by donating books for our collection. Again this year we picked up some valuable additions to the collection from the book sale held by the Memorial University Women. They are currently stored in Captain Coady's office, a-waiting reopening of the library!

Daniel Carroll, our IT guru from Newfoundland and Labrador Public Libraries, continues to provide valuable assistance in keeping our computer system in operation. His commitment to our service is much appreciated. Many members of our current team consist of younger volunteers who make time during busy work and study schedules to include time volunteering for our library. The opportunity to experience first-hand some aspects of a prison environment provides them with invaluable experience, and our library team with fresh approaches and ideas.

On behalf of library volunteers, I would like to thank HMP personnel, who continue to be most cooperative and supportive. Weekly inmate attendance (before Christmas) averaged around fifty inmates. We're getting more familiar with the computer and its challenges as we move forward. We thank the inmates for coming to the library, being patient as we computerize,

exercising a reasonable level of care when using the books provided, and giving us the verbal encouragement of 'thanks for coming' every week. Such support makes all of our efforts worthwhile. A serendipity result of the library 'closure' is the knowledge that inmates are interested in the library, ask every Saturday morning when we'll be re-opening, and faithfully assist in dispensing the books and keeping sign-out records.

At this point, I would like to say a special thanks to our dedicated and dependable volunteers: Melanie Adams, Daniel Carroll, Betty Collins, Barbara Jeffrey, Sheryl Lawrence, Emily Martin, Lavina Neal, Meghan O'Neill, Marnie Parsons, and Karyn Wilson. Without such continued support, there would be no library.

A reluctant 'good-bye' to Lesley Cummings, Jean Graham, Mary Duffett, Amy Howitt, Karly Macleod, Chris Tilley, and Matthew Power – most of whom have moved on to 'real paying jobs'. It's hoped that their volunteer experience with HMP Library will be helpful as they move forward in their chosen careers.

Finally, thank you to the John Howard Society head office. Particularly through this disruptive year, Cindy Murphy has been a supportive link with institution staff. Robin Collins continues to take in books, field calls from hopeful volunteers and help whenever we ask. Working together has made the library an integral part of HMP.

Carolyn Hickey Library Coordinator

## REGIONAL DIRECTOR'S REPORT

The Regional Director is responsible for all the John Howard Society of Newfoundland and Labrador services and programming in Stephenville and Corner Brook. In 2011-2012, the John Howard Society provided a variety of services and programs to offenders and ex-offenders in the western region. This report highlights a number of events and activities as well as developments over the past year.

## **Programs and Services**

- The Community Based Intervention Program (CBIP)
- West-Bridge House
- Employment Assistance Services Program
- Linkages Project
- Horizons Program
- Loretta Bartlett Home for Youth

#### **Other Services**

## **Community Maintenance Program (CMP)**

The John Howard Society has a contract with Correctional Service of Canada to deliver the Community Maintenance Program (CMP) component of the Integrated Correctional Program Model. The objective of CMP is to provide aftercare to any offender who has completed either a national correctional program or an aboriginal national correctional program, with the priority being the highest risk offenders. The strength of the CMP is that it allows the offenders to integrate the skills they developed in all their correctional programs into one self-management plan. There were a number of clients from West-Bridge House and the community who availed of this program. Maintenance programming is one of the areas that is important to the overall services available to clients in this area.

During the year the weekly sessions were delivered in Stephenville by Jackie Deaves, West-Bridge House residential counsellor, who has completed the CSC facilitator's training program.

## John Howard Society Provincial Board of Directors Representatives

There are two west coast representatives on the provincial Board of Directors. Mike Tobin is a long term member and resides in Stephenville and Paul Riley, the Corner Brook representative, became a member in 2010.

### **Staff Appreciation**

Recognizing the outstanding contribution of our staff and the many contributions they make, during Christmas a staff luncheon was held. In addition, the residents and staff at West-Bridge House got together for a meal in celebration of the season.

#### Annual AGM

Nine employees from the west coast attended the annual AGM in St. John's in October 2011. The sessions were all well presented and informative. As well four managers from the west coast attended the national John Howard Society meeting held in St. John's at the same time.

## John Howard Society Week (February 12-18)

This year staff of the John Howard Society participated in a number of events that helped to raise the profile and visibility of our organization. Some of the activities staff were involved in included: open house at West-Bridge House to commemorate 25 years of operation; a presentation of our annual *Terry A. Carlson Scholarship* valued at \$250.00 was made to one of our clients who is a student at the College of the North Atlantic in Stephenville; two of our staff contributed to the Stephenville Middle School Wellness Week activities through a display board and presentation to students regarding services offered through the John Howard Society; and the Loretta Bartlett Home for Youth staff got together for a friendly bowling tournament which left Regina Mitchell with the bragging rights for the highest total.

### **Staffing**

We had a fair number of staffing changes in the past year. Donna Jenkins was hired as a permanent part-time bookkeeper. She replaced Elaine Simon who was a long term bookkeeper with our Stephenville office. Three new relief staff were hired at West-Bridge House and several new staff were also hired at the Loretta Bartlett Home for Youth.

## **Organizational Meetings**

Throughout the year the regional director participated in a large number of provincial and regional committee meetings.

### **Admissions Committee**

The regional director is an active member of the Admissions Committee. Other committee members are Audrey Gracie from West-Bridge House, a member of the RCMP and Community representatives. All applicants to West-Bridge House must be formally presented by a parole officer to the Admissions Committee who determines if the applicant is a suitable candidate for our halfway house. The committee will consider applicants who are released on day parole, full parole, statutory release and temporary absence from both provincial and federal institutions. In addition applicants can be sponsored by Adult Corrections (probation) and the Department of Advanced Education and Skills. More detail on this committee is contained in the West-Bridge House annual report.

#### **Joint Job Evaluation Committee**

The regional director is a member on the Joint Job Evaluation Committee (JJEC). All job positions in the organization were evaluated by the JJEC, a committee consisting of two union and two management employees. The committee submitted a report to the union and management. In July 2011 the JJEC released individual job ratings to all employees with an option to request a reconsideration. Just one request for reconsideration was received. I thoroughly enjoyed working on this project and would like to acknowledge the committee members for all their hard work and dedication.

## **National Employability Skills Program (NESP)**

Both employment counsellor Rhonda Marsden and the undersigned had the opportunity, along with many invited guests, to attend the closing ceremonies of NESP at the West Coast Correction Center in Stephenville. NESP is a Conference Board of Canada sanctioned program which is offered to inmates. It incorporates twelve employability skills within three major headings, namely Fundamental Skills, Personal Management Skills and Team Work Skills. During their training Rhonda and the undersigned did a presentation to the group on "Employment Barriers for Ex-offenders".

## **West-Bridge House Renovations**

West-Bridge House and the adjacent Training Centre are owned by Correctional Service of Canada. During the first half of the year some major renovations were completed to the interior of both buildings. The centre will allow John Howard Society to have additional meeting space and give us the capacity to do more training and host workshops. I would like to acknowledge and thank Correctional Service of Canada for investing the money to improve this facility. As well I want to acknowledge the Stephenville campus of the College of the North Atlantic for their generous donation of office furniture which we have placed in our Training Centre.

#### Other

- Attended an Employment Forum in St. John's
- Attended a "Safe and Supportive Workplace" workshop in Corner Brook
- Attended a session on Legislative Review of "Income and Employment Support Act and Regulations" in Stephenville

### **Occupational Health and Safety**

The Society is committed to maintaining a safe and healthy workplace for its employees. All sites on the west coast have an employee/s that has completed the certification training for Occupational Health and Safety Committee and/or a Worker Health and Safety representative. As part of their orientation, all new hires receive detailed instruction in the safety protocols associated with their positions.

We have continued with our contract with Telelink Call Centre to make hourly telephone contact with our West-Bridge House employees who are working alone during the overnight shift.

### **Summary and Concluding Remarks**

Through the continued commitment of staff, and support from Correctional Service of Canada, Department of Justice, Department of Advanced Education and Skills, the Admissions Committee and other community partners it is possible for the John Howard Society to deliver quality programs and services in the region. I would like to thank those groups and individuals for all the help and assistance over the past year and look forward to another successful year.

As I have stated in previous reports, province wide there is a lot of unity in the John Howard Society and it is evident and refreshing to see that everyone is working together to accomplish our common goals and objectives.

I've personally enjoyed the past year with the John Howard Society. Having an excellent team of dedicated employees really makes my job a lot easier. For that I would like to thank all the

staff, as well the management team of Cindy Murphy, Audrey Gracie, Rosemary Mullins, ar	٦d
Daphne O'Keefe. I want to acknowledge Mike Tobin and Paul Riley for their representation a	as
west coast members on the provincial Board of Directors.	

I look forward to the challenges of the future.

Charlie Young Regional Director

# WEST-BRIDGE HOUSE

West-Bridge House, which is located in Stephenville, is a 13 bed co-ed community residential halfway house facility for adult offenders on day parole, full parole, statutory release, a temporary release, or a probation order. We accept referrals from Correctional Service of Canada and the provincial Department of Justice. All residents have to go through a review process by an admissions committee in order to be accepted into the house. This past year we saw a significant increase in residential bed days by Correctional Service of Canada (CSC) clients released on day parole and full parole. This past year we had 2963 bed days compared to 3420 in the previous year.

## **General Program Description**

West-Bridge House provides a supportive and structured environment to facilitate individual reintegration into society following a period of incarceration. The program operates on a responsibility model with an in-house living skills component and access to a wide variety of community services. Residents are expected to use their time constructively by participating in programming and/or pursuing their educational or employment goals. The program has a full time counsellor who assists residents in meeting this expectation and who provides necessary support through one on one counselling. Those residents who require specialized intervention in such areas as addictions, family violence, respectful relationships, sexual behavior or employment assistance will be referred to the appropriate programs, many of which are offered through the John Howard Society's Community Based Intervention Program. The process of community re-integration is fostered by providing residents with assistance in budgeting, housing, and employment searches.

Residents are required to comply with the conditions of their release, to follow house rules, maintain a positive attitude, and are expected to have a respectful relationship with staff and other residents of the house. They may be expelled from the program if they consistently fail to co-operate with house expectations or neglect to comply with the conditions of their release. Expulsion normally occurs following consultation between the director and the sponsoring agency.

## **Admissions Committee**

Prior to admission to West-Bridge House all applicants' files are presented to an admissions committee. The committee will consider applicants applying on day parole, full parole, statutory release and temporary absence from both provincial and federal institutions. In addition, applicants can be sponsored by Adult Corrections (Probation) and the Department of Advanced Education and Skills. At each admissions committee meeting parole officers from Correctional Service of Canada deliver presentations on each perspective client. This year there were 25 meetings where 77 cases were presented. Compared to the previous year there were four more meetings and 21 more cases presented this year. The majority of the referrals came through Correctional Service of Canada (Parole) with others coming from the Department of Justice - Adult Probation.

During the past year the following members of the Admissions Committee were: Sgt. J. Sheen, RCMP; Rev. Kathryn Eddy, First United Church; Nadine Humber, College of the North Atlantic,

Mike Tobin, Town councillor and board member of John Howard Society; Gary Young, community member; Charlie Young, regional director of John Howard Society; Rhonda Marsden, John Howard Society; Audrey Gracie, director of West-Bridge House who acts as chairperson. This past year we had three new members join the committee. We appreciate the commitment of the Admissions Committee and their sound decision making.

The following table speaks to the results of the admissions activity.

## Admission Results for 2011-2012

Admissions Presentations						
Applications	Denied	Accepted	Total			
Females	-	2	2			
Males	75					
Total Admissions Presentations April 1	77					

Correctional Service of Canada Bed Day Usage							
CSC	Day Parole	Full Parole	SRR	Stat Release	Total Bed Days		
Federal (Female)	59	0	0	0	59		
Provincial (Female)	118	0	0	0	118		
Federal (males)	1786	183	260	160	2389		
Provincial (males)	375	0	-	22	1160		
Total Bed Day	2963						

Adult Corrections Bed Day Usage					
Temporary Absence (males)	117				
Adult Probation (males)	8				
Total Bed Days April 01, 2011 - March 31, 2012	125				

John Howard Society of Newfoundland and Labrador

## **Community Involvement**

West-Bridge House continues to play an active role in the community. The staff is committed to community involvement by honoring requests by local groups to attend meetings or giving presentations as requested. Organizations that staff is currently affiliated with is the Bay St. George Women's Center, Coalition Against Violence, Bay St. George Literacy Council, Women's Centre board representation; and on Melgignat Mi'Kmaq Women's Group.

West-Bridge House is pleased to provide the opportunity for students from the College of the North Atlantic and other academic institutions to complete their placements at our facility. This year four students completed their work placements at our facility.

## **Organizational Meetings**

The house director attends regular west coast managers' meetings, staff meetings and provincial managers' meetings. As well the director is a member of the provincial John Howard Society Wellness Committee and attends regular meetings of the group.

## **Special events**

Christmas events included visits from the Salvation Army and the annual dinner for staff and residents. Donations from the Jeans Day fund provided turkeys and treats for three Christmas food hampers.

During John Howard Society Week an open house for all staff and community partners was hosted by West-Bridge House. The event was very well attended. As well during the celebrations for John Howard Society Week staff attended a luncheon at John Howard Society's Neptune Drive office in Stephenville.

Two staff attended the Annual General Meeting in St. John's in October 2011.

#### Renovations

West-Bridge House and the adjacent Training Centre are owned by Correctional Service of Canada. During the first half of the year some major renovations were completed to the interior of both buildings. The centre will allow John Howard Society to have additional meeting space and give us the capacity to do more training and host workshops. Currently the Community Maintenance Program and the Moderate Intensity Management of Offender Substance Abuse (MIMOSA) program are facilitated there and the center has been used by other program staff to deliver their programs. I would like to acknowledge and thank Correctional Service of Canada for investing the money to improve this facility.

As well I want to acknowledge the Stephenville campus of the College of the North Atlantic for their generous donation of office furniture which we have placed in our Training Centre.

#### Acknowledgment

I would like to acknowledge our community and other partners; Correctional Service of Canada, Adult Probation, Advanced Education and Skills, Bay St. George Literacy, and all the individuals, agencies/organizations that provide services to our residents.

Thank you to West-Bridge House staff for their commitment and support throughout the year. To all other programs and personnel of the John Howard Society we wish you the best. We look forward to the new year and welcome all the challenges it will bring.

Audrey Gracie, Director

## **West-Bridge House Staff**

Director-Audrey Gracie
Residential Counsellor- Jackie Deaves
Residential Staff (full-time) - Sherrie Chaulk, Shelly Duffet, Amy Peters
Residential Staff/Relief - Chad Bixby
Relief Staff- Corey Domini, Janna Hartson, Cory Hefford, Martin Osuru, Krista Simms

# **COMMUNITY BASED INTERVENTION PROGRAM (CBIP)**

The Community Based Intervention Program (CBIP) is offered through our Neptune Drive office in Stephenville. It provides rehabilitative programming for adult offenders who are clients of the Department of Justice. Programs are designed to meet the criminogenic needs of the individual, with an overall goal to reduce the risk of recidivism through rehabilitative efforts. Programs address issues which contribute to criminal behaviour, associated risks and developing new skills to help prevent recidivism.

Specifically, the following programs are offered:

- Criminal Behaviour Awareness
- Substance Awareness
- Anger Management
- Respectful Relationships Program (Male)
- Intimate Partner Violence Program (Male)
- Intimate Partner Violence Program (Female)
- Shoplifters' Awareness Program
- Impaired Driving Program
- Sex Offender Program
- Moderate Intensity Management of Offender Substance Abuse (MIMOSA)

CBIP strives to emphasize group work, although individual sessions may be provided based on a review of the circumstances at the time of referral. This ensures that clients are given an opportunity to complete their intervention in a timely manner.

## Referral Characteristics (refer to Tables 1 and 2)

The Community Based Intervention Program continues to offer services in Stephenville, Corner Brook and Port aux Basques. There was an increase in new referrals processed this year with a total of 63 compared to 57 last year. Referral numbers showed an increase in Stephenville with a total of 47 compared to 33 last year. This was very significant considering there were no referrals for the West Coast Correctional Centre Anger Management program. We are very pleased to have received referrals from Port aux Basques this year. Our lower referral numbers from the Corner Brook Probation office was a result of that office not running a Respectful Relationship program.

## Client Services (refer to Tables 1 and 2)

The staff of CBIP spent 59.5 hours in assessments which was down slightly from 68 hours last year. However there was an increase in client assessments for all programs with 52 completed assessments this year compared to 41 last year. We also experienced an increase in the number of new clients being offered services. There were 51 new clients this year up from 39 the previous year. The number of clients carried forward to this year was 37. Individual intervention totaled 591.5 hours which is an increase compared to 425 hours last year. There was a significant increase in time spent in group work which totaled 195 hours compared to 10 hours last year. This increase was partially due to the implementation of the MIMOSA program in January 2012. Our travel hours saw a significant increase from 80 hours last year to 206 hours this year. The reason for this increase can be attributed to our once again receiving referrals from the Port aux Basques Probation office and we have a dedicated staff person

meeting with clients in the Corner Brook office. Missed appointments increased this year to 134 hours from 91 last year.

As was noted in last year's report, it was expected that direct client services would increase this year. Overall client services this year totaled 846 hours compared to last year's 535 hours. This increase was definitely affected by the addition of the MIMOSA program and the resuming of referrals from Port aux Basques. These were both very positive changes. Another important factor is this year there were no changes in Community Based Intervention Program staffing as compared to previous years. This is also believed to have had a very positive effect on the outcome of services provided to our clients.

I am very pleased to report that during the third quarter, office space was provided to us by the Port aux Basques Community Employment Centre. This provided us a place to meet our clients and as stated previously we are again receiving referrals from the Port aux Basques Probation office. I would like to thank the staff of the Port aux Basques Community Employment Centre for the use of their office space.

We have also been assured by the Corner Brook Probation office that they have an office available to our staff for meetings with clients. I would like to thank Larry Connors, regional Probation supervisor for his ongoing support in this matter.

During the third quarter the MIMOSA program became a new addition to CBIP. Kevin Pierce, CBIP facilitator, received two weeks training from Rob Channing and Christy Spracklin, program facilitators at Howard House.

The MIMOSA program was developed to provide substance abuse intervention using a variety of treatment strategies. Its goal is to assist offenders in making informal lifestyle changes conducive to pro-social behaviour that contributes to criminality, reducing the client's risk to reoffend. The program is a very significant addition to the services we provide to our clients. We are quite pleased to report that Kevin began running the program during the fourth quarter.

We had expected to co-facilitate an Anger Management program at the West Coast Correctional Centre in Stephenville this year, however, due to reasons beyond our control, this did not go ahead. The plan is to run the program in the near future.

## **Statistical Information**

Table 1: New Referrals 2011-2012

Referral Source	Stephenville	Corner Brook	Port aux Basques	Total
Probation	34	11	1	46
Conditional Sentence	4	1	1	6
West Coast Correctional Center	-	-	-	-
Temporary Absence	5	-	-	5
Self-referral	1	-	-	1
Parole-Probation	3	2	-	5
Total	47	14	2	63

Table 2: Client Referrals and Intervention Outcome, 2011-2012

Program	Carried Frwd	New Referral	Assessed	Accepted	Not Accepted	Terminated	Withdrawn	Completed	Carry Frwd
Core	6	25	22	22	-	3	5	8	15
MVP (M)	25	27	22	22	-	7	11	18	16
SOP	5	2	2	2	-	1	-	6	-
AM (WCCC)	-	-	-	-	-	-	-	-	-
SAP	-	1	-	-	-	-	-	-	1
IDW	1	3	2	2	-	-	1	2	1
IPVP (F)	-	-	-	-	-	-	-	-	-
MIMOSA	-	5	4	3	-	-	1	3	1
Total	37	63	52	51	0	11	18	37	34

## **Professional Development Activities**

The staff from CBIP was involved in a variety of professional development activities this past year. This was a benefit not only to the CBIP program but also to the communities in which our programs operate. These included:

- First Aid Training
- Mental Health First Aid
- Applied Suicide Intervention Skills Training (ASIST)
- Attended 'Understanding Mental Illness' workshop
- Attended 'De-escalating Potentially Violent Situations' workshop

## **Community Initiatives and Involvement**

CBIP staff was involved in providing educational sessions and contributing to community initiatives in the following areas:

- Anger Management sessions for Skills Link, Horizons and Power-up group
- Co-facilitating sessions of Helping Skills program for a Skills Link group
- Workplace Relationships presentation to Power-up group
- Respectful Relationships presentation to Horizons' group
- Display board and presentation to Stephenville Middle School regarding services we provide
- Discussions with College of the North Atlantic Community Studies students regarding programs offered.

Again this year staff participated in a weekly Jeans Day fund-raiser which was used for gifts and donations with our main donation going to the Salvation Army Christmas tree.

## **Future Directions**

As was the trend in previous years, the majority of the Community Based Intervention Program services are provided on an individual basis rather than in group settings. This is due to the low numbers of referrals in our rural areas. The geographic area that our program services is spread out and creates additional travel time and costs to deliver our services. With the addition of the MIMOSA program, the expectation for more services being provided at the West Coast Correctional Centre and continued co-facilitation with probation officers, it is believed that the group intervention will increase in the coming year.

## Conclusion

For both our clients and our programs, the 2011-2012 year was very productive. We want to thank our partners including the executive director, Cindy Murphy; regional director, Charlie Young; Department of Justice staff including Fran Cumby and probation officers in Corner Brook, Stephenville and Port aux Basques. Our thanks also go to Marvin McNutt, director of the Learning Resources Program, for sharing knowledge of correctional programming. As well, many thanks to our west coast staff who provide us with continual support as we aim to provide effective services to all our clients. We look forward to working with all of you in 2012-2013.

Daphne O'Keefe Program Director

## **CBIP Staff**

Director - Daphne O'Keefe Program Facilitator - Kevin Pierce

# EMPLOYMENT ASSISTANCE SERVICES PROGRAM (Stephenville)

The Employment Assistance Services (EAS) program provides ongoing employment related assistance to offenders in the Bay St. George area to assist them in their efforts to become employed. The program is funded by the Department of Advance Education and Skills. During the past year, the EAS program provided a total of 229 interventions to 124 clients. Services provided were: job search assistance, developing return to work action plans, one on one employment counselling, pardon applications, group workshops, assessments, and help with completing Skills Development applications.

Other services provided included:

- Utilization of the office to acquire labour market information
- Assistance in writing resumes and cover letters
- Copying and faxing resumes and cover letters
- Obtaining referrals from other agencies and organizations
- Career/employment counselling to help clients reach their goals. In these cases, the counsellor worked with clients to identify their needs, to set short and long-term goals and to develop and implement realistic action plans.

This year 29 clients enrolled in education upgrading, post-secondary and trades training programs. The most availed program was adult basic education with 19 clients enrolled. Two clients enrolled in accounting, payroll and business administration; and other clients enrolled in steamfitter/pipefitter, commercial/industrial electrician, hospitality and tourism management, commercial transport, underground mining, hairstyling and occupational health and safety.

#### **Linkages Program**

The Linkages program is an employment initiative that targets youth aged 18 to 29 who had conflict with the law. Participants receive hands on assistance in resume writing, interview skills and job search skills. Following the orientation each participant will commence a job placement where they will work for 26 weeks and become EI eligible. The desired outcome is to connect the client with full-time employment or direct them to advance their further education or pursue training.

In June 2011, the counsellor completed a proposal that was submitted to the Department of Advanced Education and Skills to deliver a Linkages program. The John Howard Society received funding for four participants. The program ran September to April 2012 with two participants successfully completing. One client has enrolled in the commercial industrial electrician program and the other has applied for enrollment into a heavy equipment operator course.

At the completion of the program a small ceremony was held to recognize the success of the program and to acknowledge those people whose contribution helped to make the program a success. Following the conclusion of the program a detailed report was prepared and forwarded to the Department of Advanced Education and Skills.

## **Professional Development / Meetings**

The counsellor was involved in a number of professional development sessions and community meetings during the past year. These opportunities were information sessions that were either given by other personnel or between the counsellor and other professionals.

- Regular visits to the West Coast Correctional Center in Stephenville
- Attended a session on legislative review of "Income and Employment Support Act and Regulations" in Stephenville.
- Updated First Aid training
- Representative on the provincial John Howard Society Wellness Committee for the Stephenville office.
- Did a presentation to participants of the John Howard Society's Horizon's program on the services available through the Employment Assistance Services program.
- Attended the John Howard Society AGM in St. John's in October.
- Participated in *De-escalating Potential Violence Situation* workshop in Corner Brook.
- Took part in a workshop on the *National Occupational Classifications* sponsored by the office of the Department of Advanced Education and Skills.
- Participated in the Stephenville Middle School Wellness/Career Week through presenting information on the services and programs of the John Howard Society.
- During John Howard Society Week, attended a staff luncheon prepared by the John Howard Society and attended an open house at West-Bridge House.
- Along with Regional Director Charlie Young the employment counsellor presented the annual Terry M. Carlson scholarship award valued at \$250.00 to one of our clients who is enrolled in an educational institution.
- Attended a daylong session in St. John's on the Barriers to Finding Employment for Ex-Offenders. This was facilitated by the John Howard Society and Correctional Service of Canada.
- Delivered a presentation outlining the services and programs of the John Howard Society to 11 inmates doing courses at the Discover Centre located in the West Coast Correctional Centre in Stephenville
- The employment counsellor along with Charlie Young, regional director delivered a
  presentation on Barriers for Finding Employment for Ex-Offenders to 12 inmates doing
  courses at the Discover Centre located in the West Coast Correctional Centre in
  Stephenville.
- The employment counsellor attended a "Safe and Supportive Workplace" workshop in Corner Brook.
- The employment counsellor attended the Western College award ceremony in March, 2012.
- Regular visits are made to clients attending Western College and the College of the North Atlantic located in Stephenville to meet with clients of the EAS program and receiving Skills Development funding. During these visits, the counsellor would receive updated information on client progress and attendance.
- A John Howard Society representative on the Admissions Committee for reviewing applicants seeking residents at West-Bridge House.
- Attended the closing ceremonies of National Employability Skills program at the West Coast Correction Center in Stephenville.

## **Summary and Concluding Remarks**

I am pleased to provide ongoing services and supports to assist our clients, many of whom face challenges to securing meaningful employment and training opportunities. Acquiring proper employability skills is a must for success and I am confident that the services and supports we provide help prepare our clients for those challenges. I would like to thank the Department of Advanced Education and Skills and all those individuals, organizations and agencies who have provided support and assistance to the Employment Assistance Service program. Continuing to work together will certainly ensure positive outcomes for our clients.

Rhonda Marsden Employment Assistance Services Counsellor

## HORIZONS PROGRAM

The John Howard Society was successful in obtaining funding from the Department of Advanced Education and Skills to run another Horizons program in Stephenville. This was the fifth time the program was offered by the John Howard Society. The Horizons program targets individuals over the age of twenty-nine within the Bay St. George region who have been in conflict with the law and may exhibit lower levels of literacy, job skills and education. This program assists in the rehabilitation of offenders and helps them make a successful transition back into the workplace. The desired outcome is for participants to connect to full time employment or to further their education or training.

Last year's program started in April and finished in December. There were six participants who started the program and four successfully completed. The program included a four week orientation that helped prepare the participants for their job placements. Orientation topics included: employability skills, resume writing, interview preparation, employer expectations, Occupational Health and Safety worker health and safety representative certification, WHMIS, Fall Arrest, Confined Spaces, First Aid, basic computer skills and self-improvement skills. The participants were also involved in a job search and workshops.

Following the completion of the orientation each participant completed a job search and all were successful in securing a job placement where they would work for 936 hours (26 weeks). During the job placement the program coordinator maintained regular follow-up and contact with the participants and employers to address any issues or concerns that arose. This arrangement helped the participant overcome identified barriers to employment and to develop the skills and mental adjustment needed to complete the transition to the workforce.

During the twenty-six week job placements participants were required to attend bi-weekly workshops that were organized by the Horizon's coordinator. The workshops often included presentations from resource people from the community and government agencies. The presentation topics were selected to cover information that was relevant and would help in enhancing the participants' skills that are essential to succeed in today's workforce and everyday living. As well at the beginning, in the middle and at the end of the program participants were required to complete the Employment Readiness Scale which is an evaluation tool used to track their progress.

I would like to extend thanks to the Department of Advanced Education and Skills for their financial and professional support, to the Stephenville business community for supporting our program through providing placements for the participants, and to all those who contributed to the success of the program through participating in our workshops and sharing knowledge with our clients.

Leanda Morris Coordinator

## THE LORETTA BARTLETT HOME FOR YOUTH

## **General Program Description**

The Loretta Bartlett Home for Youth is a co-ed six bed facility for young offenders. While serving their sentences in a supportive, non-institutional environment our youth are encouraged to access educational programs, psychological, medical and other professional services that are available within the community. Staff at our facility provides guidance and support in helping our young people become independent and responsible individuals. It is our goal that youth under our care will acquire the skills to enable them to become positive role models within the community and be successful in future endeavors. This is accomplished in part through education, employment, volunteer work, job skills programs and life and social skills training.

At the beginning of April there were three males serving open custody and one female on an order to reside in residence with a total of fourteen new admissions for the year. The total number of days youth were in this facility was down slightly - three percent from the previous reporting year.

In the past year our program has fully transitioned to the new Department of Child Youth and Family Services from the Western Regional Health Authority. With this transition we have experienced a significant increase in referrals from outside the western region including referrals from the Burin Peninsula and St. John's. In total we have received eight admissions from outside the western region.

This facility is one of two facilities in the province to be designated as open custody. The Society's Home for Youth in St. John's is the other open custody facility.

## Referrals

Referrals to the Loretta Bartlett Home for Youth are received from the Department of Child Youth and Family Services. Young offenders who stay at the facility are either sentenced to a period of open custody by the Youth Court or as per a court order can be placed on an order to reside designation by the director of Youth Corrections.

There were eight admissions resulting from court orders; two males and one female were transferred from the Newfoundland and Labrador Youth Centre in Whitbourne; three youth were an order to reside designation; and one male and one female had previous admission to open custody. At year end, there were four male youth, serving open custody dispositions and one female on an order to reside.

One female had administrative transfer to Newfoundland and Labrador Youth Centre. A request to discontinue the order to reside placement for one youth was presented but following a court appearance the youth agreed to attend a behavioural treatment centre and did not return to the home. As well two youth acquired new charges while at The Loretta Bartlett Home for Youth.

#### Education

Where possible all youth are registered in a suitable academic program. If a youth cannot be enrolled in a program then alternate arrangements are pursued. When youth are of legal age and refuse the opportunity to attend school they are encouraged to find employment. If for any reason a youth is at the home during the day, he/she will participate in educational programming.

A very important part of our mandate is to continue to foster positive relationships with our local schools. All youth in our care during the academic school year were enrolled in an educational program under the supervision of the Department of Education. Two males were enrolled in Junior High (one full-time and one part time); two females were enrolled in fulltime studies at the high school; three youth had full-time and one had part-time attendance doing programming at the Employment Preparation Centre in Corner Brook. Another did volunteer work at the local Salvation Army Thrift Store.

Mandatory group sessions for all residents staying at our facility are held twice weekly at the home. Topics covered in our group sessions can include but are not limited to any of the following subjects: drugs/alcohol, anger management, nutrition, group dynamics and other topics related to life skills and personal development. We are continuously improving on our group material. Supervised internet access is available to the residents for research and recreational purposes. The residents are encouraged to participate in educational and cultural activities such as visits to the public library, tours of the museums, local paper mill tours, nature hikes and other activities that are deemed educational.

In the past year we had a student placement from Memorial University who added new topics to our group material.

#### **Recreation and Leisure**

Recreation and leisure activities are important components of our overall programming. All youth had the opportunity to take part in swimming at the Arts and Culture Centre and the Margaret Bowater Park. We have a membership at the YMCA where some of our residents attend for a weight work out or use the cardio equipment. Other outside activities include going out to a movie, bowling, skating, and taking leisurely walks with staff. At the home the residents enjoy playing cards, board games, weights, basketball, street hockey, Play Station 2 and computer games.

## **Community Treatment and Support Services**

As some of the youth in our care have complex needs, they are linked with professionals including mental health and addiction services, educational services, public health and medical services. All youth are required to meet with our liaison social worker at least once per week.

### **Training**

Staff training is reviewed annually and updated as required when it is available. This past year three staff attended a presentation on a safe and supportive workplace sponsored by the Western Coalition to End Violence, and six renewed their suicide intervention (ASIST) certification. Staff attended presentations such as the Ten Step Guide to a Healthy Mind and

Take Control of Your Life that was put off by four nursing students from Memorial University School of Nursing.

#### **Public Relations**

This writer is co-chair of the steering committee for the Community Youth Network Committee, board representative for Newfoundland and Labrador on the Canadian Criminal Justice Association, and community representative on Corner Brook High School Council. Our community partners include Community Youth Network, YMCA, Salvation Army, Western School District, Comfort Inn, Western Health, RNC and Employment Preparation Centre.

#### **Committees**

## Occupational Health and Safety Committee

Our OHS Committee meets on a quarterly basis. The committee meeting provides a forum for communication between the employer and the worker to address health and safety concerns in the workplace. I am pleased to report there were no major issues reported this year.

### **Operations Committee**

There are several committees that oversee the operations of our facility. The committees are made up of volunteers from the community and John Howard Society staff and are scheduled to meet on a regular basis. The four main committees are: Program Committee, Finance Committee, Personnel Committee and Maintenance Committee. The committee members are: Susan Antle, Humber Valley Cooperative Living; Valerie Chaulk, liaison social worker; Grant Wheaten, YMCA; Paul Riley, Western School District; Howard Hicks, bookkeeper for Loretta Bartlett Home for Youth; Rhonda Jewer ,manager Youth Corrections; Bobbie Joe Patey, YMCA; Roy Elliott, RNC; Charlie Young, regional director John Howard Society and Rosemary Mullins, coordinator Loretta Bartlett Home for Youth.

## Wellness Committee

This writer represents the Loretta Bartlett Home for Youth on the Wellness in the Workplace Committee. This is a provincial committee for the whole of the Society.

## **John Howard Society Week**

During John Howard Society week we had our annual fun bowling tournament for staff and community partners. This was followed with a meal and prize draws.

#### **Annual General Meeting**

Three staff attended the AGM in St. John's in October 2011. The undersigned also attended the national John Howard Society meeting in St. John's in October 2011.

## **Personnel**

Maurice Osborne, group home counsellor and senior counsellor Trudy King resigned to pursue other employment opportunities. We wish them all the best in their new careers. Janice Cecire is in the group home counsellor position and Regina Mitchell is now senior counsellor.

With the support of staff, Charlie Young, regional director, Cindy Murphy, executive director, our funding partner Child Youth and Family Services and its employees Elizabeth Manual, Chris Power, and especially Valarie Chaulk, this has been a rewarding and especially challenging

year. This year has been a challenging year especially with youth placed at the home from outside the region who have limited contact with family and therefore limited access to reintegration leave. Unfamiliarity with the community presented many challenges to the residents from outside the region with respect to reintegration in the open custody environment and especially reintegration into the school environment

On a final note we are very much appreciative of Howard Hicks, our long time bookkeeper. I am looking forward to a very successful year and to continue working with our community partners and staff in the new Department of Child Youth and Family Services.

Rosemary Mullins Coordinator

## The Loretta Bartlett Home for Youth Staff

Coordinator - Rosemary Mullins
Senior Counsellor- Regina Mitchell
Permanent Counsellors - Sheldon O'Neill, Maurice Osbourne,
Janice Murphy, Danica Power, Paulette Burridge,
Natalie Hynes, William Short, Janice Cecire
Temporary Counsellor – Rodney Dyke
Casual Counsellors - Tiffany Rumbolt, Steve Gaulton, Janice Kerrivan,
Jenny Walters, Judy Snelgrove, Janna Hartson, Melissa Preston



#### INDEPENDENT AUDITOR'S REPORT

To the Directors of The John Howard Society of Newfoundland and Labrador Inc.

We have audited the accompanying combined financial statements of The John Howard Society of Newfoundland and Labrador Inc, which comprise the combined statement of financial position as at March 31, 2012 and the combined statements of revenues and expenditures, changes in net assets and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Combined Financial Statements

Management is responsible for the preparation and fair presentation of these combined financial statements in accordance with Canadian generally accepted accounting principles, and for such internal control as management determines is necessary to enable the preparation of combined financial statements that are free from material misstatement, whether due to fraud or error.

#### Auditor's Responsibility

Our responsibility is to express an opinion on these combined financial statements based on our audit. We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we comply with ethical requirements and plan and perform the audit to obtain reasonable assurance about whether the combined financial statements are free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the combined financial statements. The procedures selected depend on the auditor's judgment, including the assessment of the risks of material misstatement of the combined financial statements, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the entity's preparation and fair presentation of the combined financial statements in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and financial statements.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our qualified audit opinion.

#### Basis for Qualified Opinion

In common with many charitable organizations, the Society derives revenue from fundraising and bequests the completeness of which is not susceptible of satisfactory audit verification. Accordingly, our verification of these revenues was limited to the amounts recorded in the records of the Society and we were not able to determine whether any adjustments might be necessary to donations and fundraising revenues, excess of revenues over expenses, current assets and net assets.

#### Qualified Opinion

In our opinion, except for the effect of adjustments, if any, which we might have determined to be necessary had we been able to satisfy ourselves concerning the completeness of the voluntary source revenues referred to in the preceding paragraph, these combined financial statements present fairly, in all material respects, the financial position of The John Howard Society of Newfoundland and Labrador Inc as at March 31, 2012 and the results of its operations and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

St. John's, Newfoundland and Labrador July 24, 2012

CHARTERED ACCOUNTANTS

Hairis Kyan

# JOHN HOWARD SOCIETY OF NEWFOUNDLAND AND LABRADOR INC

## **Condensed Balance Sheet**

March 31, 2012					2012	2011
Acceta						
Assets Current assets					1 124 101	1 004 963
Capital assets					1,134,404 633,386	1,094,863 662,664
Capital assets					033,300	002,004
					1,767,790	1,757,527
Liabilities						
Current liabilities					363,143	491,943
Deferred revenue					95,052	76,649
Accrued severance					163,084	157,230
Long term debt					36,788	53,022
					658,067	778,844
Net Assets						
Donated surplus					135,000	135,000
Net investment in capital as	sets				445,690	459,473
Internally restricted					472,000	372,000
Unrestricted					57,033	12,210
					1,109,723	978,683
					1,767,790	1,757,527
Year ended March 31, 2012  Revenue					2012 4,493,398	2011 4,361,538
Expenses					4,362,358	4,221,820
<u> </u>						
Excess (expenditures over reve	nue) revenu	e over expe	nditures		131,040	139,718
Statement of Changes in N	let Assets	5				
Year ended March 31, 2012					2012	2011
	Net					
	investment	Internally	Donatad	l largetriated		
	in capital assets	restricted net assets	Donated surplus	Unrestricted net assets	Total	Total
Not accets beginning of year	459,473	372,000	135,000	12,210	978,683	838,965
Net assets, beginning of year  Excess (expenditures over revenue	•	372,000	133,000	12,210	970,003	636,963
revenue over expenditures	(29,279)			160,319	131,040	139,718
Transfer of net assets from	(20,210)			100,010	101,010	100,110
unrestricted		100,000		(100,000)		
Proceeds from debt issued during				, ,		
the year	-			-		
Capital asset additions	-			-		
Repayment of long term debt	15,496			(15,496)		
Net assets, end of year	445,690	472,000	135,000	57,033	1,109,723	978,683