



John Howard

JOHN HOWARD SOCIETY SOUTHEASTERN NEW BRUNSWICK INC.
SOCIÉTÉ JOHN HOWARD DU SUD-EST DU NOUVEAU-BRUNSWICK INC.

THE ANNUAL REPORT 2025



Elevate, Empower, Enrich



WELCOME

The John Howard Society of Southeastern New Brunswick Inc. is a not-for-profit organization that has been working in and around Moncton and Southeastern, New Brunswick, since 1955. We are comprised of a team who accept the responsibility of understanding and addressing the problems of community, crime and the criminal justice system in creative, humane and progressive ways. At the John Howard Society of SENB, we **ELEVATE** people, **EMPOWER** change, and **ENRICH** our communities through positive action. Our mission is to support the community and those who might be considered vulnerable in making positive choices for a better life by laying the groundwork through education, employment, housing, and justice programs and services.

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Message from the Board Chair



As we come together for this year's Annual General Meeting, I've been reflecting on what a meaningful year it has been, and I'm filled with gratitude and pride. The John Howard Society of Southeast New Brunswick (JHSENB) continues to show incredible strength, compassion, and commitment. We are an organization deeply rooted in community and driven by purpose and that's something truly special.

This has been my first full year as Board Chair, and it's been such an honour. I've had the privilege of witnessing firsthand the dedication, teamwork, and heart that make JHSENB what it is. It's been a year of growth, learning, and transition, one that reminded us of what's possible when people come together with purpose and determination. As our community changes, so does our mission. What began as a focus on helping individuals reintegrate after incarceration, has evolved into a broader commitment, tackling the interconnected challenges of housing, homelessness, and stability. We understand that a safe place to call home is more than a basic need; it's the foundation for hope, safety, and community. That understanding continues to shape our direction and deepen our purpose.

One thing that stands out to me this year is the incredible sense of community within JHSENB, not just among those we serve, but among those who serve. There is a shared purpose and heart that runs through everything we do, and it reminds me daily why this work matters.

Initiatives like our housing on Flanders Court and Joyce Avenue, the shelters Monarch Landing on Mark Avenue, and Bridge to Home on St. George Street, along with our two new housing developments on West Main and Lewisville stand as powerful examples of what collaboration and compassion can achieve. These programs don't just provide a roof over someone's head; they create stability, connection, and hope, essential steps in helping individuals rebuild their lives.

This past year has also been one of meaningful transition. We said farewell to our former Executive Director, Dan Brooks, as he began a new chapter in Ontario. We're deeply grateful for his leadership and the lasting impact he's made. At the same time, we've welcomed Jo-Ann Brine into the role of Executive Director, a new chapter filled with excitement and optimism. Jo-Ann brings heart, calmness, strength, and a deep dedication to the people we serve. The Board has complete confidence in her leadership and vision. She will continue to guide this organization forward with care and purpose, and I'm looking forward to the next phase of growth under her guidance.

On behalf of the Board of Directors, I want to express our deepest appreciation to the incredible staff team. You are the heart of this organization. Your compassion, creativity, and resilience inspire us every day. To our volunteers, thank you for giving your time, energy, and care so generously. And to our funders, partners, and community supporters, thank you for believing in this work and standing with us, especially through times of change and growth.

I also want to take a moment to acknowledge my fellow Board members. Your insight, dedication, and steady leadership have been invaluable. It's been inspiring to see the passion each of you brings to the table.

As we look ahead, we're excited to continue strengthening partnerships, advocating for affordable housing, and creating programs that meet people where they are. The challenges are real, but so is our commitment. Together, we'll keep building safer, more connected communities for everyone.

Thank you for being part of this journey.

With deep gratitude,

Jenn Fredericks
Board Chair

A message from the Outgoing Executive Director



A message from the outgoing Executive Director

Four years can feel both short and long, depending on the work you take on. At the John Howard Society, these past four years have been a time of immense growth, resilience, and service. We stepped into new spaces and carried more responsibility for our community, whether through the Community Hub on Joyce, the creation of more affordable housing units, youth programming, or the expansion of the shelter network. Each of these steps was about meeting people where they are and responding to their needs.

There were tough moments. Times when the weight of the work felt heavy. But we never stood alone. The ongoing support of our funders, community partners, and the broader public has been vital. They stood with us, believed in our work, and kept us moving forward. Within our own walls, the strength of the JHS team made the difference. Their ability to pivot, find solutions, and execute with determination became the defining feature of this organization's progress.

I have always believed that collaboration is not just a value we hold, but it is the way we succeed. The last four years have reminded me that when people come together with purpose, incredible things happen. A quote from Dorothy Height captures this truth well: "Progress comes from caring more about what needs to be done than about who gets the credit."

As I step aside, I am deeply excited for what lies ahead. Jo-Ann's appointment as Executive Director is a moment I have long anticipated. Working alongside her, I have seen her growth, her determination, and her ability to make things happen without hesitation. She has never shied away from the hard work or the challenges, and she is ready to lead JHS into its next chapter.

Good is good. Better is better. But excellence is always the goal. I leave with gratitude for what we have achieved together and with confidence in the future of this organization, the people who drive it, and the community it serves.

Wishing John Howard and the team continued success.

Dan Brooks

A message from the Present Executive Director



A message from our Executive Director

It's an incredible honour to step into the role of Executive Director of the John Howard Society of Southeastern New Brunswick. I am grateful for the opportunity to lead such a dedicated team and to continue the important work that defines this organization.

Over the past four years, under Dan Brooks' leadership, JHS SENB has grown in ways that have truly strengthened our ability to serve. From the opening of the Community Hub on Joyce to expanding affordable housing and shelter services to investing in youth programming, the organization has deepened its roots in the community while broadening its reach. Dan's vision, compassion, and collaborative spirit have left a lasting mark on this organization and the community we serve. I'm thankful for his guidance and the strong foundation he's built for the next chapter. As we look to the future, my focus is on building on this momentum. We'll continue to strengthen our programs, deepen our partnerships, and ensure our work reflects the evolving needs of our community. The challenges we face are real, but so is the determination, creativity, and compassion that define our team.

JHS has always been about people, meeting them where they are, supporting them with dignity, and helping them find opportunity and hope. I'm proud to continue that work alongside such a dedicated staff, board of directors, and network of partners. Together, we'll keep growing, adapting, and making a meaningful difference in the lives of those we serve.

Jo-Ann Brine
Executive Director

Financial Statement

AS AT MARCH 31, 2025

	ASSETS				
	General fund 2025	Capital Asset Fund 2025	Eliminations 2025	Total 2025	Total 2024
Current assets					
Cash	\$ 594,812	\$ 84,709	\$ -	\$ 679,521	\$ 302,482
Accounts receivable	118,770	-	-	118,770	289,332
Sales tax receivable	105,423	-	-	105,423	43,953
Due from general fund	-	4,569	(4,569)	-	-
Prepaid expenses	20,673	-	-	20,673	73,387
Short term investments	-	-	-	-	500,000
	839,678	89,278	(4,569)	924,387	1,209,154
Replacement reserve bank (Note 8)	-	41,310	-	41,310	18,292
Property, plant and equipment (Note 2)	-	6,084,269	-	6,084,269	6,068,441
	<u>\$ 839,678</u>	<u>\$ 6,214,857</u>	<u>\$ (4,569)</u>	<u>\$ 7,049,966</u>	<u>\$ 7,295,887</u>
LIABILITIES & NET ASSETS					
Current liabilities					
Payables and accruals (Note 6)	\$ 416,861	\$ -	\$ -	\$ 416,861	\$ 321,407
Due to capital asset fund	4,569	-	(4,569)	-	-
Deferred revenue (Note 7)	172,977	-	-	172,977	85,308
Current portion of long term debt (Note 4)	-	91,332	-	91,332	88,126
	594,407	91,332	(4,569)	681,170	494,841
Long term debt (Note 4)	-	4,362,070	-	4,362,070	4,507,092
Deferred Government Assistance (Note 3)	-	1,112,290	-	1,112,290	1,198,503
	594,407	5,565,692	(4,569)	6,155,530	6,200,436
Net assets	<u>245,271</u>	<u>649,165</u>	<u>-</u>	<u>894,436</u>	<u>1,095,451</u>
	<u>\$ 839,678</u>	<u>\$ 6,214,857</u>	<u>\$ (4,569)</u>	<u>\$ 7,049,966</u>	<u>\$ 7,295,887</u>

PROGRAM REPORT

HOUSING & SHELTER SUPPORT SERVICES

PROGRAMS REPORT

HOUSING & SHELTER SUPPORT PROGRAM

Bridge To Home Hub

Over the 2024–2025 reporting year, the Bridge to Home Hub (B2HH), Moncton's centralized intake location connecting individuals experiencing homelessness to resources, services, and shelter referrals, provided critical, wraparound support to 1,589 unique individuals facing homelessness, housing instability, and complex health and social challenges. Across the 12 months, more than 75,000 services were delivered through drop-in supports, harm reduction, emergency out-of-the-cold shelters, case management, health navigation, and trauma-informed diversion practices.

Notably, 49 individuals transitioned into stable housing through coordinated access and personalized case planning.

Prevention and Diversion Services

In 2024–2025, the Prevention and Diversion team provided over 9,700 supports to 422 individuals, helping people navigate crises with compassion and dignity. Services included income assistance applications, mail services, shelter diversions, referrals, and intake assessments, ensuring individuals could access essential resources quickly.

During this period, over 500 people identified as new to homelessness, and the team responded with immediate, person-centered support to prevent deeper system involvement. Many others were assisted in maintaining their housing, reconnecting with family and community, and stabilizing their situations.

Respite Recovery Care Program

The B2HH Respite and Recovery Program played a critical role in the community's continuum of care by providing post-acute support to individuals living in homelessness who were experiencing difficulties managing chronic health conditions, mobility challenges, or recovering from short-term health concerns. The program supported an average of 25 to 46 unique individuals each month and more than 5,000 bed nights in a safe, stable environment. Through strong partnerships with Salvus Clinic, Ensemble, local hospitals, Phoenix Recovery Centre, and Housing Programs, guests accessed medical care, mental health supports, and housing navigation services, reinforcing the program's vital role in reducing health system pressures and supporting recovery and community reintegration.

Winter Response, Out of the Cold Shelter Program

In December 2024, B2HH launched its Out of the Cold Shelter program, providing 65 much-needed overnight beds during the winter months. From its opening through April 2025, the program delivered critical relief and safety, with more than 7,300 bed-nights utilized, offering warmth, stability, and dignity to those with nowhere else to turn. This vital response was made possible through strong community partnerships and collective efforts, demonstrating the power of collaboration in addressing urgent shelter needs.

Peer Connection, Guest Voice, and Engagement

Throughout the year, the Hub emphasized guest empowerment. Weekly meetings with leadership allowed guests to share feedback and advocate for their needs. Guests actively participated in decorating the space during the holidays and supported shelter orientation for newer peers. Programs like the Moving Forward Together Clinic and cross-agency case conferencing empowered individuals to take ownership of their health and housing journeys.

PROGRAM REPORT

Housing & Shelter Support Services Continues...

Advancing Onsite Healthcare

A major highlight was the development of the Paramedicine Program, which delivered 16 critical medical interventions in March alone, 9 of which prevented emergency service usage. The program also provided health education to staff and guests, laying the foundation for a holistic onsite health model. Future goals include expanding this service through targeted fundraising for equipment and training.

The Bridge to Home Hub remains a cornerstone of the community’s response to homelessness and housing precarity. As the landscape shifts with weather, policy, and funding changes, the Hub will continue to evolve, guided by dignity, safety, and accountability. With community support, continued partnerships, and sustainable investment, the vision of housing as a human right can become a reality for all.

Key Numbers



MONARCH LANDING EMERGENCY SHELTER ANNUAL REPORT - APRIL 2024 – MARCH 2025

Monarch Landing, the John Howard Society of Southeastern New Brunswick’s low-barrier emergency shelter, played a critical role in providing safe, dignified, and trauma-informed shelter and support to individuals navigating homelessness and complex life challenges in our community. Open 24/7 and staffed by a skilled team of Shelter Support Workers, Monarch Landing served up to 60 guests and operated near or at full capacity for most of the year.

Throughout the year, staff responded to diverse guest needs with harm reduction, crisis intervention, housing readiness support, and strong connections to community services.

Key Metrics & Trends

- Bed Capacity & Occupancy:** Monarch Landing maintained a capacity of 50 beds, increasing to 60 between December 2024 to April 2025, and operated at 97–100% occupancy.
- Crisis Responses:** Staff addressed a range of safety concerns, including interpersonal conflict and substance use-related emergencies. Peak activity often aligns with cheque distribution weeks, when financial and social stressors tend to increase.
- Mobile Crisis & Emergency Services:** External partners, including Mobile Mental Health, RCMP, and EMS, were engaged as needed, with up to 6 calls in the busiest months.
- Overdose Response:** Staff successfully managed numerous drug poisonings using Narcan administration, CPR, and paramedic support. Encouragingly, overdose incidents declined in the latter half of the year, reflecting stronger harm reduction efforts.
- Accessibility & Mobility Supports:** At times, up to 17 guests required mobility support or assistance accessing meals, highlighting the importance of accessible shelter models.
- Service Restrictions:** Temporary service pauses were used only as a last resort, paired with reflective conversations and re-engagement planning to support continued access.

PROGRAM REPORT

Housing & Shelter Support Services Continues...

Shelter Enhancements & Guest Supports

Overdose Prevention & Harm Reduction Improvements

A major development this year was the enhancement of the overdose prevention area. Previously a communal space, it was redesigned into three private stations, which:

- Increased guest comfort and compliance with cleanup protocols
- Reduced social pressures that could contribute to unsafe use or conflict
- Created a more respectful and dignified space for harm reduction

Housing Readiness & Case Management

With the onboarding of new management and the introduction of a shelter case manager, Monarch Landing significantly strengthened its housing support capacity by the fall of 2024. By September:

- 33 out of 50 guests became housing-ready through ID acquisition, income stabilization, and engagement with housing options.
- Over 5 individuals successfully transitioned into independent housing, while others were actively in the application or unit viewing stage.
- Guests were supported with referrals, transportation, and coordination with housing partners to facilitate smoother transitions.

Community & Holiday Support

The community played a vital role in supporting guests' well-being, providing donations, meals, and festive support during key times of the year, particularly in December and March. Contributions from the Lions Club and local donors helped create moments of dignity and connection for guests.

Staff Development

To strengthen crisis response and care:

- Seven staff received First Aid/CPR training
- Three staff were trained in trauma-informed approaches to navigating service pauses within a low-barrier shelter environment.

Community & System-Level Coordination

Monarch Landing worked closely with partners across the homelessness-serving system, ensuring better access and coordinated care for guests.

- Internal Collaboration: Strengthened coordination with the Bridget to Home Hub to ensure guests had alternative options, which reduced turnaways and minimized the need for individuals to seek shelter in encampments near Monarch property.
- Health & Crisis Services: Regular support from Mobile Mental Health, paramedics, and public health nurses helped address guests' complex physical and mental wellness needs.
- Housing & Income Services: Staff actively collaborated with NB Housing, the Department of Social Development, income assistance offices, and landlords to support guests in accessing benefits and stable housing.

Summary

Monarch Landing remained a vital place of safety, dignity, and connection for individuals navigating the profound challenges of homelessness. Through harm reduction, trauma-informed care, and housing-focused supports, the shelter provided stability, compassion, and pathways towards goal achievements and housing stability. The dedication of staff, guests, community members, and system partners ensured that Monarch Landing continued to be not just a shelter, but a space of hope, healing, and transition for those most in need.

PROGRAM REPORT

HOUSING CASE MANAGEMENT

Flanders Court Residence

Flanders Court Residence continued to provide a stable, supportive housing environment for tenants throughout the year, with no tenancy changes reported in 11 out of 12 months, a testament to the program's success in promoting long-term housing stability. A total of 8 tenants regularly received wraparound support services tailored to their evolving needs, covering food security, addictions and mental health care, employment guidance, legal advocacy, and capacity-building.

Housing Stability & Engagement

The residence maintained high tenant retention, with only one temporary exit and return in May. Two tenants were identified as candidates for independent living with minimal support, and plans for possible transition were initiated. In December, a tenant advisory meeting was held to amplify tenant voices and promote a sense of ownership and community.

Wraparound Support and Case Management

- 8 tenants consistently received wraparound support throughout the year.
- Services addressed complex needs, including Crisis intervention, medical appointment coordination, Mental health and addictions care, Legal navigation, and Life skills development
- 2 tenants who had become increasingly isolated were provided with intensive, short-term case management to re-establish stability and connection.

During the holiday season, the team coordinated a community-supported Christmas dinner, which included gifts. For those who could not attend, dinners were delivered directly to their homes.

Mental Health, Addictions & Health Advocacy

Tenants at Flanders Court were actively connected to:

- Mental Health and Addictions services
- Therapeutic peer groups like New Chapters
- Occupational therapy assessments
- Disability support services, including PSW (personal support worker) hours and transportation benefits

A tenant navigating the Mental Health Court process received extensive advocacy and was granted a conditional discharge plan, enabling him to avoid a criminal record while staying engaged in treatment. In response to community grief and trauma in November, the housing team also facilitated grief counseling and debriefing for impacted tenants.

Key Numbers



Served up to
60 guests and
operated at **97–
100%** capacity for
most of the year



33 out of **50** guests
became housing-ready
through ID acquisition,
income stabilization,
and engagement with
housing options.



Over **5** individuals
successfully
transitioned into
independent
housing

PROGRAM REPORT

Housing Case Management Continues...

Employment and Skills Development

- 4 tenants consistently maintained employment (ranging from part-time to full-time) throughout the year
- 1 tenant was supported through a WorkSafe return-to-work process
- 1 tenant attended an entrepreneurial information session to explore launching a clothing line
- Partnerships with employment support programs like Employability Now and Ergon Life Centre helped tenants set and pursue long-term employment goals
- One tenant was supported to explore a clothing brand launch, with guidance and referrals.

Key numbers:

12 months of continuous operation with only 1 brief tenancy interruption

8 tenants received ongoing wraparound support

4 tenants maintained regular employment

7–8 tenants regularly accessed food bank services

5+ tenants connected to mental health and addiction supports

1 tenant avoided incarceration through legal advocacy

1 tenant approved for disability supports and essential services

2 community students trained on-site through placement

Flanders Court continues to serve as a model of supportive housing success, offering stable accommodations, holistic support, and community-based care to tenants navigating complex challenges. Through responsive case management, community partnerships, and a deeply engaged staff, the program made a meaningful impact on housing retention, health access, and tenant empowerment.

Housing Intensive Case Management

The Housing Intensive Case Management (ICM) program continued to provide essential, wraparound support to individuals facing homelessness or precarious housing in our community. For the year, the program supported an average of 8 to 12 clients per month, adapting to everyone's unique circumstances; whether housed, unhoused, in temporary accommodations, or transitioning between supports.

Joyce Avenue Residence

Over the past year, Joyce Avenue Residence continued to provide a stable, supportive housing environment for 19 individuals with complex needs, including those facing mental health challenges, addiction, poverty, and legal barriers. Through consistent wraparound case management, trauma-informed care, and tenant-centered advocacy, the Joyce Avenue team supported tenants in navigating crises, setting and reaching life goals, and building pathways to independence.

Housing Stability and Tenancy

Joyce Avenue experienced remarkable housing stability throughout the reporting period. Only one new tenant was welcomed in April 2024, with no tenancy changes for the remaining 11 months. This reflects not only the effectiveness of the housing support team but also the success of tenants in maintaining safe, secure housing.

In several cases, tenants were flagged as stable enough to consider transitioning to more independent housing, while others remained in place due to ongoing wraparound needs.

PROGRAM REPORT

Housing Case Management Continues...

Health and Wellness Support

Health and mental health supports were at the forefront of case management throughout the year:

- 1 tenant successfully underwent foot surgery and received post-operative support, including an off-loading shoe from Reconnect NB.
- 1 tenant diagnosed with cancer was supported through three rounds of chemotherapy, with case managers providing stability throughout treatment.
- 5+ tenants regularly accessed mental health services, including psychiatrist appointments, long-acting injection clinics, and counselling support.
- One tenant supported by Early Psychosis Prevention was closely monitored during a mental health decline, with emergency safety planning and coordinated care ensuring stabilization.

The team also facilitated disability assessments, secured Social Development benefits (including dentures and personal support workers), and coordinated referrals for medical transportation, dentist appointments, and psychiatric care.

Addictions and Recovery Support

Substance use remained a central concern for many residents. Joyce Avenue's harm reduction approach helped tenants move toward recovery on their terms:

- 3 tenants were connected to detox or day treatment programs (IDT), some completing previous rounds and self-referring again as needed.
- One tenant openly disclosed an alcohol struggle for the first time, leading to a new recovery plan.
- Multiple tenants re-engaged with case management after relapse, demonstrating trust and resilience.

Peer support and safety planning were key strategies for tenants who were reluctant to engage with traditional services.

Food Security and Community Support

Food insecurity remained a significant challenge throughout the year. The housing team responded with compassion, consistency, and innovation:

- 17–19 tenants accessed the Peter McKee Food Bank monthly.
- 3 tenants per month received ready-made subsidized meals from United Way.
- Christmas Dinner and gifts were secured entirely through community donations and shared with all tenants, including those unable to attend in person.
- Beginning in February, 3 tenants began volunteering to help with bi-weekly food box deliveries, turning recipients into contributors, a powerful reflection of empowerment.

Education, Employment, and Life Skills

Several tenants made strides toward independence and long-term success:

- One tenant continued working with Employability Now and Social Development to finalize funding and start university at St. Thomas University in September 2025.
- This tenant also volunteered regularly, participated in a day treatment program, and requested additional routine supports to reduce substance use.
- Another was approved for dentures through Social Development and will begin fittings in the new year.

PROGRAM REPORT

Housing Case Management Continues...

Tenant Empowerment and Community Building

Tenant voices were amplified throughout the year:

- Tenant Advisory meetings were held to foster dialogue, feedback, and community ownership.
- NBCC student placements at Joyce helped build positive social interaction, supported one-on-one case management, and contributed to site improvements like organizing storage.
- Tenants expressed personal growth through activities like co-facilitating appointments, attending court voluntarily, or allowing others into their trusted spaces, small steps with big meaning in a trauma-informed context.

These examples highlight the life-affirming nature of wraparound housing support, which meets people where they are and helps them move forward at their own pace.

Housing Intensive Case Management

The Housing Intensive Case Management (ICM) program continued to provide essential, wraparound support to individuals facing homelessness or precarious housing in our community. For the year, the program supported an average of 8 to 12 clients per month, adapting to everyone's unique circumstances; whether housed, unhoused, in temporary accommodations, or transitioning between supports.

Housing Stability and Retention

More than a dozen clients maintained their housing throughout the year with the support of the ICM, while several others transitioned into more stable or appropriate housing. This included successful placements into Rising Tide units, NB Housing, and second-stage recovery housing like The Josh Project. In multiple cases, the ICM helped prevent eviction by negotiating payment plans with landlords, providing move-out support, and creating detailed service plans with clients. One client, previously at risk of eviction, was able to remain stably housed thanks to proactive intervention and coordinated care.

Navigating Health and Mental Health Systems

Each month, at least four clients were accompanied to critical health appointments, including hospital admissions, specialist visits, wound care clinics, and diabetes management services. The ICM played a hands-on role in navigating mental health systems, supporting medication adherence (including long-acting injections), and facilitating access to psychiatric care. Three clients were successfully connected to the Ergon MIND program, and two were able to attend rehab placements. The ICM also worked closely with the Phoenix Clinic and Ensemble to support clients accessing Opioid Replacement Therapy.

Supporting Justice-Involved Individuals

Justice system involvement was another key area of support. The ICM accompanied clients to probation check-ins, pre-sentencing meetings, and court hearings—ensuring legal obligations were met and housing stability preserved. In at least two cases, clients avoided incarceration due to advocacy and the presentation of case management records to the courts. The ICM also collaborated with the Department of Justice and Public Safety (JPS) and local law enforcement to support rehabilitation-focused outcomes.

PROGRAM REPORT

Housing Case Management Continues...

Partnerships and Community Connection

Collaboration was central to the program's success. The ICM regularly coordinated with key community partners, including Rising Tide, Ensemble, Mental Health and Addiction Services, the Humanity Project, and the Department of Social Development. Through case conferencing, HART meetings, and warm referrals, the ICM ensured clients received streamlined and coordinated care. A notable highlight was the transition of a veteran client to the YWCA's case management program through partnership with the Veterans Connection Program, demonstrating how collaborative networks can lead to long-term housing and wellness solutions.

Key Outcomes



8–12 clients supported monthly, with intensive and individualized case management



Over 50 medical, mental health, and addiction appointments attended alongside clients



6 clients transitioned to stable housing, including through Rising Tide and recovery housing



Eviction prevented in at least **3 cases** through landlord advocacy and service coordination



Holiday outreach to over **10 clients**, with food, gifts, and wellness checks



Consistent collaboration with **10+ community** organizations to ensure continuity of care

PROGRAM REPORT

EMPLOYMENT AND YOUTH PROGRAMS

Employability Now

In 2024–2025, the Employability NOW program in Moncton remained a cornerstone of the John Howard Society's employment supports, offering personalized, one-on-one coaching and group workshops to individuals facing barriers to employment. Between April 2024 and February 2025, the program received over 336 referrals, a clear indication of the community's growing reliance on the service. The program team responded to this demand by streamlining their intake process and monitoring caseloads carefully to ensure balanced workloads across staff, enabling them to provide thoughtful and consistent support.

The program's reach extended beyond the office walls, with the employment team making a concerted effort to increase community visibility and build stronger referral partnerships. Presentations were delivered at Moncton Head Start, Horizon Health's Intensive Day Treatment (IDT) program, the Department of Social Development, and Inclusion NB. These outreach efforts introduced new audiences to the Employability NOW, Youth Essential Skills and Strategies (YESS), and Employment Enhancement (EEP) programs, while simultaneously reinforcing a wraparound approach to client care.

Employability Now's workshop offerings throughout the year were diverse and highly responsive to client needs. Participants attended sessions on resume writing, networking, and mental health in the workplace, skills essential not only for obtaining jobs, but for maintaining them. These group-based workshops provided an opportunity for peer learning, increased confidence, and a deeper sense of community among job seekers.

The employment counselling team also collaborated closely with external partners to address complex client situations, particularly where employment barriers intersected with mental health, housing insecurity, or legal challenges. The team played an instrumental role in helping several clients access housing, advocating for workplace accommodation due to mental health concerns, and connecting clients to addiction recovery supports. The team's regular visits to the Bridge to Home Hub further reinforced these efforts, offering on-the-spot employment assessments, guidance, and referrals for guests who may not otherwise access formal employment services.

Over the year, more than 25 clients successfully secured employment, including full-time, part-time, and supported positions. While some placements were direct results of job fairs, others came from months of strategic coaching, confidence-building, and advocacy by employment counsellors. Notable engagements included the Oulton College Job Fair and the Avenir Centre Career Expo, where the team not only promoted the program but also accompanied clients to navigate job search environments and establish relationships with employers. These events also enabled the program to build partnerships with employers and networks like CCRW, Working NB, and Circles of Healing.

Employment Enhancement Program

The Employment Enhancement Program at the John Howard Society of Southeastern New Brunswick played a vital role this fiscal year in supporting individuals facing complex barriers to employment. The program operated on a rolling intake basis, offering participants an opportunity to build employability skills, address personal and systemic barriers, and gain hands-on experience through subsidized job placements. Between April 2024 and March 2025, the program received over 60 referrals, with 41 individuals accepted into the program and 30 successfully entering job placements. 8 participants left the program at this phase due to mental health reasons. By year-end, 14 participants had completed their placements and transitioned into unsubsidized employment with their placement employers, and 14 were retained by their placement employers.

Participants began their journey in the classroom phase, receiving individualized and group-based instruction focused on workplace readiness, emotional regulation, communication, and values exploration. Our facilitator provided trauma-informed and strength-based support, recognizing that many participants came with a history of justice involvement, mental health challenges, housing insecurity, or limited work experience. Throughout the year, over 150 hours of classroom instruction were delivered across various cohorts. Topics ranged from coping with workplace stress and understanding employer expectations to managing time effectively and identifying personal motivators for success.

The Employer Liaison remained instrumental in building and maintaining relationships with businesses across Moncton, Dieppe, and Riverview, developing a pool of more than 20 employer partners willing to host placements. These partnerships were cultivated with care, ensuring that employers were not only supportive but aligned with the values of second chances and inclusive hiring. Employers who demonstrated a strong commitment to mentoring and accommodating participants were prioritized for placement matches. In recognition of their support, the team distributed appreciation packages in December, small gestures that reinforced lasting partnerships.

PROGRAM REPORT

Employment And Youth Programs Continues...

Throughout the year, participants experienced various levels of success and challenges.

While two individuals exited placements prematurely due to personal or performance-related difficulties, they were re-engaged in classroom supports and successfully re-matched with new employers, demonstrating the team's commitment to wraparound and continuous support. Notably, one participant maintained his original placement for over 13 weeks, exceeding expectations and growing in confidence and professional capacity.

The Employment Enhancement team also expanded outreach this year by presenting the program to several community stakeholders, including the Intensive Day Treatment Program, Oulton College, MAGMA, and Moncton HeadStart. These presentations helped diversify the referral base and created new pathways for community collaboration. In addition, program staff attended the New Brunswick Career Development Association (NBCDA) Annual Conference, ensuring they remained current with best practices in employment services and mental health-informed programming.

Importantly, the program also supported participants with pressing life challenges outside of employment. During the year, at least four participants identified as homeless or precariously housed, and the team worked closely with internal housing supports and external partners to connect them with resources. Food security, transportation, and mental health referrals were all part of the individualized support approach, acknowledging that employment stability is deeply tied to broader social determinants of health.

By the end of March 2025, the Employment Enhancement Program was operating at full capacity, with a waitlist in place for the upcoming year. The team's consistent and compassionate efforts throughout the year ensured that participants not only gained workplace experience but also reclaimed self-worth, strengthened coping skills, and built foundations for long-term independence.

Key Impacts:

60 referrals received, with 41 enrolled 17 dropped out or removed due to not being work-ready and 30 entered job placements 8 dropped the program at this phase.

14 participants transitioned into unsubsidized employment

150 hours of pre-employment instruction delivered

20 employer partnerships built or maintained

2 individuals supported with housing and basic needs in addition to employment preparation

Collaborated with 6 referral partners, including MAGMA, CCRW, Moncton BGC, Moncton Cares, YMCA, IDTP, and Internal Programs

Program reached full capacity by February 2025 with active waitlisting

PROGRAM REPORT

Employment And Youth Programs Continues...

YOUTH OUTREACH PROGRAM (YOP)

In 2024–2025, the Youth Outreach Program (YOP) continued its mission of supporting youth experiencing racism, discrimination, and systemic challenges within the school system while promoting inclusion, empowerment, and equity. The program reached across 16 schools, spanning from Port Elgin to Petitscodiac, and delivered equity-based classroom presentations, workshops, and individual support to students.

Throughout the year, the program facilitated impactful presentations on topics such as The Power of Language, helping students better understand how communication shapes relationships, identity, and social justice. Equity Liaisons also provided critical advocacy for families and youth navigating racism and exclusion in the school system. In total, eight class-based presentations and two full gym workshops were conducted, directly engaging approximately 360 students and educators.

A major achievement this year was the co-creation of New Brunswick's first-ever Anti-Racism Response Map, developed in collaboration with the East District and school stakeholders. This tool provides schools with a step-by-step guide for addressing and responding to racism and discrimination. The map, created over five months with youth liaisons as part of the leadership team, has now been distributed to all schools within the mapped region, setting a precedent for how schools can take action against systemic harm.

The YOP also emphasized community service and empowerment through initiatives such as the IMPACT Class Project, where 25 students from Maplehurst School collected and donated 25 bags of clothing and footwear to Monarch Landing Shelter. This initiative not only taught youth about social responsibility but also demonstrated the collective impact of youth-led giving.

Over the summer, the team remained connected to youth, with 35 students registering for summer engagement programs. These efforts culminated in a well-attended community BBQ in Beechwood, alongside a donation drive that benefited local families. This consistent engagement throughout the summer helped prevent social isolation and maintained strong peer connections outside the school calendar.

In its justice-related work, the YOP also supported two youth in conflict with the law, helping one secure a Restorative Justice agreement. This youth, instead of receiving formal charges, was allowed to reflect and grow, later going on to win first place in the weightlifting division of the Special Olympics, an inspiring demonstration of how second chances can change the trajectory of a young person's life.

As the program entered its wind-down phase in early 2025, the focus shifted to developing transition plans for students, ensuring they continue to receive the necessary support through school and community channels. A survey was also initiated to capture feedback from school partners, supporting evaluation and potential future development.

Program Statistics (April 2024 – March 2025)

4,500+
youth engaged across
Moncton, Riverview,
Shediac Cape, Port
Elgin, Petitscodiac, and
Salisbury.



The youth outreach
program has worked
directly with over

4500
youths in the greater
Moncton area
(Moncton, Riverview,
Shediac Cape, Port
Elgin, Petitscodiac and
Salisbury).

PROGRAM REPORT

JUSTICE PROGRAMS

The John Howard Society of Southeastern New Brunswick Justice programs aim to promote safe and healthy communities by addressing the root causes of crime and supporting individuals at risk of or involved in the criminal justice system, formerly incarcerated persons, and clients who have engaged in abusive behaviors, by equipping them with tools and strategies to manage behavior and emotions.

Our organization continues to lead with a restorative, trauma-informed approach through our Justice programs. This year, our teams have supported hundreds of individuals through these broad programs:

- Health Canada Community Action Fund,
- Integrated Correctional Program Model (ICPM)
- Justice and Public Safety, Emotions Management and Violence Prevention Programs
- Correctional Services Canada STTBI program
- Record Suspension

Through providing services like counselling, case management, and skill development to help people reintegrate into society, our focus remained on reducing recidivism, promoting accountability, and supporting meaningful reintegration.

Community Action Fund

The Community Action Fund is designed to support community initiatives, often with a focus on addressing specific social needs or promoting community well-being. Through this program, our Justice Program Unit delivered presentations about Hep-C and HIV in Federal and Provincial Prisons. Following each presentation, facilitators engage participants in discussions about release planning and available community support. Resource guides specific to various Atlantic communities are shared with individuals approaching release and expressing interest. In several cases, staff collaborated with institutional case management teams to provide consultation on complex release plans for individuals with high needs. As a result, participants of the health information sessions received vital assistance, including support with housing and shelter placements, access to medications, clothing, and other essential resources to support a safe and stable transition back into the community.

Key results: In total, the program reached 326 incarcerated this fiscal year from April 2024 to March 2025. Based on the data collected, 88% of Women reported an increase in knowledge about STTBIs, while 64% of men reported an increase in knowledge about STTBIs. Additionally, 56% of men reported a reduction in risky behaviors, and 76% of women reported a reduction in risky behaviors.

Integrated Correctional Program Model

The Integrated Correctional Program Model (ICPM) is a key rehabilitative initiative delivered by the John Howard Society of Southeastern New Brunswick in partnership with Correctional Service Canada. ICPM supports medium- to high-risk adult clients on community supervision.

The program focuses on providing behavior management, relapse prevention strategies, and reintegration support to individuals involved in the correctional system. By addressing both cognitive and behavioral challenges, the ICPM helps participants better manage their actions and prepare for reintegration into society. Throughout the 2024-2025 fiscal year, 30 clients participated in the ICPM program, contributing significantly to reducing recidivism and supporting personal growth among participants.

Justice & Public Safety (JPS) Emotions Management And Violence Prevention Programs

The John Howard Society of Southeastern New Brunswick delivers a range of specialized programs under the Department of Public Safety's Justice and Public Safety (JPS) initiatives. These programs are designed to promote emotional regulation, reduce the risk of reoffending, and support healthier relationships. The programs include the JPS Violence Prevention Program, the JPS Emotions Management for Women Program, the JPS Domestic Violence Prevention for Women Program, and the JPS Domestic Violence for Men – Low Intensity Program. The programs include low-intensity and standard courses for men, women, and gender-diverse individuals, offered in group sessions and one-on-one formats.

Key Results:

JPS Violence Prevention Program (VPP): The VPP supported adult males mandated by the courts to address interpersonal violence, particularly in intimate relationships.

24
participated in
the program
this year

Sessions focused
on recognizing
cycles of abuse,
power, and control,
and developing
healthier relationship
behaviours

A trauma-
informed, client-
centred approach
led to increased
engagement and
accountability.

Participants reported
improved anger
management,
communication, and
emotional regulation
skills.

Participants received
holistic support, including
referrals to housing,
employment, and
addiction services

PROGRAM REPORT

JUSTICE PROGRAMS

Domestic Violence for Men – Low Intensity

- A court-mandated program designed for men with lower risk levels who have used violence in intimate relationships.
- 24 participants and clients were supported.
- Sessions focused on building insight into power dynamics, improving conflict resolution skills, and adopting non-violent communication strategies.
- Cognitive behavioural tools were used to challenge pro-violence beliefs and promote accountability.
-

Emotions Management for Women

This trauma-informed program was delivered to justice-involved women experiencing challenges with emotional regulation.

- 12 participants engaged in the program.
- Core topics included emotional awareness, coping skills, grounding techniques, and healthy boundaries.
- The group setting provided a safe space for women to share experiences and build resilience.
- Participants showed increased self-confidence, improved communication, and reduced emotional reactivity.

Domestic Violence Prevention for Women

This program supported women who have used violence in relationships and/or experienced complex trauma.

- 12 participants engaged in the program this year.
- The program explored trauma history, survival responses, and patterns of behaviour within relationships.
- Delivered through a trauma-informed, strength-based lens, encouraging self-awareness and behaviour change.
- Wraparound supports included referrals to housing, mental health resources, and community-based services.

Through funding from the Correctional Service of Canada (CSC), the John Howard Society of Southeastern New Brunswick delivers education and support programs focused on Sexually Transmitted and Blood-borne Infections (STBBIs), with a particular emphasis on Hepatitis C. The program provides participants, particularly those at higher risk, with vital information on the transmission, testing, treatment, and prevention of Hepatitis C, HIV, and other STBBIs. In addition to In-Reach education within provincial correctional institutions, the program also supports access to treatment and facilitates connections to community healthcare services upon release.

- 172 individuals participated in the STBBI workshop, World Hepatitis Day events, and community health fairs
- Services included pre-/post-test counselling, referrals to healthcare professionals, and ongoing follow-up.
- Outreach prioritized underserved populations, including those experiencing homelessness and substance use.
- The program helped reduce stigma, improve health outcomes, and connect individuals to vital community resources.

Record Suspension Program

The Record Suspension Program at the John Howard Society of Southeastern New Brunswick assists individuals with criminal records to navigate the process of applying for a record suspension (formerly known as a pardon). By supporting clients through each step, from eligibility assessment to application preparation, the program helps reduce barriers to employment, housing, and community reintegration. This service plays a vital role in promoting second chances and supporting individuals in building more stable and productive lives.

This program assisted individuals in navigating the process of applying for a record suspension (formerly a pardon), helping remove barriers to employment and reintegration.

52 clients received individualized support

6 clients moved through different steps in their process

Services included eligibility screening, paperwork assistance, and guidance through the Parole Board process.

Many participants reported increased confidence and hope as they moved forward with their goals.

PROGRAM REPORT

OUTREACH PROGRAMS

VETERAN CONNECTION PROGRAM

The Veteran Connection Program remains a vital initiative in Southeastern New Brunswick, identifying, supporting, and advocating for veterans who are experiencing or at risk of homelessness. Through intensive case management, consistent outreach, and strong collaboration with local and national partners, the program supported over 20 unique veterans this year and completed about 100 case management goals.

Throughout the reporting period, the program demonstrated a strong commitment to individualized, wraparound support. Veterans were assisted with verifying military service, securing income through Social Development, navigating the Housing NB waitlist, and accessing essential services such as mental health care, addictions support, and health coverage. In several cases, the program overcame critical barriers, such as a lack of phone access or identification, by providing donated resources, program-funded support, or hands-on advocacy. One particularly impactful case involved securing a donated phone and activating a temporary service plan so a veteran could begin job searching and receive housing updates. Another case saw a veteran connected to Veterans Counseling, where he accessed up to 20 free therapy sessions to support his mental wellness.

Key Program Metrics



Health & Mental Health Supports

- Veterans connected to VAC to support applications for the condition award – 2
- Veterans enrolled in NB Seniors' Drug Plan: At least 2
- Veterans referred to addiction services or detox: 2
- Veterans connected to Veterans Counseling (free therapy): 1 with 20 sessions)

Financial & Benefits Support

- Veterans connected for income support/stability – 9
- Supported and accompanied many veterans to ID clinics (ReConnect), as well as attending their social development appointment and providing support to obtain their required documents.

Community & System Navigation

- Case management goals closed successfully: 94
- Peer Support Group for Veterans launched: 1
- Veteran Respect Forum hosted: 1 (13 service providers attended)

Program Engagement & Outreach

- Presentations to Royal Canadian Legion Presidents: 1 (10 Legion Branches)
- Community events attended (e.g., Poppy Campaign, Memorial Parade): 2
- Veterans connected to national research initiatives: 1 confirmed (female veteran homelessness)

As Moncton continues to struggle with housing availability and affordability, the need for collaborative, veteran-specific services has never been more critical. Through relentless advocacy, hands-on service delivery, and deep community partnerships, the program remains steadfast in its mission to ensure that no veteran is left behind.

PROGRAM REPORT

Outreach Programs Continues...

OUTREACH COMMUNITY NAVIGATOR PROGRAM

Throughout the 2024–2025 fiscal year, our Outreach Community Navigator program provided person-centered, trauma-informed support to over 26 individuals facing complex and intersecting challenges such as homelessness, involvement with the justice system, financial hardship, and barriers to accessing community resources.

Justice-involved individuals received proactive support through pre-release planning and connection to housing and essential services. At least six justice-involved clients benefited from this wraparound approach, including incarcerated youth and adults navigating community reintegration.

In one case, we successfully advocated on behalf of a youth in custody, linking him to Youth Quest and ensuring he had a plan in place before release.

Housing and homelessness interventions remained a core focus of our work. We supported more than 10 individuals experiencing homelessness, including seniors living in vehicles and those with long histories of street involvement. Our Navigator collaborated with partners such as Reconnect, Coordinated Access, and Housing NB to advocate for clients, secure housing interviews, and ensure timely move-ins. Notably, a senior who had refused help from all agencies agreed to work with our Navigator and was eventually housed through Reconnect on January 1, 2025. This is a testament to relationship-based outreach and persistence.

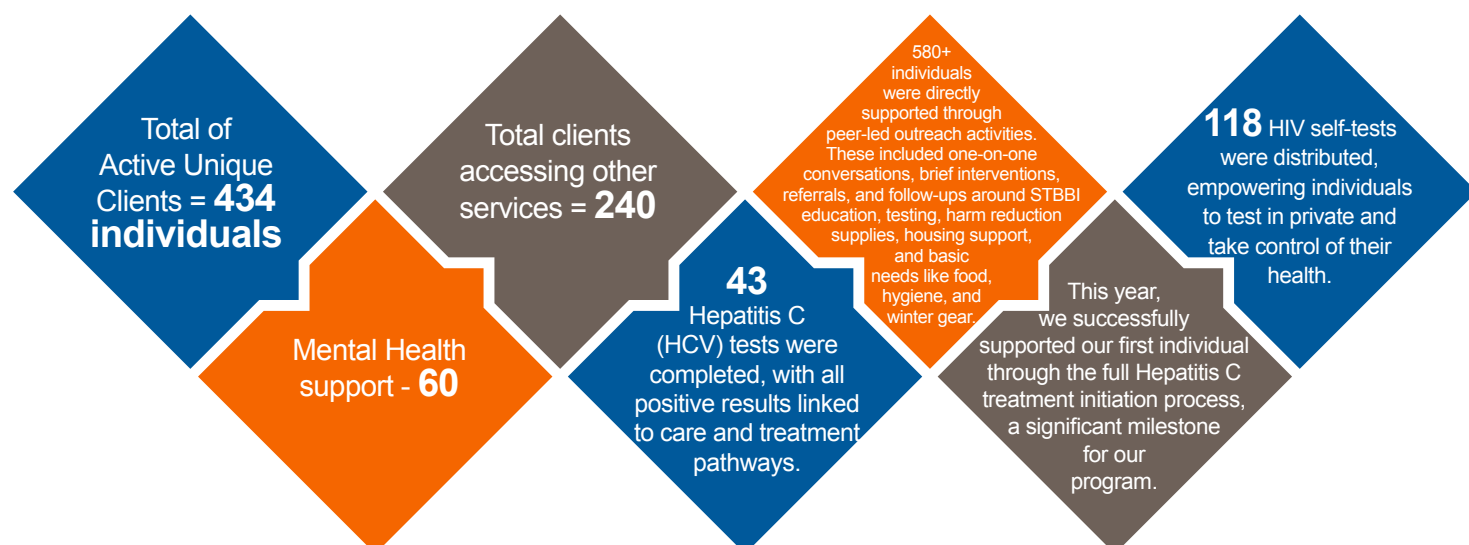
The program also addressed crisis-level needs, including a lack of basic furniture and safe shelter. We delivered a mattress to an individual sleeping on the floor and coordinated emergency accommodation for a person stranded in the community without funds. These interventions often bridged critical gaps, preventing further decline and helping stabilize clients.

PEER OUTREACH & HARM REDUCTION

The Peer Outreach & Harm Reduction Program, supported by the Harm Reduction Fund, provides essential low-barrier services to individuals who use substances and/or are experiencing homelessness. Using a trauma-informed, person-centered, and nonjudgmental approach, our peer-led team engages individuals in crisis and connects them with services related to harm reduction, housing, testing, and treatment for Hepatitis C and other STBIs (sexually transmitted and blood-borne infections).

This year, the program continued to grow in reach, partnerships, and impact. Peer outreach workers were embedded in the community, visiting drop-in centres, shelters, transitional housing sites, and correctional institutions. The team brought services to where people were, ensuring access to critical supports that can often be out of reach for those facing systemic and social barriers.

Key Highlights & Achievements



PROGRAM REPORT

Outreach Programs Continues...

FRESH FOR LESS PROGRAM

The Fresh for Less program continued to provide accessible and affordable fresh produce to individuals and families in need throughout the fiscal year. With the support of dedicated volunteers and community partners, the program maintained steady delivery of monthly produce bins, serving both long-standing and new participants with consistency and care, and delivering 873 produce bins and 68 new clients joining the program.

Our team assembled and delivered an average of over 80 produce boxes per month. Community support remained strong throughout the year. In December, while no regular deliveries were made due to the holiday break, Fresh for Less volunteers supported our larger holiday efforts by assisting with the Christmas Box program and personally delivering turkeys to recipients in need.

COMMUNITY HUB ON JOYCE

In 2024–2025, the Community Hub on Joyce continued to be a vibrant, inclusive space where individuals, organizations, and community groups came together to learn, celebrate, and connect. Over the past year, the Hub recorded more than 17,000 unique foot traffic across over 530 events, ranging from workshops and fitness classes to weddings, community markets, and cultural celebrations.

Recurring clients such as the Department of Health, BGC Moncton, CAFi, Weight Watchers, Men's and Women's Probus Clubs, and Visions United continued to make the Hub their preferred meeting space, while new clients, including Affinity Group, found value in our facilities and services, leading to repeat bookings. Notably, our first wedding booking generated multiple referrals, and the Teaching Kitchen saw increased use for culinary workshops, corporate demos, and community meals. With consistently positive feedback on service delivery, catering, and client experience, the Community Hub on Joyce continues to strengthen partnerships and serve as a cornerstone of community life in Southeastern New Brunswick.

Success Stories

Domestic Violence Prevention (Men) – Client success story to a Facilitator

"I just received my Domestic Violence certificate and your little note. Thank you so much for everything you did for us, and thank you for caring. It felt good not to feel like a monster for the first time in 2 years.

You're an amazing person, and you make a huge difference in some people's lives. You did for me, and I'll never forget you".

Mr. L - Overcoming Barriers to Employment Success

Mr. L, a recovering individual living with ADHD and focus-related challenges, faced barriers to employment that were compounded by his rural location and limited digital skills. Our employment team provided structured strategies to strengthen his executive functioning, digital literacy, and job readiness, while also offering coaching to build his confidence with employers.

A turning point came when he joined a specialized pre-employment program, where he refined his skills and gained the technological tools needed to succeed. With this support, Mr. L was successfully placed with an employer who recognized his strengths. Today, he is thriving in his role, showing how tailored, consistent support can turn barriers into lasting employment success.

Miss R- A Journey from Anxiety to Employment Success

Miss R, a long-term client facing severe anxiety, dissociative episodes, and unstable living conditions, needed support that addressed both her basic needs and employment goals. Our team first focused on stability, securing housing and food security, so she could engage more fully in her employment journey.

With a foundation in place, we introduced customized SMART goals, mental health strategies, and gradual exposure to job search activities. Participation in a specialized pre-employment program helped her build technical and soft skills in a supportive setting.

Today, Miss R is thriving in a close-knit workplace within her chosen field. Her success highlights how holistic, person-centered support, combining stabilization and workforce development, can help clients with significant anxiety disorders achieve meaningful employment.

Veteran Housing Success Story – Moncton

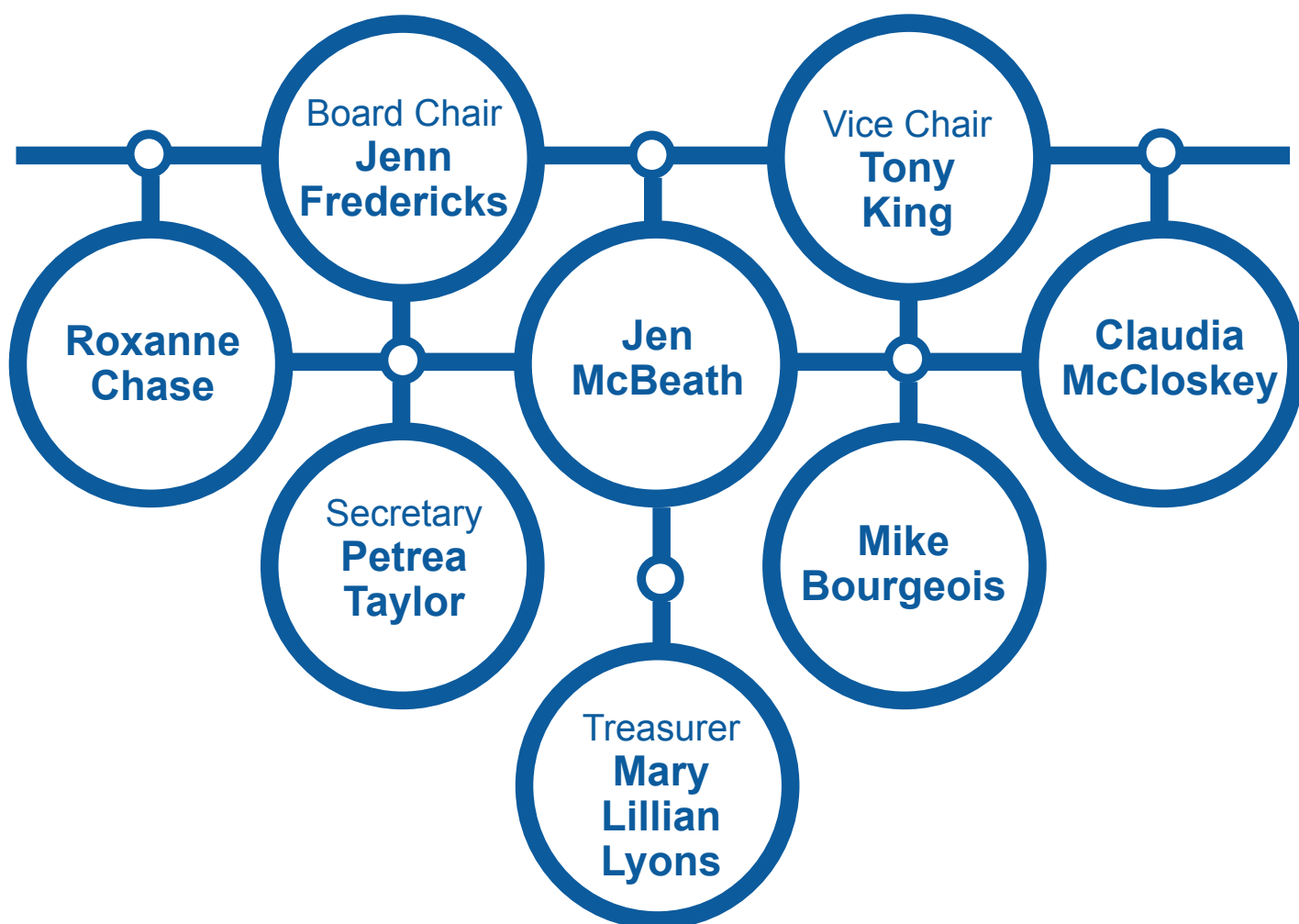
Through a referral from VETS Canada, we met a Veteran who had recently relocated to Moncton and was staying in a hotel, facing the risk of homelessness. Our Veteran Community Connector (VCC) quickly completed an intake and, while he was placed on a housing waitlist, worked with community partners to keep him supported and housed.

When a housing partner had an opening, he was interviewed, accepted immediately, and secured permanent housing. While waiting to move in, the VCC collaborated with VETS Canada, Royal Canadian Legion Branch 6, and Veterans Affairs Canada to ensure food security, wraparound supports, and a safe hotel stay.

During this time, the Veteran also attended the "Moving Forward" clinic at the Bridge to Home Hub, where long-standing issues, including 14 years of unfiled taxes, lack of ID, and medical coverage, were resolved in one day, with successful enrollment in the New Brunswick Drug Plan.

He is now thriving in his new home, building social connections, and feeling safe and secure. With housing in place, our next step is ensuring his service-related injuries receive the care and support they deserve.

BOARD MEMBERS



THANK YOU

Thank you to all our friends, supporters, funders, donors, clients, participants, and beneficiaries of our programs and services in the **2024-2025** fiscal year. Your support has been instrumental in driving positive changes, and we remain grateful for your trust in our mission.



John Howard

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Elevate, Empower, Enrich

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