



John Howard

SOCIETY OF THE LOWER MAINLAND OF B.C.

Annual Report
2008-2009

MISSION STATEMENT AND CORE VALUES

The John Howard Society works for effective and humane criminal justice through reform, advocacy, direct service and public education in order to promote a safe and peaceful community.

People have the right to live in a safe and peaceful society as well as the responsibility to accept humane consequences when this right is infringed.

Every person has intrinsic worth and must be treated with dignity, equity, fairness and compassion before the law.

All people have the potential to become responsible citizens.

Every person has the right and the responsibility to be informed about and involved in the criminal justice process.

Justice is best served through measures that resolve conflicts, repair harm and restore peaceful relations in society.

Independent, non-profit, non-government organizations have a vital role in the criminal justice process.

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PRESIDENT'S REPORT

It is with great pleasure that The Board of Directors is able to report that the John Howard Society of the Lower Mainland of British Columbia ("JHSLMBC") has completed another successful year. We have experienced substantial growth, especially in the area of Community Services. As we continue to expand in this area, we are able to achieve a higher profile in the community at large, which allows the general public the opportunity to appreciate the excellent work that this organization does.

The JHSLMBC has weathered the economic uncertainty of the last year and has been able to maintain our healthy financial position through prudent fiscal management and the successful pursuit of new funding resources. Our strongest area of service remains in the area of Community Living and the Federal Corrections system.

Our management personnel, through their canny financial skills and innovative management style, have ensured the success of a number of projects throughout the year. Our hard working and dedicated staff have made our partnership with Service Canada's Homeless Partnership Initiative so successful that we have had our funding renewed for a further three years. This project assists people to obtain secure housing once they leave Provincial custody. It is well established that the lack of affordable and secure housing is one of the leading reasons that people fail to thrive once they return to the community. Our effort in this area not only substantially improves the quality of life for our clients but also improves the safety of our communities.

We continue to expand and upgrade our property assets. We purchased another property to house our growing Community Services and have continued to improve our existing buildings so that our clients can feel proud of the place they live. It is essential that people feel a sense of engagement and satisfaction with their home in order to assist them to move onward and upwards in their lives.

The Board continues to pursue numerous opportunities to expand our skills and knowledge through partnership with organizations such as Volunteer Vancouver. We have the benefit of an excellent working relationship with the organization's management team and enjoy meeting staff. The Board also eagerly participates in meeting with other people in the sector through attendance at conferences, both at the regional and national level.

The JHSLMBC will never lose sight of our constituents. The people who are suffering and who find themselves in the jaws of the criminal justice system will always be our first priority. These people are us. There is no 'other'. Our organization will continue to provide support, guidance, understanding and compassion to our fellow human beings, no matter what they may have done in the past. Patience and tolerance are required in order to help people to become productive. Our goal remains the same; to be the most effective voice for a humane criminal and social justice system. It is the only path to a happy, healthy and safe community.

We remain committed to providing our clients with effective and compassionate advocacy and our resolve is underscored by the clear understanding that, in order to do so, we must positively address the root causes of social dysfunctionality rather than focusing exclusively on the negative outcomes.

We look forward to another year of exciting new opportunities, building upon our past successes and seeking to meet the challenges of the future through ongoing creative, positive and innovative means. On behalf of the Board, I wish to thank all of the people who have contributed to the organization's success over the past year, the paid and volunteer staff, our members, our funders, our supporters in the community and especially our clients who have had the courage to believe in themselves and to provide us with the chance to help them upwards and onwards on their journey.

Pamela Smith-Gander

EXECUTIVE DIRECTOR'S REPORT

This year our organization supported 7,128 persons through 49,439 contacts. This breaks down as follows: Our Residential and Outreach programs supported on average 88.19 people each day or 32,189 contacts (each day counted as one contact); Community Services supported 1,475 clients through 3,510 contacts; the Homeless Partnership Initiative assisted 1,248 individuals through 4,424 contacts; Employment Preparedness Program at Fraser Regional Correctional Facility served 212 people through 585 contacts; Prostitution Offender Program provided five education seminars to 198 people through 396 contacts; Correctional Service of Canada Mental Health Outreach supported 21 people through 3900 contacts; Youth Advocacy supported 71 youth through 691 contacts; Restorative Seminars delivered 114 presentations at 54 locations to 3744 people. The need for affordable supported housing remains our greatest need. This year we recorded 1,103 requests for our residential support programs leaving us unable to assist 946 people.

Renovations at Tims Manor continued to promote our "Living Up" philosophy. Included in this project was the completion of the sprinkler system, landscaping, window replacement, complete washroom renovations in all units, four new kitchens and exterior doors replaced. Miller Block required renovations to a leak in the rear wall and minor renovations were completed at Hobden House, Guy Richmond Place and Vancouver Apartment.

To address the growing demand for Community Services and Community Living Outreach expansion an adjacent property to our existing community services office was purchased. The renovation to this additional area will be completed in June 2009.

The success of our partnership with Service Canada's Homeless Partnership Initiative to assist persons in Provincial Custody secure housing has led to a two year renewal of this project. The Vancouver Foundation provided also supported our proposal to add a housing placement outreach worker starting April 1, 2009.

We continued implementing strategies to reduce paper and increase efficiencies by exploring the purchase of database. In partnership with the John Howard Society of British Columbia and the Regional Societies we are taking steps towards purchasing this resource. This data base will essentially make our agency paperless, increase efficiencies relating to data retrieval, data storage and possibly allow for electronic personnel filing.

The Agency continued to contract Executive Officer services for the John Howard Society of BC. JHSBC continued its partnership with the Ministry for Children and Family Development to provide Youth Advocacy Services in Burnaby, Victoria and Prince George. We also continued to provide accounting and payroll services to JHSBC, the John Howard Society of Victoria and the British Columbia Yukon Halfway House Association.

I wish to thank all the staff and volunteers for their motivation, dedication and passion throughout the past year. I am energized by the knowledge that I work with such intelligent, insightful and empathetic people within the John Howard movement. To invest your expertise in a not for profit organization that is often misunderstood by the community takes courage and conviction. I thank you all for your commitment!

The John Howard Society of the Lower Mainland of BC is very proud to provide service on behalf of the community. We encourage you to tell your family, friends and colleagues about the work we do and the positive impact we have made to many people's lives. We encourage you to support the organization by becoming a member and owner of the Society or through a gift to the organization. We also have many Volunteer or Employment positions with our Team if this is a better fit for you.

There are too many supportive organizations and individuals to mention in this report. I hope that throughout the year, the JHSLM has been able to express our gratitude to you.

Tim Veresh

Tony Kennedy – Residence Manager

Description of Service

Guy Richmond Place (GRP) is an 18 bed Community Residential Facility (CRF) under contract from the Correctional Services of Canada (CSC). Guy Richmond place is operated by the John Howard Society of the Lower Mainland of British Columbia and provides a stable home environment with added structure for men on Conditional Release from both Federal and Provincial Institutions. Guy Richmond Place (GRP) takes pride in providing residents with a safe and hospitable environment. All residents are provided with food, a clean furnished room with cable, linens and laundry amenities. In addition all residents have access to two communal televisions, one DVD player, and a resident's phone line with voice mail, a weight room and a computer with access to the internet.

Through direct client service GRP staff continually provides clients with support, advocacy and information on community resources. As clients reintegrate back into the community they face a multitude of obstacles such as obtainment of personal identification, medical insurance, employment, banking services, transportation, recreation passes and housing. With the assistance of staff, practicum students and volunteers, Guy Richmond place is able to meet the dynamic needs of each individual client.

Mission statement: Guy Richmond Place provides a supportive homelike environment that assists individuals to become responsible citizens.

Admission Criteria

Referrals are received from the Vancouver Parole Officer of the Correctional Service of Canada with potential clients screened on a weekly basis. Local community representative reviews all accepted files and ensures that files meet the screening criteria.

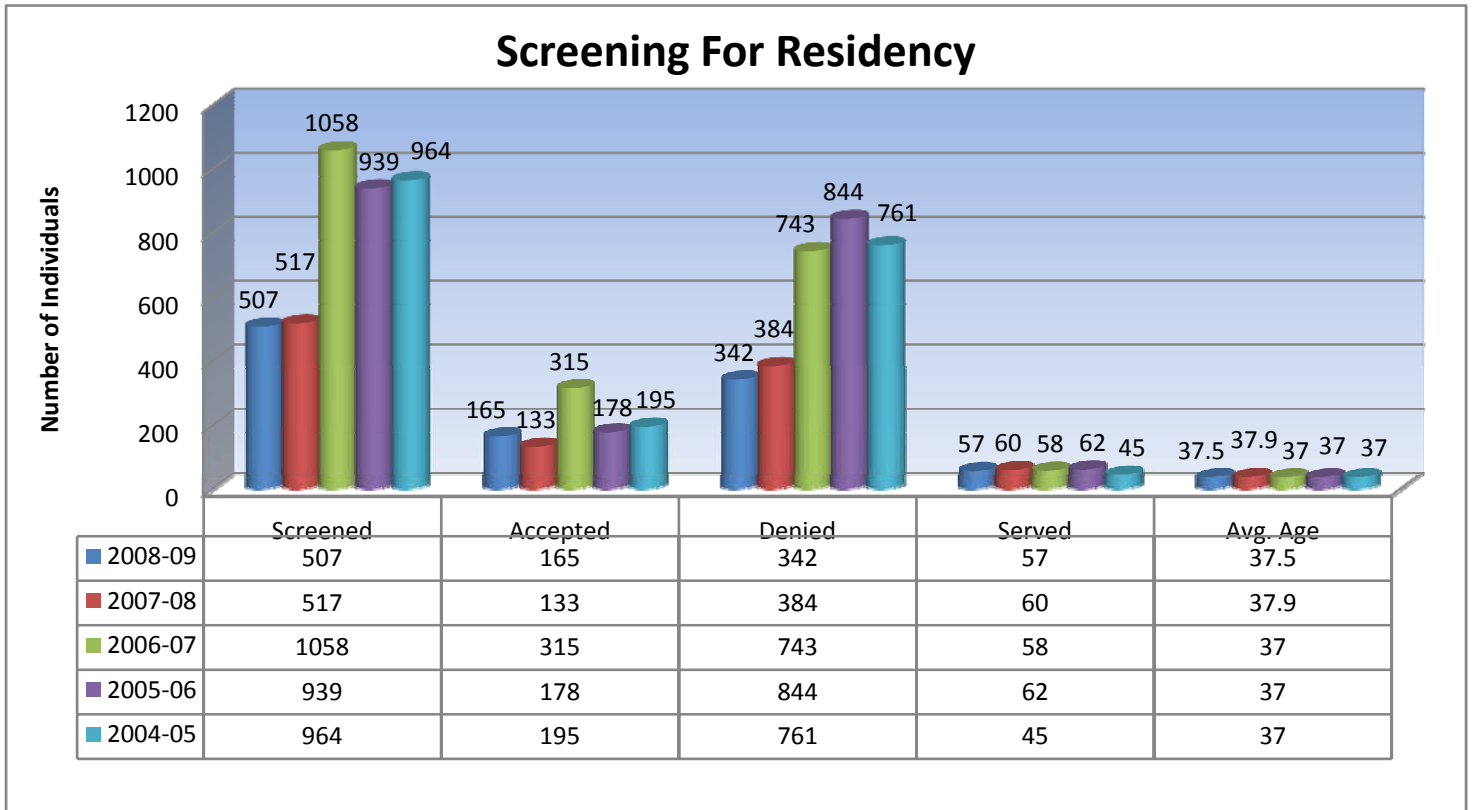
Guy Richmond Place will consider all referrals that meet the following criteria:

- The potential resident must be on Conditional Release from a Federal or Provincial Correctional Institution
- Residents must be accepted to GRP by either the House Manager or Director of Programs after a review of their Correctional File
- Must be able to live in a group setting
- Must have made some progress in dealing with the criminogenic factors that prompted the offence for which the potential resident is serving sentence
- Must have accepted responsibility for the actions, which led to incarceration.

Guy Richmond Place is not an appropriate placement for those who are:

- Physically challenged by the layout and design of the house (the house is not wheelchair accessible)
- Participating in significant and untreated substance abuse
- Refusing treatment for mental health issues
- Refusing treatment for sexual abuse and violence issues

Population Served



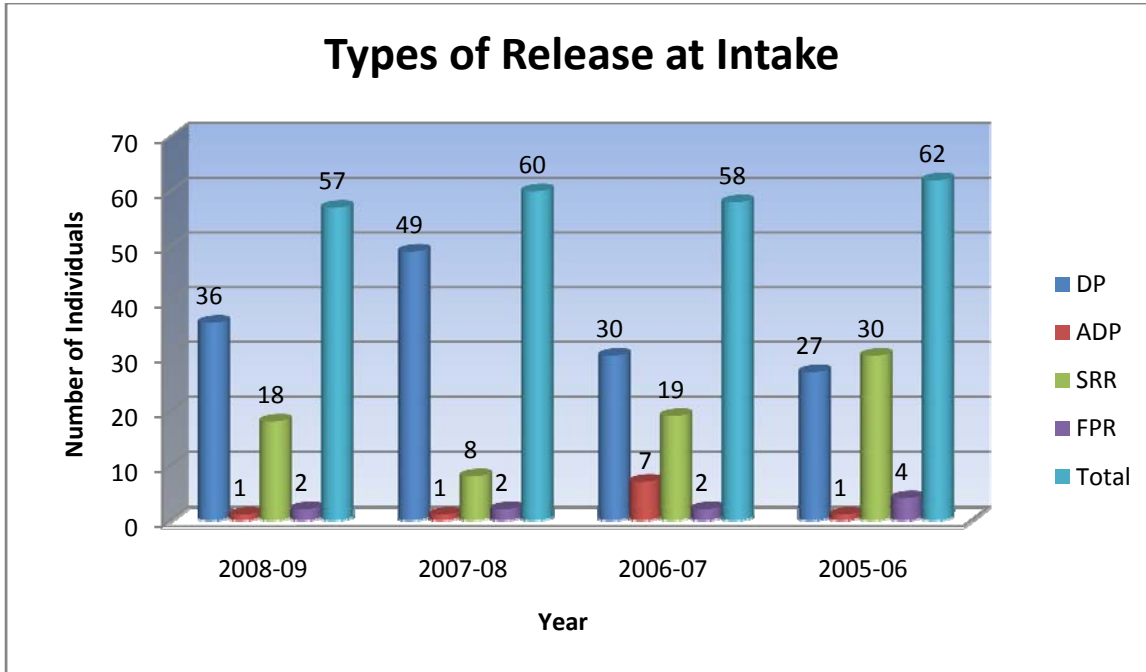
Since 2007 Vancouver and New Westminister have been separated into two separate districts. This year GRP screened 507 potential residents which are about the same as last year's of 517 screenings. However, Hobden House which is in the New Westminister district screened 384 potential residents this year. The total amount of potential residents screened by Hobden House and GRP in 2008-09 was 896. The total in 2007-08 was 1054 for a combined decrease of 158 screening this year. There are more inmates wanting to be screened for the Vancouver area this year and this may be because they see their chances of being accepted are better in Vancouver as there are more beds in this district than in New Westminister and there are more CRF's that are willing to take high risk offenders. As well, offenders are sometimes screened in New Westminister and not accepted so they will then try Vancouver.

In September 2008 Vancouver Parole introduced a weekly screenings board (CORP) at the Vancouver Parole Office. All CRF Managers attend so that they can submit their comments after the parole officer presents the case for the individual who is being screened for residency. In general it is a more efficient method than completing screenings individually and entering them into OMS. It also allows CRF managers, parole officers, programs managers and psychologists to discuss each case and make informed decisions.

During the past year Guy Richmond Place screened 507 potential clients and 165 were accepted that means 32 % were accepted as potential residents. This represents a slight increase from the previous year when 26% of screened files were accepted but about the same as the year before when 30% were accepted. The total number of residents served was 57 and the longest the longest stay was 731 days the shortest stay was 5 days. The average length of stay was a 148 days or five months. GRP had a 95% occupancy rate which is up from last from last year's 93% occupancy rate and lower than 2006-2007 occupancy rates of 96 %. During 2008-09 the average bed day was at 17.18 which is up from 2007-08 when the average bed count was 16.8 this year's average bed count is also higher than 2006-07 17.3 and 2005-06 16.1.

GUY RICHMOND PLACE CRF

GRP provided service to 57 residents and 13 reporting centre clients this year for a total of 70 clients. The number of reporting center clients has decreased from last year when we had 20 but is more than the 10 we had in 2006-07. Out of the 13 reporting center clients 3 did not report at all and one reported 21 times. The total number of visits was 60, down more than 50% from last year's 126 visits with the average number of visits per client being 5.4 visits also down from 2007-08 average visits of 6.3.



Types of Release at Intake

Category	2008-09	2007-08	2006-07	2005-06	% 2008-09	% 2007-08	% 2006-07	% 2005-06
Day Parole (DP)	36	49	30	27	63.1	81.7	51.7	43.5
Accelerated Day Parole (ADP)	1	1	7	1	1.7	1.7	12.1	1.6
Stat Release with Residency (SRR)	18	8	19	30	31.6	13.3	32.8	48.4
Full Parole with Residency (FPR)	2	2	2	4	3.5	3.3	3.4	6.5
Total	57	60	58	62				

As the chart shows the majority of residents residing at GRP over the past four years are on day parole or statutory release with residency. In the last year individuals on SRR have more than doubled back to 2006-07 level with a decrease in residents on day parole.

GUY RICHMOND PLACE CRF

Ethnicity

	2008-09	2007-08	2006-07	2005-06	% 2008-09	% 2007-08	% 2006-07	% 2005-06
Caucasian	29	38	30	41	50.8	63.3	51.7	66.1
Aboriginal	12	2	7	7	22.	3.3	12.1	11.3
Métis	0	3	3	1	0	5	5.2	1.6
Afro Canadian	2	1	3	1	3.	1.6	5.2	1.6
Indo Canadian	5	2	1	1	9.	3.3	1.7	1.6
Asian	3	6	5	4	5.3	10	8.6	6.5
Vietnamese	2	3	3	0	3.	5	5.2	---
Other	2	5	6	7	3.	8.3	10.3	11.3

Other includes- Fijian, Italian, Portuguese and Mexican

As shown Caucasian remains the largest ethnic group over this four year period with a considerable decrease this year. The chart also shows a dramatic increase in the number of Aboriginal offenders compared to last year and previous years. The other area that showed an increase was indo- Canadians.

Releasing Institutions

	2008-09	2007-08	2006-07	2005-06	% 2008-09	% 2007-08	% 2006-07	%2005-06
Ferndale	13	16	15	8	22.8	26.7	25.9	12.9
Matsqui	6	12	4	12	10.5	20	6.9	19.4
TDU	5	9	9	9	8.8	15	15.5	14.5
RTC	1	1	1	2	1.7	1.7	1.7	3.2
Pacific	0	1	2	2	0	1.7	3.4	3.2
Mountain	4	2	3	8	7.	3.3	5.2	12.9
Kwikwexwelhp	4	2	6	1	7	3.3	10.3	1.6
Mission	5	1	5	10	8.7	1.7	8.6	16.1
Kent	2	0	2	2	3.5	----	3.4	3.2
William Head	1	4	1	4	1.7	6.7	1.7	6.5
Out of province	4	6	10	4	7.	10	17.2	6.5
Transferred from another CRF	4	4	----	----	7	6.7	----	----
MRTC	3	1	----	----	5.3	1.7	----	----
North Fraser	5	1	----	----	8.8	1.7	----	----

The chart shows that the majority of residents this fiscal year came from Ferndale. Matsqui came in second place with the TD Unit, Mission and North Fraser being third and Mountain, Kwikwexwelhp, Out of Province and Transfers in fourth place.

GUY RICHMOND PLACE CRF

Residents Most Serious Charge at Intake

	2008-09	2007-08	2006-07	2005-06
Murder	8	9	9	5
Manslaughter	2	2	4	4
Attempted murder	1	2	2	2
Assault	4	3	1	1
Sexual offence	6	3	2	6
Robbery	13	9	11	17
Fraud	0	1	3	2
B&E	1	6	3	8
Theft	1	2	3	6
Dangerous operation of Vehicle	1	1	3	2
Possession for the purpose of Trafficking	12	11	9	17
Possession of property obtained by crime	2	5	0	0
Unlawful Confinement/Kidnapping	1	4	2	1
Laundering proceeds of crime	1	1	0	0
Production of controlled substance	1	2	0	0
Conspire to commit indictable offence	2	3	2	1
Impaired driving causing death	0	1	1	0
Transporting human cargo	0	1	0	0
Arson	1	1	0	0
Extortion	0	1	0	0

Residents are most often charged with multiple offences by crown, the above graph depicts the single most serious offence per resident at time of intake. As the chart shows the majority of residents admitted this year were charged with Robbery, Trafficking, Murder and Sexual Offences which is similar to other years.

Changes in Service

In May 2008 Tony Kennedy was hired as the Residence Manager for GRP. This year one of the objectives of our strategic plan was to build a strong team through better training. We achieved this by having the Manager attend the CSSEA Conference attending the workshops for Managers. In addition, the Manager and staff attended CSC-CRF meetings and BCYHHA meetings. Staff was also attended Federal Institutions and the National Parole Board Hearings. All Staff participated in on-line CRF training through the BC Yukon Halfway House Association. All new staff complete 16 hours of on line training. The site has 12 modules that cover a variety of areas for staff working in a halfway house. The feedback from both staff and management is that the site is a useful addition to our training program. Managers are able to mark all assignments and print a certificate of completion. In addition, staff attended Boundaries training, Non-Violent Crisis Intervention training, Motivation Interviewing, Risk Assessment Training, Sex Offender Training, Mental Health training, Working in Difficult Situations Training and First Aid.

Another goal for this year was to expand the amount of exposure residents have to pro-social activities. The staff organizes community outings with residents such as sporting events, community festivals etc. These activities allow staff to interact with residents in a less formal way than what usually occurs within the structure of the half way house. It also introduces residents to affordable outings they can continue to participate in once they graduate from the program. Next year we will introduce double staffing 3 days a week which will allow us to be more effective at developing case plans, case conferencing other administrative duties, increase the number of resident outings and build stronger team. Lastly, the program has one night a month to celebrate successes. We celebrate individuals completing a program, obtaining employment, controlling their urge to use illegal substance or sexually offend. We prepare a large meal with the residents, rent a movie, have a celebration cake and pat each other on the back for the goals those individuals have achieved.

In March 2009 the GRP team participated in a 2 day visioning process, developed a new mission statement and came up with 63 recommendations for improving the program which fell into the following eight categories:

- 1) staff issues,
- 2) administration,
- 3) training,
- 4) communications,
- 5) program,
- 6) resident issues,
- 7) JHSLMBC Community Services and
- 8) the physical plant.

Many of the recommendations were integrated into the program immediately.

During 2008-2009 all GRP full-time and permanent part-time staff was able to enter case plans using the Offender Management System. OMS connectivity has been able to assist us with any issues regarding operating the system, passwords and providing ongoing training for new staff.

For the past 2 years provincial offenders on parole have been supervised under the federal system. It is difficult to use the same screening criteria as provincial offenders do not have access to the same types of programming as federal offenders and their sentences are less than 2 years and their IPO have not had much time to work with them. We only had 5 such residents this year which is an increase over the 2 we had last year. Out of the five residents from provincial institutions four reached full parole and one went UAL.

Community Needs Assessment

GRP plays an active role in assisting offenders to bridge from the incarceration to the community. This year we responded to 49 letters from individuals writing to us from inside institutions, in 2007-08 we responded to 28 letters from offenders. They write to GRP as a way to introduce themselves so that when they are being screened for residency we have other information about them that may not be included in the CSC file and we can put a face to the individual and vice versa. In addition, this assists us in building relationships within the institutional inmate

community. When we attend informational fairs in each institution twice a year we encourage guys to write us letters. During these information fairs we interview approximately 50 individuals at each Fair.

Meeting individuals face to face is the most effective way to assess if they are a suitable candidate for our program. This year the Residence Manager went to Mountain one time, Mission four times, Matsqui four times, Ferndale four times and Kwi one time. We did not go to Pacific or Kent other than the two Information Fairs. This represents a total of 7 day trips to the institutions and a total of 55 interviews completed. Only 5 of the 55 inmates that were interviewed came to GRP. In addition, 7 post suspension interviews were completed and of those 7 interviews 4 individuals returned to GRP. Lastly, we interviewed 3 individuals over the phone in response to urgent screening requests. We also keep in contact with many residents after they have left GRP to live on their own.

Residents of Guy Richmond Place typically face many barriers while re-integrating back into the community from the correctional system. Some of these obstructions include completing taxes, finding employment with limited skills, obtaining British Columbia Medical services premiums, recovering destroyed identification, re-establishing relationships with family and friends. Additional difficulties such as physical, medical and mental health issues continue to challenge residents trying to access limited community services.

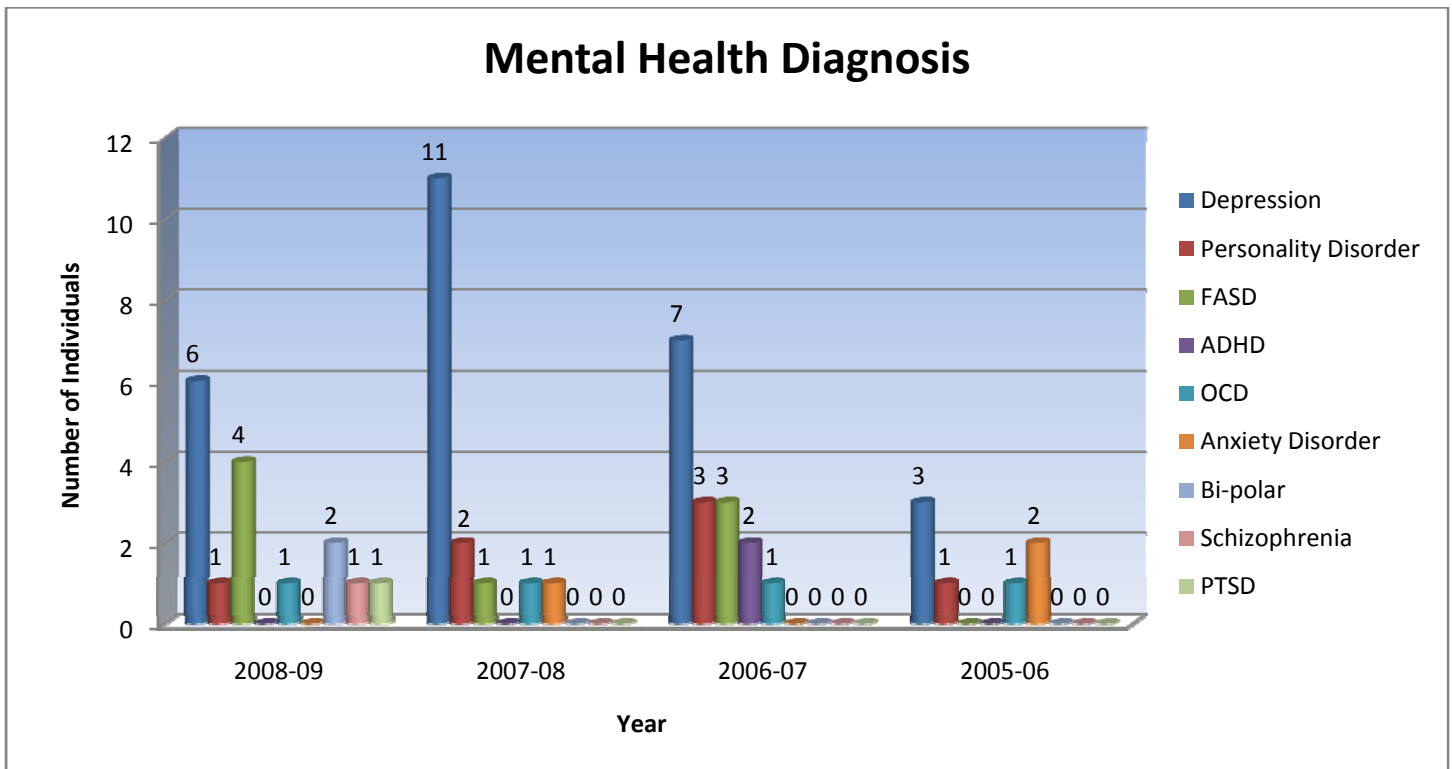
The following three graphs show a breakdown of resident's medical needs, mental health issues and types of substance abuse. It should be noted that many residents often suffer a concurrent disorders meaning both a mental health issue and a substance abuse dependency. Providing assistance for those with concurrent disorders is complex and often discouraging due to limited resources and the residents' ability to self manage in the community. Guy Richmond place continues to work with community resources to assist residents with options for treatment for their medical needs. As staff continues to research medical, mental health and substance abuse treatment literature to improve our ability to address the dynamic needs of our residents.

GUY RICHMOND PLACE CRF

Medical Physical Issues Faced by Residents at GRP

Types of conditions	2008-09	2007-08	2006-07	2005-06	2004-05
HepC	1	3	5	10	12
HepC/HIV	0	0	2	0	3
Hearing Impaired	0	1	3	0	0
Sleep Apnea	0	2	2	0	0
Diabetes	1	1	3	1	0
Crones	0	2	0	0	0
Methadone	4	4	3	8	9
Substance issues	37	27	35	59	32
Kidney Problems	0	1	1	1	1
Arthritis	0	0	0	4	1
HIV	1	1	0	0	6
Heart Problems	3	0	1	1	0
Back problems	0	1	1		
Eye Ulcers		1			
Hand problems	2				
No record of physical health problems	4				
Other	4				

The above chart reflects that during 2008-2009 65% of the residents at GRP had a substance use issue that is an increase from 2007-08 year it was 45%. This is similar to 2006-2007 when 60% of residents had a substance use issue but lower than year 2005-2006 it was 95%.



GUY RICHMOND PLACE CRF

Mental Health Issues

	2008-09	2007-08	2006-07	2005-06
Depression	6	11	7	3
Personality disorder	1	2	3	1
Suspected FASD	4	1	3	0
ADHD	0	0	2	0
Obsessive Compulsive	1	1	1	1
Anxiety Disorder	0	1	0	2
Bi-polar	2			
Schizophrenia	1			
PTSD	1			
No recorded mental health issues	41			

The above chart shows approximately 28% of clients suffered from a DMS IV diagnosed mental health condition during the 2008-2009 which is down from 2007-08 when 35% of the residents suffered from mental health issue and the same as 2006-2007 when 28 % of clients suffered from a diagnosed mental health condition.

Types of Substance

	2008-09	2007-08	2006-07	2005-06
Alcohol	10	13	15	13
Cocaine	8	13	5	5
Heroin	6	6	8	25
Crack	1	1	5	5
Speed	0	0	1	1
Crystal Meth	2	2	2	3
Unspecified	1	0	2	1
All	5	0	3	5
THC	4	3	5	3
GHB	0	0	0	1
No substance abuse issues	20			

The above chart breaks down by category the substances that clients most often use or identify misuse of. It should be noted that not all residents would self identify as having a substance abuse issue but rather would indicate that they are a recreational user. This chart depicts substance use rates as reported from clients Correctional file.

Analysis

This year's data shows that GRP is continuing to be a facility that supports residents to be successful on conditional release. Eleven residents were granted Full-Parole, four reached warrant expiry and three reached statutory Release. Eight residents transferred

to other CRFS. This is five less than last year and a return to 2006-07 levels. The number of suspensions was up slightly from nine to ten this year of the nine two of these returned back to the program after being suspended.

Finally, there were a total of 5 UALS this year. The overall success of the residents in the program and the steadiness in suspensions and UALS is due to a combination of factors. GRP is a smaller CRF that offers individualized care and builds healthy relationship with its residents. There is a graduated curfew at GRP this allows the resident to spend more time with the staff when they first arrive, helps the resident feel accepted and integrate into the culture at GRP. The facility is clean and has a home like atmosphere promoting a comfortable environment. The program is reluctant to accept untreated substance abusers and residents with an extremely poor release history. Another factor is that 36 of the 57 residents we had this year were on Day Parole and 18 residents were on statutory release with a residency condition. In general residents who are on day parole have participated in their correctional plan and are motivated to address their risk factors. Whereas statutory release with residences cases may have done little to address their risk factors and are unhappy with having an imposed residency clause and therefore are more likely to go UAL or get suspended.

The ethnicity of the residents has remained mostly consistent over the past four years however this year we had 12 aboriginal residents compared to 2 last year. In previous years we have accepted between 7 and 9 aboriginal residents.

This year fewer residents came from Ferndale, Temporary Detention Unit and Matsqui Institution and more residents came from Mountain, Kwikwexelhp, Mission and Kent. As well there was an increase of residents from North Fraser and Maple Ridge Treatment Centre compared to last year. The most serious charge at the time intake has stayed consistent with murder, robbery and trafficking being the highest. However, there were 6 sexual offenders this year which is twice as many compared to last year.

There were 16 residents who had mental health issues. Six of them were diagnosed with depression, 4 with FASD, 2 Bi-polar and 1 with schizophrenia, 1 personality disorder, 1 with obsessive/compulsive disorder and 1 with PTSD.

The most common health concern among residents is problematic substance use. 37 residents reported substance misuse being a problem. The two most

common substances used by residents continue to be alcohol and cocaine followed by heroin. We saw a slight decrease in the areas of alcohol and cocaine use and no change in heroin use. We accepted about the same number of substance users (37) as last year and our UAL rated stayed at 5.

One might anticipate that the typical UAL case would be a substance user, on Statutory release, young, unmotivated and at the house for only a short time. The first 2 points are true they all were on statutory release and had a history of substance use. But only one resident was 25 and had been at the house for 5 days before going UAL. Surprisingly, the other four had been at the house between 37 days and 151 days and they were attached to the house and staff. The residency range was 120 days, 151 days, 83 days and 37 days. Three were over age 30 (55, 40, 37). They all had breached their conditions and used substances and their release was maintained. One had been suspended and returned to the house. Two committed bank robberies while UAL and are now back in jail on new charges. Three arrived within a month of each other and went UAL within a month of each other. Four of the five had a relapse plan. They had all been to treatment or participated in a CSC program to address substance use. Three of the five were being treated for a diagnosed mental health issues. Out of the 10 suspensions this year's only 3 were for breaching the abstain condition the other 7 were suspended for other types of conditional breaches.

Characteristics of the 5 residents who went UAL:

- Substance user on Statutory Release
- Has a relapse plan
- Has been in treatment programs for substance use
- Employed and Motivated
- At least 2 positive community supports
- Late for curfews, missed call-ins, high energy, continuous drama and crisis and will challenge rules
- Has difficulty maintaining a commitment to goals (i.e. school, work and family)
- Will be influenced by other residents both positively and negatively
- Will breach conditions at least once
- Older than 25
- May have a mental health issue
- Needy and need constant contact with staff
- Troubled primary relationship
- Unrealistic goals

GUY RICHMOND PLACE CRF

Characteristics of the 25 residents who have a history of substances use but did not go UAL:

- 5 were receiving treatment for mental health issues
- 4 were on methadone
- 7 had more than a year of abstinence from drugs
- All had participated in some type of programming to address their substance use
- Very committed to their self to stay drug free
- Realistic goals
- Patient
- At least 2 positive community supports
- 8 had a committed primary relationship

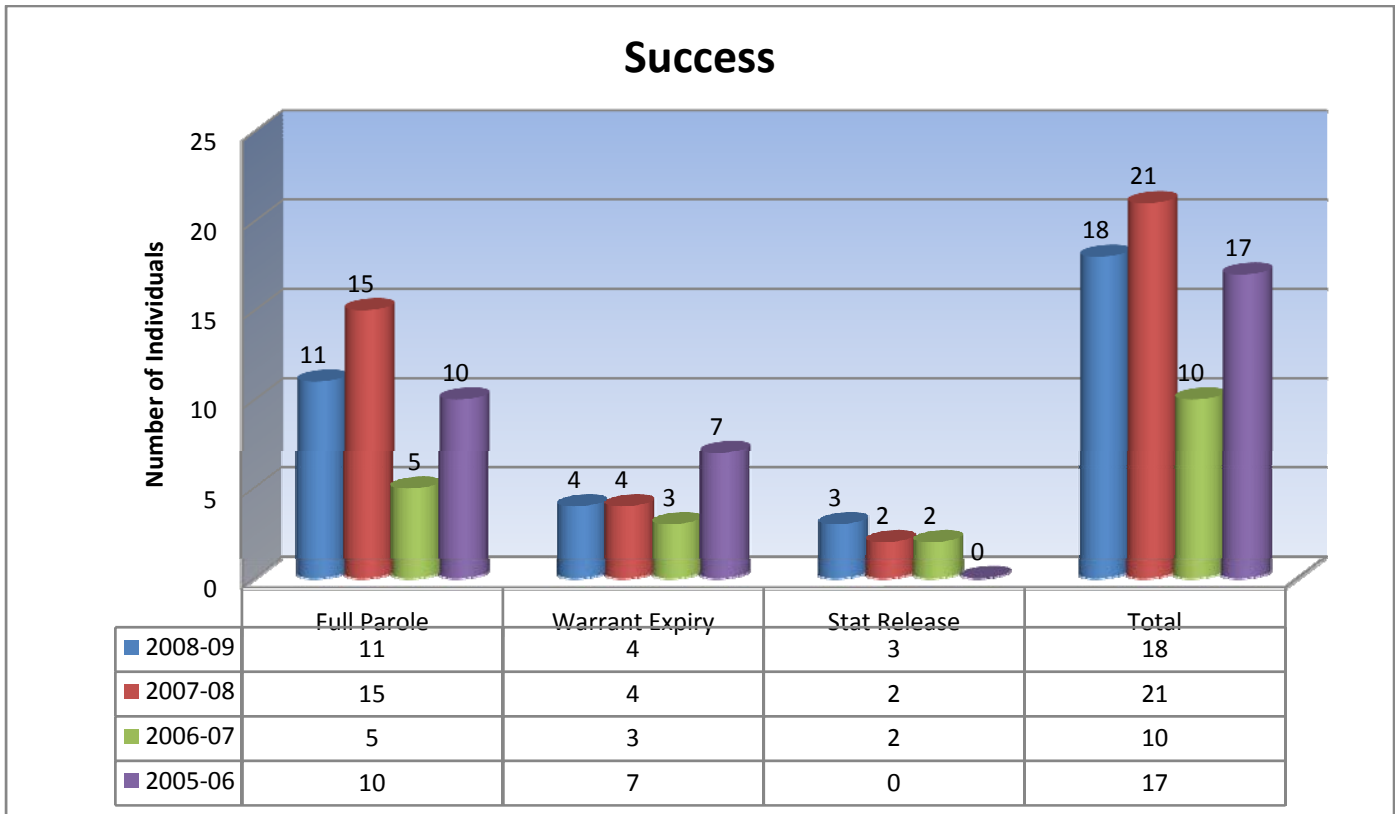
Review of Last Year's Goals

Action	Outcomes
Complete consumer, stakeholder and employee satisfaction surveys and increase the return rate.	GRP completed consumer surveys this past year. The other surveys did not get completed.
Continue to meet with Vancouver Parole regularly to maintain communication and improve services provided.	GRP has attended all meetings held with CSC this year and continues to use email as a way to communicate.
Meet 100% of CARF standards in preparation for accreditation.	Have met 90% of the standards
Complete CSC bi annual program reports	Achieved
Revise staff orientation package	The new staff orientation package is completed
Work with OMS External connectivity to enhance services/ security	The staff ability to use OMS continued to improve over 2008-09. All part-time and full-time staff is able to use OMS. If there is an issue with the system it is usually fixed within 24 hours.
Complete all staff evaluations on time.	All annual evaluations were completed on time.
Purchase light covers for all bedrooms	New light fixtures in all bedrooms were purchased and installed.
Decide whether to adopt the computer based client management system (CAMS).	Further exploration is required.
Continue to improve on facilities cleanliness	The facility achieved approved standard.
GRP staff and management to incorporate Com Vida into program human resources, scheduling	ComVida is now being used for all scheduling and pay roll.
Improve collected client statistics	All stats are collected at the end of each month and entered into the Statistics log.
Increase number of completed consumer/client satisfaction surveys	This year 19 client surveys were returned which is 7 more than last year.
To attend the institutions at least 10 times during the year	GRP attended 14 times
Facilitate two team building events for staff to participate in and increase staff morale.	We completed 3 team building exercises

Effectiveness and Efficiency

The program continues to measure the effectiveness, efficiency, satisfaction and outcomes through individual client's momentum to stay substance free, find employment, continue schooling, reconnect with family, complete correctional planning, gain personal insight and successfully complete their sentence. In addition, GRP screened 507 individuals with screenings completed within the time frames set and had an occupancy rate of 95%.

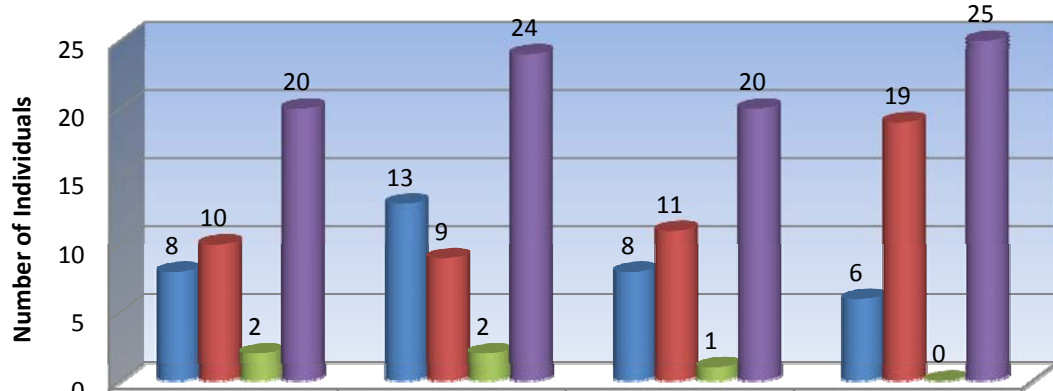
Conditions for Departure of Residents Leaving.



The above chart above reflects that 18 residents or 32% of the total residents reached Full Parole, Warrant Expiry, or Stat Release or Warrant and succeeded in transitioning back into the community.

GUY RICHMOND PLACE CRF

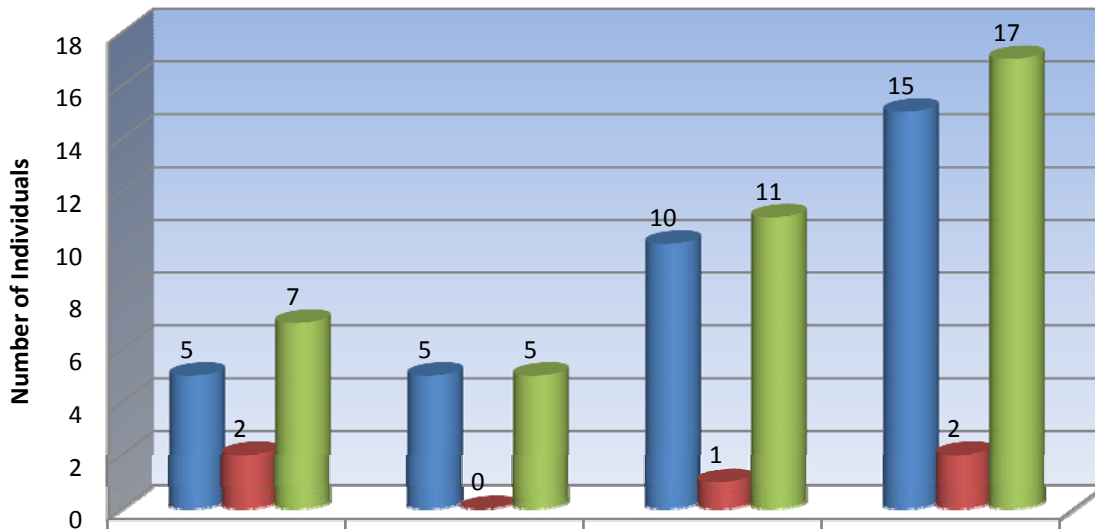
Neutral



	2008-09	2007-08	2006-07	2005-06
Transferred	8	13	8	6
Suspended	10	9	11	19
Suspended & Back	2	2	1	0
Total	20	24	20	25

Another 8 residents or 14% were successful with meeting GRP program requirements and transferred to another CRF, 10 residents or 18 % were suspended with two accepted back.

Negative



	2008-09	2007-08	2006-07	2005-06
UAL'S	5	5	10	15
New Charges	2	0	1	2
Total	7	5	11	17

As the chart shows five residents went UAL or 9% with two residents receiving new charges.

In 2008-09 terms of residence ranged from 9 days to 2.5 years. The average length of stay this year was 148 days, in 2007-08 the average resident resided at GRP for 154 days, 2006-07 it was 132 days and in 2005-06 it was 92 days.

Resident's Use of Time

	2008-09
Working	34
Medical	2
Family	7
Volunteering	2
School	5
Programs	7
Total	57

Consumer Satisfaction

Residents were asked to rate the categories below on a scale of 1 to 7 with 1 being the lowest score and 7 being the highest.

Question	2008-09	2007-08
What is your level of trust with staff?	5.6	6.5
What is your level of safety at GRP?	5.8	7
Are you satisfied with staff's ability to address your concerns?	5.9	6.5
Are you satisfied with the meals provided by GRP?	6.4	5.8
Are you satisfied with the intervention plan	6.4	6.3

This year 19 surveys were completed and returned. Although the sample is small it appears that we are doing a good job at meeting the needs of our residents and they seem satisfied. Residents said that they met great people at GRP both staff and residents. Things they disliked were being doubled bunked and the size of the rooms, the distance to the PO's office and resident meetings. They also did not like the call-in procedures, curfews and weekend pass restrictions.

The identified benefits of the program were housing, stability, bus tickets, taxes filed, money saved, a period

of transition, letters for immigration, how to budget their money job placement skills, goal setting skills, healthcare applications completed and staff support. Residents said the one thing they would tell new residents is to "take it slow and work with staff", "be patient and stay focussed" "have goals", " Don't push yourself too hard". "If you need help ask for it" and "have a positive attitude".

GRP staff and management look forward to working with other programs within the JHSLM agency, partners, stakeholder and clients during the 2009-2010 year to continue try and improve our practice and find efficiencies so that all those impacted by our program see excellence.

Next Year's Goals

- Increase training from 4 training shift to 6 training shifts
- Improve staffs skill to work with high needs clients
- Put into practice double staffing 3 days a week
- Perform a self CARF audit
- Maintain 6 people on the casual list
- Improve communication between CSC and CRF
- Continue to develop intervention plans to better meet the needs of the consumer, stake holder and funders needs
- Increase the number visits to Kent and Pacific.
- Implement this year's UAL findings to better predict residents who may go UAL.

Pat Gilbert – Residence Manager

Description of Service

Hobden House is a 17 bed Community based Residential Facility (CBRF) operated by the John Howard Society of the Lower Mainland BC under contract to Corrections Services of Canada (CSC). The program was established at the current site.

Hobden House offers a stable and supportive environment for men who are released to the Community from Provincial and Federal Institutions on Conditional Release. The program provides food, basic amenities such as laundry facilities and linens. In addition, a resident's phone line with voice messaging, a computer with internet access, a hobby room and 24 hour access to staff that provide support, assistance and information regarding their reintegration to the community.

Hobden House supports the safety of our Community with 24 hour awake staffing to monitor resident's whereabouts in the community. All residents who are in the community are required to call in from a land line to advise of their itinerary for the next 4 hours or when they change locations. Before a resident leaves the program he must sign out with the date and time he is leaving and the destination. Upon arrival to Hobden House the resident must sign in with his time of arrival. This policy of resident accountability allows for consistent interaction between the resident and Hobden House staff. Staff monitor for any increase in the residents risk factors as well as the progress they are making in the community.

Hobden House Vision Statement

In maintaining the safety of the Community as our foundation Hobden House endeavours to foster a balanced approach to self and life, to inspire goals of freedom and self worth. To guide as leaders an embrace leadership skill, to invest in the very nature of good in all human beings, to promote equality and the importance of happiness recognizing the different paths on travels and to impart in our home, a place of comfort, a place of safety and a place of inclusion.

Admission Criteria

Hobden House does not exclude any individual requesting admission based on their offence. Individuals accepted to Hobden House have their files reviewed by a representative of the Community who verifies the appropriateness of the decision for accepting the person to Hobden House. One task of the community rep's position is to ask questions if they have concerns when reviewing files of potential resident. By using this approach the program ensures the screening process remains transparent, fair, reasonable and objective.

Hobden House will consider all referrals from Federal and Provincial Institutions that meet the following criteria:

- The individual must be accepted to Hobden House by either the Residence Manager or the Director of Programs or delegate after a review of their correctional file.

The potential resident must:

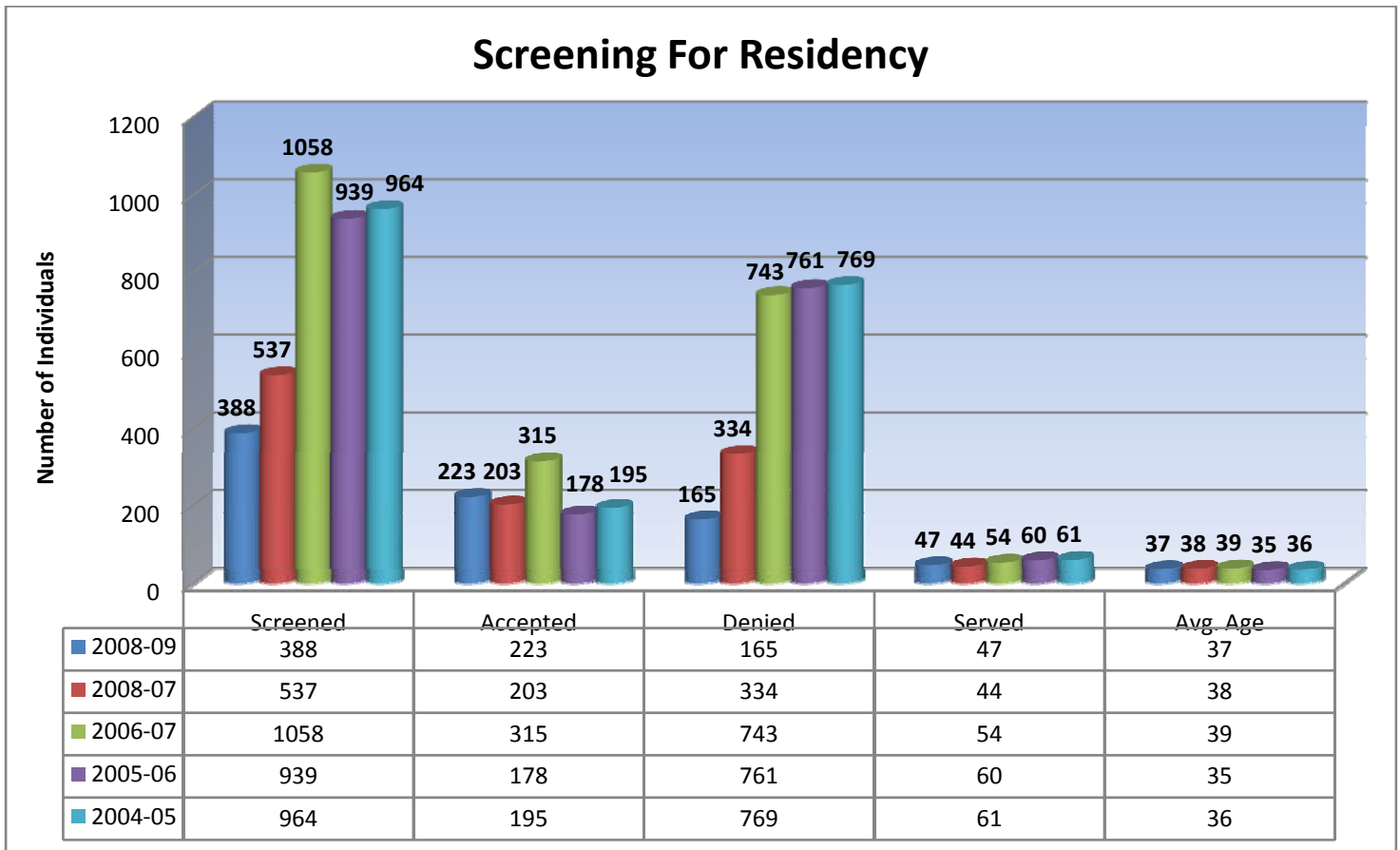
- be on some sort of Conditional Release from a Federal or Provincial Institution
- be able to live in a group setting
- have made some progress in deal with the risk factors that prompted the offence for which the potential resident is serving time for
- accept responsibility for the actions which lead to the offence

HOBDEN HOUSE CRF

Hobden House is NOT an appropriate placement for those who are:

- Physically challenged individuals as at the layout and design of the house is not wheelchair accessible.
- Participating in significant and untreated substance abuse
- Refusing treatment for mental health issues
- Refusing treatment for Sexual abusing and violence issues

Population Served



As the above graph shows this year there was a dramatic decrease in the amount of screenings from 537 inmates screened in 2007-08 to 388 this year a drop of 149. This total includes emergency or special screenings such as Institutional Parole Officers requests. There appears to be three major reasons for this. One reason for this is due to New West Parole's initiative of reviewing Statutory Release individuals to ensure they meet the requirements for a residency condition. This procedure removes unnecessary screenings and makes the process more streamlined.

In addition, this is the first year that Hobden House has accepted more individuals than denied. This change is due to; a) representatives of Hobden House completing more face to face institutional interviews with individuals. This process benefits both parties allowing each to share information and to build a relationship, b) the ongoing training of staff allows the program to provide services to higher needs residents and c) the agency's decision to introduce double staffing starting April 1, 2009 for one year allows us to spend more time with higher needs residents and more time to complete administrative tasks. However, unless the program can maintain a 95% occupancy rate we cannot continue to fund this position after March 31, 2010.

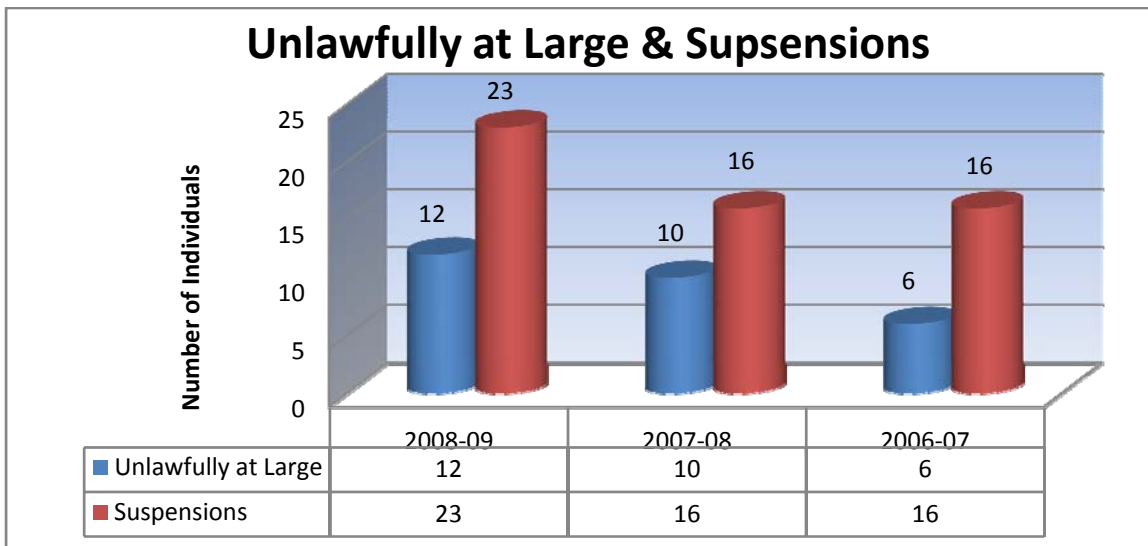
The statistics also show that the average age over the past five years has been in the mid to late thirties.

HOBDEN HOUSE CRF

Lastly, as shown below the terms of residency has dropped slightly from the last year after having risen in 2007-08 after a two year drop. The shortest stay in 2008-09 was one day with the longest being 782 days compared to .25 of a day in 2007-08 to 877 days.

	2008-09	2007-08	2006-07	2005-06	2004-05	2003-04	2002-03
Avg. Length of stay	4.6	5.1	2.01	3.6	9	8	6

The Occupancy rate for the 2008-09 was 94.2% compared to 97.5% in 2007-08. This is a decrease of about three percent and an area of concern for the program. This is occurring because New West Parole hold beds open unpaid for high needs high risks individuals the program has accepted and no other CRF's will accept. We have asked for these beds to be paid for if they are going to be held, but to date this had not happened. New West Parole's decision to move in this direction adversely affects the program by reducing our occupancy rate which decreases our income to fund the program. As stated earlier if the program cannot maintain a 95% occupancy rate we cannot afford to operate it.



As the graph shows we experienced a rise in the number of unlawfully at Large (UAL) for the last 3 years. In 2006-07 there were 6 UAL's, in 2007-08 10 UAL's and for 2008-09 12 UAL's. As in previous years it is difficult to pinpoint the exact reasons for residents going UAL. However, the following is a brief profile of those individuals who went UAL:

- As in the previous year the residents who went UAL had substance abuse histories
- Their drugs of choice were: crack/cocaine (8), alcohol (2) and heroin (2)
- Three were on Federal or Provincial Day Parole
- One was on Accelerated Day Parole
- Eight were on Statutory Release with Residency

Hobden House also experienced a rise in suspensions. For 2008-09 there were 23 suspensions compared to 16 for the previous three years up 7. Below is a breakdown of the reasons for the suspensions:

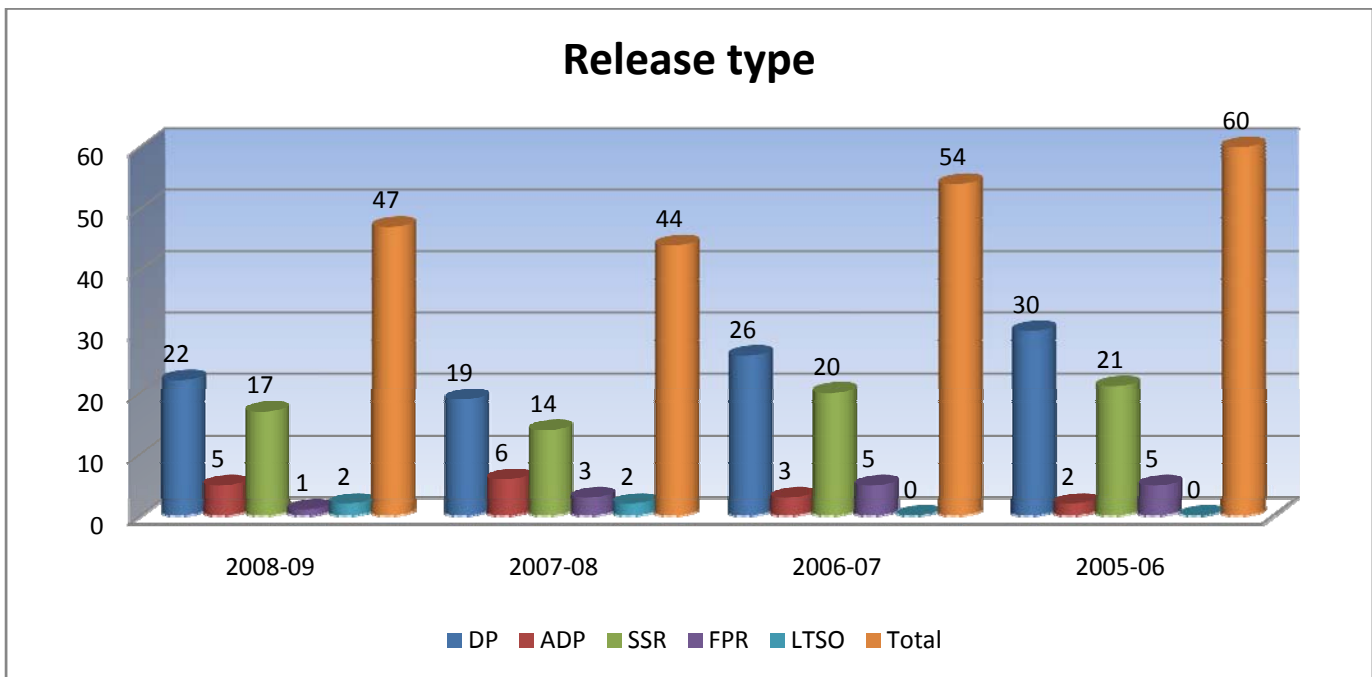
- 1 for a road rage incident
- 1 for deportation
- 5 for new charges
- 11 suspensions for substance use
- 2 for deterioration of behaviour
- 5 for breach of residency conditions such a late for curfew

HOBDEN HOUSE CRF

Our statistics show that Statutory Release with Residency (SRR) cases represented 50% of the UAL's and suspensions. Below are some of the characteristics of SRR residents:

- Four were from Kent and all were suspensions
- With the exception of one resident all had current or past substance issues

Many SRR cases did not come to the Community on Day Parole because they either did not take programs to address their risk factors or have taken programs but not shown any change in behaviour and remained a high risk to re-offend.



As the graph shows individuals on Day Parole and Stat Release with Residency comprised 83% of the population served. In addition, five individuals were on Accelerated Day Parole, one was on Full Parole with Residency and two were on Long Term Supervision Orders.

Types of Releases at Intake

	2008-09	2007-08	2006-07	2005-06	%08-09	%07-08	%06-07	%05-06
Day Parole	22	19	26	30	46.8	42.2	48.2	50
Accelerated Day Parole	5	6	3	2	10.6	13.6	5.6	3.3
Stat Release with Residency	17	14	20	21	36.2	31.8	37.1	35
Stat Release	-	-	-	2	-	-	-	3.3
Full Parole with Residency	1	3	5	5	2.1	6.8	9.3	8.3
LTSO	2	2	-	-	4.3	4.5	-	-
Total	47	44	54	60				

HOBDEN HOUSE CRF

Ethnicity

	2008-09	2007-08	2006-07	2005-06	% 08-09	%07-08	% 06-07	% 05-06
Caucasian	36	31	35	41	76.6	70.5	64.8	70.7
Filipino	1	0	1	0	2.1	-	1.85	-
Aboriginal	2	3	6	8	4.3	6.8	11.1	13.8
Afro-Canadian	1	2	4	3	2.1	4.5	7.41	5
Portuguese	0	0	1	0	-	-	1.85	-
Latin-American	0	0	1	0	-	-	1.85	-
Indo-Canadian	2	5	2	2	4.3	11.4	3.7	3.3
Lebanese	0	0	1	0	-	-	1.85	-
Asian	1	2	3	1	2.1	4.5	5.6	1.7
Caribbean	0	0	0	1	-	-	-	1.7
Middle Eastern	2	0	0	0	4.3	-	-	-
French\Italian	1	1	0	1	2.1	2.3	-	1.7
Hispanic	1	0	0	1	2.1	-	-	1.7
Total	47	44	54	60				

The ethnicity of the house has changed slightly with a rise in Caucasian residents. Hobden House continues to compare this data with staff ethnicity to ensure our workforce ethnicity is appropriate for the client population we serve.

Releasing Institutions

	2008-09	2007-08	2006-07	2005-06	%07-08	% 06-07	% 05-06	%07-08
Ferndale	9	11	15	16	21.2	25	27.8	26.67
Kent	3	5	5	3	6.4	11.4	9.3	5.00
Kwi	0	2	5	4	-	4.5	9.3	5.00
Matsqui	0	6	11	11	-	13.6	20.4	18.33
Mountain	9	5	4	4	21.2	11.4	7.4	6.67
Mission	3	2	4	5	6.4	4.5	7.4	8.33
William Head	4	2	0	1	8.5	4.5	0	1.67
RTC	3	0	1	0	6.4	-	1.9	-
Out of Province	1	2	3	7	2.1	4.5	5.6	11.67
TD	9	3	4	9	21.2	6.8	7.4	15.00
Provincial Institutions	4	2	1	0	8.5	4.5	1.9	-
Transfers	1	2	1	0	2.1	4.5	1.9	-
Treatment Facilities	0	1	0	0	-	2.3	-	-
RRAC	0	1	0	0	-	2.3	-	-
Totals	47	44	54	60				

The chart above reveals a dramatic increase in the number of individuals who arrived at Hobden from Mountain and the Temporary Detention Unit (TD). The number of individuals from Ferndale has been on a steady decline for the last 4 years and inmates from RTC is the highest since Hobden House began keeping statistics. The arrivals from TD only reveals that the inmate has breached his conditions of release at least one time and does not identify his parent institution (the institution he is transferred to after assessment at Regional Reception and Assessment Center (RRAC)). The residents who come from William Head also show a significant increase compared to the last 3 years.

Residents' most serious charge at Intake

- The vast majority of Hobden House residents are serving Federal or Provincial Sentences for multiple charges. Only the most serious charge is identified in the Statistical Information.
- This fiscal year shows a leap in robbery offence 13 robbery and 6 armed robberies, bringing the total amount of residents with Robbery convictions to 19. This year we separated robbery and armed robbery to begin tracking the type of robbery to see if there is a rise in violent offending.
- The number of residents with Breaking and Entering charges as well as Possession of Stolen Property has risen in the last 12months.
- Assault and assault with a weapon have been added to reflect our Provincial clients as these offences are more Provincial type of offences.

Types of Offences

	2008-09	2007-08	2006-07	2005-06	2004-05	2003-04
Arson	0	0	1	0	0	0
B+E	7	3	10	6	7	12
Trafficking	3	8	8	5	13	5
1 st /2 nd degree murder	2	4	7	3	5	8
Manslaughter	0	0	1	4	3	3
Fraud	2	4	3	3	3	2
Import schedule 1&2	0	1	3	0	0	0
Motor Vehicle offence	0	1	7	1	0	0
Non- Culpable Murder	0	1	1	0	0	0
Robbery	13	11	12	6	14	19
Sexual Assault	2	4	4	5	5	6
Theft	2	4	2	2	0	0
Aggravated Assault	1	2	0	3	3	4
Counterfeiting	0	1	0	0	0	2
Extortion	1	0	0	1	1	0
Kidnap	0	0	0	1	0	1
Possession of stolen property	4	1	1	0	0	0
Armed Robbery	6					
Assault	1					
Assault with Weapon	1					
Totals	47	44	59	60	61	66

Changes in Service

The relationship between New Westminster Parole and Hobden House continues to evolve. The CRF/NWP meeting is a good venue to discuss issues as they arise and find solutions quickly to ensure the smooth and safe operation of the program. The meetings are rotated between the NWP CRF's and the NW Parole Office. The meetings include the NWP Area Director, Parole Officer Supervisors, the Managers and/or CRF Executive Directors and guests with information flowing to the CRF's and from the CRF to CSC, NWP.

HOBDEN HOUSE CRF

This year a Parole Officer Supervisor has been designated to be the go to Parole Officer for Hobden House. This is a positive move to better communication and a quicker time to deal with and address issues at Hobden House as they arise. The Residence Manager can stop in after screenings to discuss any issues that have popped up during the previous week.

The weekly screenings continue to be held at NWP. The screenings are attended by the representatives of the New Westminster CRF's, a Parole Officer Supervisor, a Psychologist, a member of the Community Advisory Committee, Employment Program Facilitators, Manager of Programs, other interested parties and Parole Officers. This affords all the opportunity to share information, discuss release strategies, and find solutions for those individuals who are difficult to place.

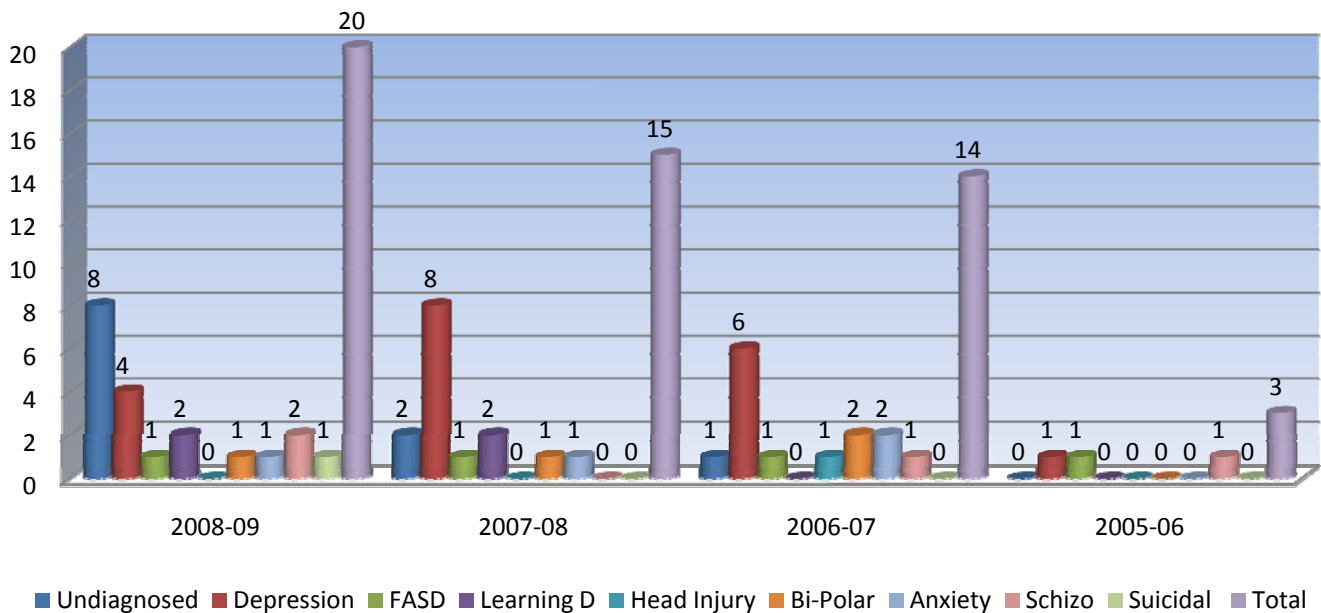
Community Needs Assessment

Alcohol and Drug issues remain the dominant that our Community and Clients grapple with. This year showed a slight increase in the number of residents who were struggling with substance abuse. 44 of the 47 residents of Hobden House have substance abuse issues. For the other physical needs the statistics do not truly reflect all the physical needs and issues because it is not mandatory that a resident disclose their medical issues. The statistics reveal only the physical needs that the resident has disclosed either in the Institution or to the CRF.

Medical Issues

	2008-09	2007-08	2006-07	2005-06	2004-05	2003-04
Missing limb	0	0	0	2	1	0
Allergies	1	0	1	1	0	2
Cancer		1	1	0	0	0
Hep-C	8	3	4	11	0	19
Back, knee, shoulder problems	1	3	2	3	3	1
Epilepsy	1	0	1	0	0	0
Alcohol/drug issues	44	35	56	42	40	44
Emphysema and lung problems	0	0	1	0	2	0
Methadone	4	4	6	7	5	0
Kidney problems	0	0	1	0	0	0
Sleep apnea/ other sleep issues	0	2	2	0	0	0
Pacemaker	0	1	1	1	0	0
Drug allergies	0	0	1	0	0	0
Nerve damage	0	0	1	0	0	0
High blood pressure	0	3	3	1	2	0
Diabetes	1	2	2	1	2	3
Seizures	0	0	1	0	0	0
High Cholesterol	1	0	3	0	0	0
Heart problems	1	1	2	0	0	0
HIV	1	0	1	1	0	0
Hep A and or B	0	0	0	0	2	0
Migraines	1	1	0	3	1	0
Leg Problems	0	1	0	0	2	0
Asthma	0	0	0	1	2	0
Hearing	2	0	0	0	1	0
Hernia	1					
Totals	68	62	90	84	73	63

Mental Health Issues



As the graph shows depression has been the main diagnosis over the past three years. In addition, the number of mental health residents has continued to climb over the past four years to 20 individuals in 2008-09. This represents 43% of the residents served in 2008-09 up from 34% last year and up from the 5% served four years ago. The category of undiagnosed indicates residents who exhibit mental health issues but have not been diagnosed prior to or during incarceration. The statistics do not identify all residents with mental or cognitive issues as they are not required to disclose this information.

Because of the Mental Health Initiative Hobden House was able to accept and support individuals with mental health issues. However, in spite of having the extra support from CSC only one client moved on to full parole. The other residents with mental health issues were either suspended or went UAL. In addition, staff training in have courses like Motivational Interview, FASD, Mental Health, Sex Offender and Working in Difficult Situations has given staff new skills to better meet our client’s needs.

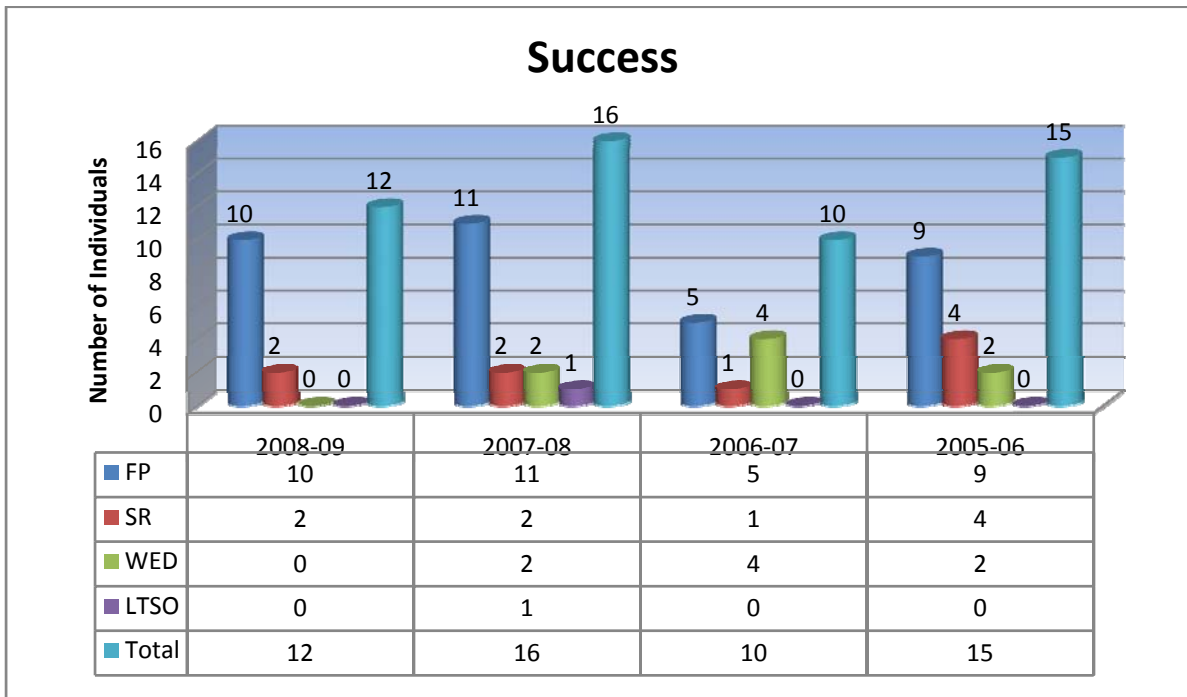
Permanent Program Goals

- To assist and support men on Federal and Provincial Parole in their efforts to reintegrate to the community.
- To bridge the gap from the institution to the community.
- To keep the community safe by monitoring the resident’s whereabouts in the community and their risk factors.
- To be advocates, counsellors, role models, coaches and mediators of our residents to support their positive efforts to change.
- To continue to upgrade and maintenance of the residence.
- To continue to gather statistics and add relevant issues to be monitored to identify and adjust to changes in the client base.
- To receive feedback from the stakeholders and residents to assist with making positive changes to the program.
- To upgrade office equipment as needed.

HOBDEN HOUSE CRF

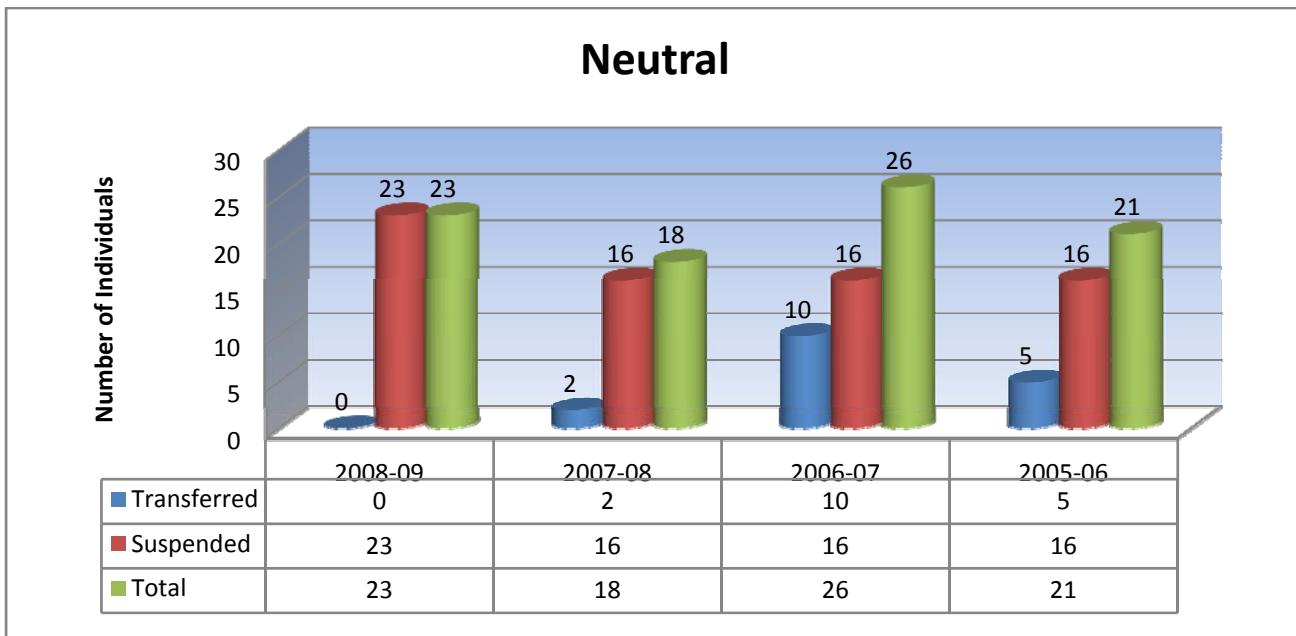
Review of last year's goals

Action	Outcome
To attend Institutions at a minimum of 10 visits per fiscal year.	This goal has been met. The Residence Manager completes the initial interview and file review to assess for residency. If accepted a full time staff member will go to the institution to follow up on release plans, answer questions, provide support and if required assist with his Parole Hearing.
To install new flooring in the downstairs hobby room.	This goal was achieved. New linoleum has been installed in the hobby room making it easier for the residents who carve to sweep up the debris from their work.
To repaint kitchen and bedrooms.	Both kitchens were repainted and the bedrooms that required painting were completed.
To complete staff, stakeholders and consumer surveys and increase the return rate.	This goal has been partially met. The stakeholder's survey was completed and This goal has been partially met. The stakeholder's survey was completed and the results are reported in the Annual report.
To complete staff evaluations within set time frames.	Evaluations have been completed but not within the time frames set on our strategic plans
To purchase outdoor furniture	Two picnic tables have been purchased.
To complete one CARF self-evaluation	At this time the CARF self-evaluation has been postponed.
Decision to be made on whether to implement the CAMS data base system.	The decision has been made to implement the CAMS database system.



HOBDEN HOUSE CRF

	2008-09	2007-08	2006-07	2005-06	%08-09	%07-08	%06-07	%05-06
Full Parole	10	11	5	9	21	25	9.3	15.0
Stat Release	2	2	1	4	4.2	4.5	3.7	7.0
Warrant Expiry	-	2	4	2		4.5	11.1	3.0
LTSO	-	1	-	-		2.3	-	-
TOTAL	12	16	10	15	25.2%	36.4%	26%	32%



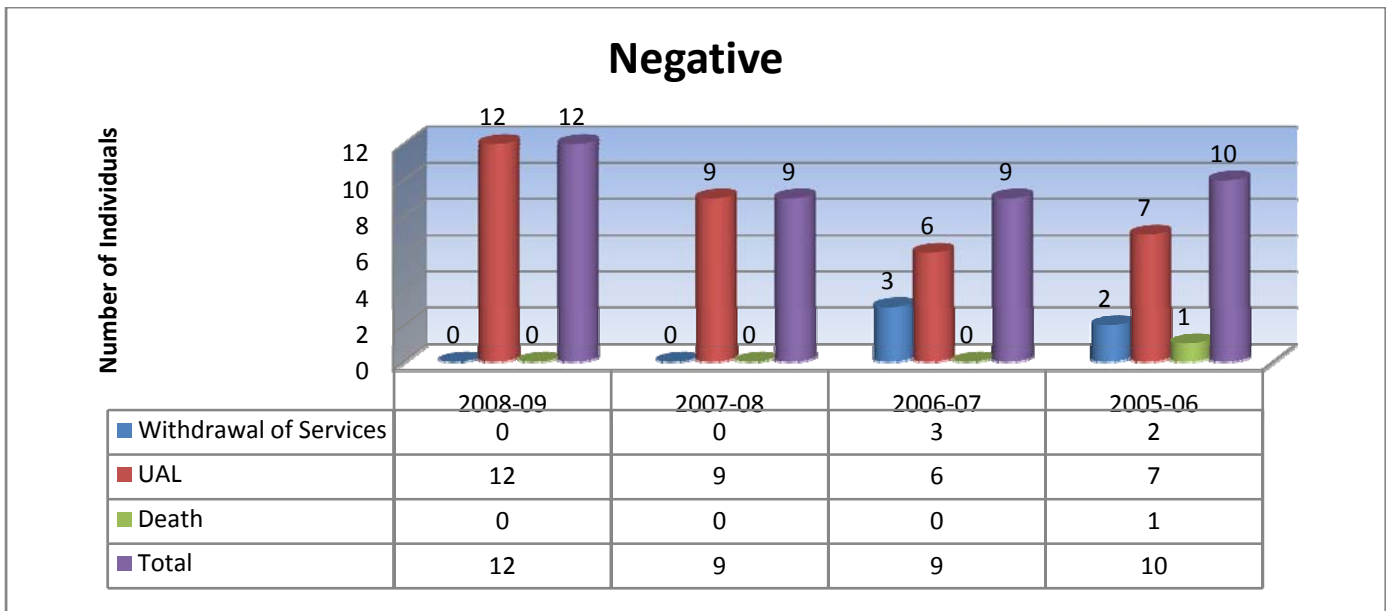
	2008-09	2007-08	2006-07	2005-06	%08-09	%07-08	%06-07	%05-06
Transferred	-	2	10	5	-	4.5	18.52	8.33
Suspended	23	16	16	16	49	36.4	29.62	26.67
Total	23	18	26	21	49%	40.9%	48.15%	35%

The number of suspensions rose in this fiscal year from the last 3 years of 16 per year to 23 this fiscal year. A breakdown of the suspension cases are as follows:

- Suspected substance use - 11
- Deterioration of behaviour - 2
- Accrued new charges - 5
- Driving while prohibited -1
- Uttering threats – 1
- Late for curfew- 2
- Road rage – 1

HOBDEN HOUSE CRF

The majority of suspensions were due to substance use. This continues to be one of the major issues for suspension or UAL's. With 44 out of 47 residents with some issue with substance use it is would lead to deduce that the cause for most suspensions and UAL's is substance abuse. These statistics does not address the issue of substance abuse and the reason for it prevalence in the statistic. To understand the reasons for substance use would be a major project and at this time it is only summation as to what would lead a person to substance use. The possibilities include childhood abuse, emotional abuse, wanting to belong, medicating physical pain, dealing with trauma. One reason for the high amount of suspensions remaining the same as in previous years, that is, Hobden House and the New Westminster Parole Officers are proactive in identifying possible breaches of the Residents Conditional Release. This proactive approach can assist with correction a breach by interventions before the resident gives up trying to cope with life or addiction and goes UAL.



	2008-09	2007-08	2006-07	2005-06	%08-09	%07-08	%06-07	%05-06
WITHDRAWAL OF SERVICES	-	0	3	2	-	-	5.56	3.33
UAL	12	9	6	7	25.6	20.5	11.11	11.67
DEATH	-	-	-	1	-	-	-	1.67
TOTAL	12	9	9	10	25.6%	20.5%	16.7%	16.7%

The reasons for UAL's are much the same as suspensions with substance use as the leading factor in residents going to the Temporary Detention Unit for breaching their conditions of release.

Efficiency

- From April 1st 2008 to March 31 2009 the representatives of Hobden House screened 388 individuals
- Of these individuals 223 were accepted for residency
- Of these individuals 165 were not accepted for residency

- The occupancy rate for Hobden House for the fiscal year 2008-2009 was 94.2% down from the 97.5% from the 2007-2008 fiscal years. The result of the lower occupancy rate may have roots in the following:
 - The lower amount of releases in the early months of 2009 contributed in some empty beds
 - Hobden House on 4 occasions have asked to have a bed reserved for an individual that we have been working with and assisted at their National Parole Hearing. This is usually a matter of a few days
 - New West Parole’s decision to hold beds open and unpaid for high risk, high needs individuals that other CRF’s will not accept negatively impacts the program although this is not New West Parole’s intention. By holding these beds open and unpaid the outcome is a reduction in income for the program which affects our ability to operate as we must maintain a 95% occupancy rate to break even at year end.

Stakeholder Satisfaction

This year the Stakeholder survey was sent to the New Westminster Parole Officers and four Parole Officers replied to the survey. The Parole Officers rated the various aspects of the their experience with Hobden House on a scale from 1 to 7 with 1 being the lowest and 7 being the highest. Below are the results:

Question	Result
In light of your experience, please rate the accessibility of Hobden House for your clients.	6.75
To what extent has Hobden House responded to you/your program in a cooperative and professional manner?	6.75
In light of your experience, how helpful has Hobden House been to your client population in respect to their goals (targeted outcomes)?	6.75
How satisfied do you think your clients were with living at Hobden House?	6.5
How satisfied were you with Hobden House?	6.5

In addition, stakeholders were asked:

- Where do you think we can improve?
Answer: More training for casual staff.

- What do you think we do well?
Answer: Good/excellent and open communication with parole officers and residents.

- What can we do differently to help you further your goals?
Answer: Just continue with the good work.

- Although the return rate was small, those that did respond to the survey were satisfied as the above results indicate with the program and the relationship the program has with the parole office.

Analysis

This is the sixth year of statistical information and we are noticing:

- The average age of the residents of Hobden House has consistently stayed in the mid to high thirties.
- The amount of day parole and stat release with residency has risen in the last fiscal year.
- This year saw the total amount of Aboriginal residents drop for the fourth straight year.
- The number of new arrivals from Ferndale has dropped and the amount of residents from TD, RTC, Mountain and Provincial Institutions has risen.
- The types of offences at intake reveals a significant rise in the amount of residents who's most serious charge at intake is Robbery at 13 residents and armed robbery at 6.
- This year 44 out of the 47 residents who resided at Hobden House during the fiscal year had substance abuse issues.
- The amount of residents moving out on full parole is ten, one less than last year.
- Suspensions rose significantly from a consistent 3 year total of 16 per year, rising to 23 this fiscal year.

Next Year's Goals

- To attend institutions at a minimum of 10 visits per fiscal year.
- To complete stakeholder, staff and consumer surveys and increase the return rate.
- To complete staff evaluations within set time frames.
- For staff to have exposure to the CCIB Board.
- To repair the fence.
- To purchase a shed to store garden tools.
- To provide a Hobden House Orientation for Institutional Parole Officers in one institution.

Alanna Parker – Acting Residence Manager
Jennifer Hirsch –Residence Manager

Description of Service

“Our vision for Vancouver Apartment is to provide a home-like setting in which our clients can learn the skills necessary to become responsible, independent, contributing members of society.”

The Vancouver Apartment program helps adults in the care of the Community Living British Columbia to acquire the social and educational/vocational upgrading they need to move forward to a less structured independent living arrangement. The social skills focused on include the following:

Activities Daily Living Skills (i.e. personal grooming/hygiene, health management, room management, time management, meal planning/cooking, shopping, daily/weekly chores, and budgeting)
Community Awareness and Social Maturity (i.e. transportation, leisure, work/school volunteer, interpersonal skills, relationship building, communication, consideration, handling problems, public safety)

The program concentrates on the following educational or vocational upgrading areas:

- Referral to community based educational/job-training programs
- Job search
- Resumes
- Job interviews.

Admission Criteria

The Vancouver Apartment contracts with Community Living British Columbia (formerly MCFD) sets out the following admission criteria:

i) Vancouver Apartment will consider all CLBC referral where the adult meets the following criteria:

- The adult is 19 years of age or older.
- The adult’s intellectual functioning is 50 – 70.
- The adult can be of either gender.
- The adult may have mental health issues.
- The adult may have behavioural difficulties.
- The adult may have been charged, convicted or are being investigated regarding a criminal offense.
- The adult is at risk in the community.
- Must be a client of Community Living Services Vancouver Coastal Region.

ii) Vancouver Apartment is not an appropriate placement for adults that are:

- Participating in significant and untreated substance abuse
- Physically challenged by layout or design for the house (the house is not wheelchair accessible)
- Severely abusive of peers and/or others and/or with a history of chronic violence.

Population served

Vancouver Apartment serves co-ed adults referred by Community Living British Columbia (CLBC). This past year Vancouver Apartments served 5 Community Living (CLBC) clients, one female and 4 males. Three of these individuals are of Chinese descent, one Vietnamese and one Caucasian.

Changes in Service

This past year we continued to focus on adapting our program in order to meet each resident's unique needs and goals. This ability to adapt our program was clearly shown in the transition of one of our Community Outreach clients into Vancouver Apartments. This individual requires a very high level of support and individualized programming due to his level of functioning. In order to meet his needs, which were not able to be met within existing community programs, Vancouver Apartments responded by increasing double staffing which allowed for more one to one support and by developing a day program specifically for this individual within the framework of our residential program. Though our ability to adapt our programming in order to meet our client's specific needs this individual has learned new life skills which have provided him with a new found independence.

During the previous reporting year Vancouver Apartments attempted to support two individuals whom had developed a romantic relationship within the program. Due to several circumstances, adapting Vancouver Apartments program to meet this couples needs proved to be difficult. Numerous attempts were made to find a balance between allowing this couple independence while providing them with the structure to learn necessary life skills for success. Unfortunately, these attempts did not prove to be successful. One of the individuals in this relationship chose to take an opportunity to transition into his own apartment in the Miller Block. This transition, while not without bumps, has proven to be successful.

Throughout this past year Vancouver Apartments has continued to emphasize transitioning our clients to more independent living when appropriate. The goal is to find an appropriate model that fits the needs of the client and support them in developing the level of independence that they desire. The Individual Care Network Program and the opening of the Miller Block

Apartments have provided more alternatives supports allowing for our clients to reach their goals of independence. An added hope for the future is to transform the old outreach office in the basement of Vancouver Apartments into a self-contained bachelor suite that could be an alternative for a more independent client who may still have access to around the clock staff and support.

The Independent Care Network has experienced some changes this past year. One of the two ICN contracts was terminated due to changes in family dynamics. The funding that was attached to this ICN contract was reworked into a community outreach contract allowing for this client to receive support with life skills and community involvement within his community. This year we were not able to increase the Independent Care Network due to a lack of time and resources available.

This reporting year the Manager of Vancouver Apartments and Community Living BC Quality Assurance Analyst have continued to improve the communication barriers that were experienced in the beginning stages of the transformation at CLBC. The residence manager attends regular scheduled meetings, approximately every six weeks, with our CLBC liaison in order keep her updated on clients and programs. In addition our CLBC liaison is kept up to date between meetings through frequent e-mails and phone contact.

Community Needs Assessment

A change that may affect our client population is individualized funding. It is an option that may form all or part of a personal support plan. With individualized funding, the government provides funding to the individual/family directly to pay for the services needed. For our clients this means more choice and control over the services and supports that they receive. It gives the individual more autonomy to decide what services are best for them. There is an immediate need for individualized funding with two of our current residents at Vancouver Apartments. These individuals require a plan of support that is unconventional to the supports that are currently in place in the community. The challenge that has been faced in regards to receiving individualized funding is that it is only available to those who are very high on the priority list. This list involves a point system based

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on immediate needs. Therefore individuals who receive individualized funding are likely those in immediate crisis situations. This becomes challenging for those individuals who are doing very well in their programs but are looking for less structured environments to accommodate their changing needs.

Vancouver Apartment program makes every effort to adapt its structure to meet clients' needs in an attempt to foster independence and determination. During the course of this past year we have come to recognize that there is a significant gap in community based supports and services suitable for those who have a need for a higher level of support. In response to this gap we decided to adapt our program in order to accommodate the need of one of Vancouver Apartments lower functioning residents for day programming. This change in programming was attained through an increase in double staffing allowing for more one to one support for this individual.

Program Goals

Vancouver Apartments provides a safe home environment where Community Living adults can acquire the life skills they need to function more

independently in a community living arrangement. Residents begin the program at various levels of readiness and are provided a transition period whereby they begin to learn social and life skills to prepare them to learn to be as independent as they are capable of.

The program functions as a kind of ladder, with the residents working towards the goal of independence, one step at a time. Vancouver Apartment works with the resident, their families and other advocates, as well as other professional supports within the community to assist them in reaching their goals. The placement is seen as a time of experimenting and practicing new behaviors, as well as a time to learn and practice new skills for independence. Vancouver Apartments focuses on what the resident does successfully and believes that the resident can achieve unique solutions to their life challenges. Vancouver Apartments offers individualized programming for each client providing choices when developing their plan of care. Individualized planning provides a more accurate assessment of an individual's skill level and readiness to transition into more semi-independently living. We make every attempt to adapt the program to meet the needs of the client as opposed to having clients fit within the confines of an existing program.

DATA

Effectiveness – Outcomes

Vancouver Apartments continues to use the Amended Adaptive Functioning Index (AAFI) to measure life skills. The index has been broken down to two categories, first section includes activities of daily living skills, for example personal hygiene, budgeting and shopping. The second section includes community awareness and social maturity, for example leisure, work, vocational training, relationship building and communication. The following are the results of AFI scores in the last year:

Client	April 08	July 08	Oct 08	Jan 09
1	173	164	177	176
2	170	166	111	164
3	138	149	155	183
4	-	-	48	51

The data from the index serves as a tool to develop care plans and to measure outcomes. It provides an opportunity for clients and staff to support and improve areas that need more attention. The results are reflected on quarterly reviews and updated care plans.

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The current results show fluctuations in scores due to a few clients who have had minor setbacks this year resulting from struggling to balance work, time management, relationships, mental health, and behavioral concerns. The level of functioning at Vancouver Apartments this year was diverse, as a result their needs for support varied widely. Some individuals require more direct support with everyday basic needs like hygiene and basic life skills, where others may need support with finding employment, vocational programming and educational opportunities.

Over the last year Vancouver Apartments has maintained a 100% occupancy rate. Additional indications of successful achievement of outcomes are that staff has been able to provide a safe environment for the residents, community and staff members. The incidents that were reported this past year involved curfew, mental health, aggressive behaviour/posturing and inappropriate behaviors in the community. Each incident was handled in an appropriate manner. The outcome from these incidents resulted in lost privileges and hospitalization. The results are as follows:

Client Served	MCFD Incident Reports	In-House Incident Reports	Reasons
1	0	1	Missing persons report due to the individual leaving Vancouver Apartments past curfew.
2	1	4	Inappropriate behaviors in the community i.e. Flashing private parts
3	1	1	Hospitalization due to mental health; aggressive behavior/posturing
4	0	0	No incidents

Efficiency

One of our goals at VA is that referrals will be handled in a timely manner. During the last year Vancouver Apartment received one new referral. This referral process was handled within the time frame outlined; the client was accepted under the condition that double staffing was implemented to accommodate his need for 1:1 care.

Weekly resident house meetings were continued as an ongoing goal from last year. Every Monday, residents gather to review the previous week, plan the upcoming week, and to raise any concerns or issues that they have in the household. This is a time for clients to express any feedback both positive and negative, to resolve interpersonal issues, and to participate in the planning of social and leisure events.

Consumer Satisfaction

The Vancouver Apartment Program participated in the agency consumer satisfaction survey this year. All residents completed the survey and answered questions that rated their satisfaction with various aspects of their experience at VA on a scale of 1 to 7 (1 indicating the lowest level of satisfaction and 7 the highest). The results of the survey indicated that residents were generally satisfied with the service. One of the questions that were asked was 'what can we do differently to help you reach your goals'. One individual responded in regards to what Vancouver Apartments does well, "activities and entertainment." The feedback that was received included more group outings, budgeting, learning sign language, more group activities and study time. The following are examples of types of questions consumers were asked on the surveys and the average score compared to the previous years results:

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Client Outcome Questionnaires

Questions	2008-09	2007-08	2006-07
Level of hope for the future	6.5	6.5	4
Level of trust with staff	7	6.5	6.3
Level of safety at VA	6.25	7	6.3
Staff's ability to address your concerns	6.75	6.25	6
Your ability to live independently	3.63	4.75	4

Clients have submitted several written complaints or suggestions over the past year. The complaints that were submitted addressed restrictions that were put in place for the individual's safety and some personality conflicts with staff. Some of the suggestions that were noted were more group activities and freedom. The complaints that were submitted were handled in a timely matter. Meetings were scheduled and issues were addressed with third party involvement as needed. Weekly house meetings and client suggestion box continues to provide an opportunity to monitor client satisfaction.

An agency stakeholder survey was sent out in March 2009. Thirteen surveys were sent out this year and 12 were returned (92%). The results show that there was an increase in response rate this year from 70% in March 2008 to 92% in March 2009. The reason for this increase may have resulted from surveys being given to stakeholders whom had direct contact with our clients this reporting year. The surveys were also handed directly to the stakeholders, therefore direct and immediate contact for responses.

Community professionals and stakeholders were invited to comment on how helpful they thought Vancouver Apartment/Outreach Program was in helping the residents achieve outcomes. The following are examples of the types of questions stakeholders were asked to rate on a scale of 1 to 7, with 7 being the highest. The results from the March 2009 survey compared to previous years responses are as follows:

Questions	2008-09	2007-08	2006-07
To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner?	6.9	6.9	6.6
How satisfied are you with the JHSLM?	6.75	6.84	6.3
In light of your experience, please rate the accessibility of our program for your son/daughter or clients.	5.58	6.75	6.6

Some comments and additional feedback included: "My family appreciates the care their family receives at Vancouver Apartments, particularly since his needs fall outside of the scope of the mandate of JHS"; "My wife and I are very satisfied with the assigned workers. They are both very well matched in terms of abilities and personality with the disabilities of our son. Certainly in the 15 years since our son moved back to Vancouver, the best situation we have encountered"; "Staff are knowledgeable and respectful of clients needs, regardless of how challenging the situation, staff try to make a positive difference"; "In my experience JHS has gone above and beyond in supporting our clients, workers are professional and empathetic, there is a good balance between the two."; "Professional, accessible, compassionate. I rely on JHS to do the hard work that I think a lot of organizations don't do". One individual expressed the need for JHS to have "more living spaces available for people who aren't quite ready for the independence of Miller Block".

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Employees at VA were asked to complete an employee satisfaction survey of the program at Vancouver Apartments and their overall experience with the organization. Thirteen out of fifteen surveys were submitted this year with an 86% response rate. The following are examples of types of questions that appeared on the survey and a comparison to the last two year's results:

On a scale of 1 - 5 , with 5 being the highest, how would you rate the following:	2008-09	2007-08	2006-07
Job Satisfaction	3.92	4.13	3.9
Personally, how well are you treated by JHSLM	4.31	4.42	4.2

On a scale of 1 - 5, with 5 being the highest to what extent are you satisfied with each of the following aspects of your present job:	2008-09	2007-08	2006-07
job training	4.15	3.66	4.1
physical environment	3.69	3.83	4
problems are quickly and properly solved	4.0	3.5	3.7

Team Effectiveness : 1 – strongly disagree 5 - strongly agree	2008-09	2007-08	2006-07
Team goals are well communicated	3.88	3.71	3.8
Team members communicate well with each other	3.81	3.63	3.6
Roles and responsibilities for team members are clearly defined	4.19	3.96	4.3
Team members can count on each other	4.04	3.71	4
Each team member demonstrates sense of shared responsibility for success of the team	3.92	3.54	3.8

The results indicate that employees at Vancouver Apartments are generally satisfied with the program. Some of the employee feedback that was received regarding what they like best about the agency are "team spirit, working and interacting with our clients, diverse work environment, making a positive difference to those in need, also protecting the safety of the residents as well as the community at large, great, and friendly environment."

The results also indicated that wages are substandard, need for more training opportunities, equipment quality needs improvement, and problems are solved but not as quickly as some would like. One employee

suggested "more team meetings to debrief on how things are going for team members, a chance for all team members to throw out ideas on how better to handle or improve upon our clients care plans".

The team atmosphere at Vancouver Apartments has shown improvement over the years but continues to strive to improve team effectiveness. One employee commented that "team effectiveness is at times undermined by not being totally truthful with each other and some really do 'pass the buck' on a continuous basis".

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ANALYSIS

Review of last year's goals

Action	Outcomes
Increase individual's level of independence –revise and implement a new tool for measuring outcomes.	This year the manger reviewed current measuring tools used by other agencies and attempted to revise the tool based on the level of functioning of the individuals we served. This was difficult because our current clients' needs and level of functioning are very different. The goal for the upcoming year is to create different measuring tools to more accurately assess the individual's level of functioning.
Maximize its occupancy through visits and placement - Vancouver Apartments will maintain a minimum occupancy rate 75% each quarter.	Vancouver Apartments has maintained a 100% occupancy rate this current reporting year.
Referral to Vancouver Apartments will be handled in a timely manner. The manager will interview all referrals to VA within two weeks of receipt of documentation.	Vancouver Apartments had one referral in May 2008, the individual moved into the apartments prior to his move in date to accommodate his family's needs.
To review and revise if necessary current forms for programming, in accordance with CARF standards and recommendations.	All necessary forms were revised and updated in accordance with CARF standards.
To make changes to in-house programming to improve our quality of services and meet the individual needs of our client.	This year we received additional funding to increase our staffing capacity on the weekends to provide in-house programming. This year we had several individuals living at the apartments who were not appropriate for day programming available in the community, therefore we had to implement group activities and 1:1 opportunities for these individuals utilizing double staffing. We also utilize our programming in our outreach program to support the needs of our clients in the apartments for socialization and recreational opportunities. For example, weekly bowling and day trips.
Develop a social recreational program at the apartments that would involve group outings to community events, cultural festivities, sport days, library outings, camping, and hiking.	This year we accomplished our goal of having monthly outings or events. See below.
Semi annual audits of all files to ensure quality standards.	All files were audited this past year. A keyworkers checklist was also implemented for the staff to ensure individuals files were updated and completed quarterly.
Facilitate two team building events for staff to participate in and increase staff morale.	This year the agency hosted a Storyboarding event for all employees in the agency to discuss the current and future goals of The John Howard Society. It was an opportunity for team building and communication. The agency also held a staff appreciation event, honoring all employees and volunteers who have dedicated their efforts to the agency. More specifically Vancouver Apartments and Outreach team participated in a team building event where they went go-carting and sushi. This was a very popular event amongst the staff team because it was an opportunity to interact and socialize with your peers outside of the work context.
To complete all staff annual evaluations on time this year.	The number of staff evaluations that were completed this year was around 75%. The remainder of the evaluations will be completed in the following fiscal year. Completing staff evaluations this year was very difficult with the casual employees due to conflicting schedules. New employees received their 3 month evaluations. The goal for the upcoming year is to achieve a 100% completion rate for full time employees and 85% for casual employees.
To further develop and implement the Individual Care Network Program. To recruit appropriate care providers to support individuals in our program.	This year we received several referrals for ICN's contracts but unfortunately we did not have the time or resources to accomplish this goal.

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The Vancouver staff team continues to work diligently to ensure that the program is in accordance with international quality standards. Staff and management perform quarterly file audits, ensure security of client information, and maintain personnel files, staff evaluations, outcome surveys, and building maintenance. The past year we have made some improvements to our building by replacing the flooring on the stairwell, re-caulking the upstairs bathroom tub, replaced the roof and purchased new furniture for the main floor living room. During the previous year we have continued to update and review our current forms and handbooks to reflect the changes in our program as needed.

Vancouver Apartments maintains emphasis on group activities within the program in order to encourage social interaction amongst peers instead of 1:1 outings with key workers. This year Vancouver Apartments residents participated in several group activities including a trip a day trip to Bowen Island, a PNE outing, a trip to the Abbotsford Air Show, as well as several outing to local Vancouver activities such as the Vancouver Art Gallery, Science world, Stanley Park, Grandville Island and movies. Group activities continue to prove challenging for Vancouver Apartments as a result of the diverse levels of function of residents.

Vancouver Apartments makes a concerted effort to celebrate cultural events in order to honor and appreciate cultural diversity of the residents and the community. This year Vancouver Apartments hosted a Sports Day in addition to Chinese New Year, Christmas, and Halloween parties for residents at VA, Outreach and Miller Block. During the past year Two clients in participated in weekly dance classes at a local community center while another client took part in a gentle yoga class. It is an ongoing goal for Vancouver Apartments to facilitate different group activities in order to encourage social interaction amongst peers.

Effectiveness

Although Vancouver Apartments staff has adopted the Adaptive Functioning Index as a tool to measure client outcomes, there continues to be difficulties in its application. Clients continue to rate their skill level higher than their actual functioning level. Also, client behavior and functioning levels tend to fluctuate during certain periods of time which is reflected in their scores. In addition, there have been challenges

using this measuring tool due to the differing levels of functioning amongst our current residents at Vancouver Apartments. The goal for the upcoming year is to develop a tool to measure outcomes based on person centered planning. Overall, it has been a success and clients are now able to better understand the areas in which they may need more improvement. This understanding has been put towards developing goals in their individual care plans. The clients are more involved in the processes because they have an opportunity to evaluate their different skill levels. This year clients have made improvement in many areas. Two of our clients have maintained either volunteer or paid employment within the community. One continues to attend a day program. One client attends a Douglas college program. One client is able to menu plan and grocery shop independently, with minimal supervision preparing meals as measured by the adaptive functioning index; one other has made significant progress in this domain and is knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. Two individual that require 24hr staff supervision this year had the opportunity to go for short daily walks independently with some success.

Efficiency

Community Living BC referred one new client to Vancouver Apartment this year. The transition into Vancouver Apartments for this client happened very quickly in order to accommodate his family's needs. Vancouver Apartments was able to provide both accommodation and support for this individual while supporting the transition of another resident into more independent housing at Miller Block. This resulted in several weeks in which Vancouver Apartments occupancy rate was five residents rather than the usual four residents. Vancouver Apartments displayed flexibility in transitioning this individual into the program and a willingness to incorporate or implement what was needed for this individual to have a smooth and successful transition.

This year Vancouver Apartments had a few challenges with medication administration. Several medication error forms were completed because an individual refused her medications seven times this year.

Administering medication to this individual has been very difficult and many different approaches were taken to rectify the situation. Medication error forms were also filled out due to staff error in dispensing medications, such as missing meds or giving them at the wrong time. In each of these situations the dispensing pharmacy was contacted for instruction on how to proceed.

Currently we have three clients who are administered medication by staff on a daily basis. One of these three clients was previously self administering their own medications but due to a hospitalization this responsibilities was handed over to staff in order to ensure adherence to doctors' orders. The remaining client receives medication as needed when prescribed by a physician for ailments.

Consumer Satisfaction

Consumer satisfaction surveys provide clients with an opportunity to express their concerns and satisfaction with the program. The resident manager met with each resident individually to discuss the outcome of the survey and to receive any feedback regarding programming or staff. In addition, weekly house meetings and client complaint forms also provide indications of the level of client satisfaction at Vancouver Apartments.

The Stakeholder surveys that were returned in March 2009 indicate high levels of satisfaction with the program. Informal inquiries made regularly during contact with stakeholders indicate that, in general, those with whom we work are pleased with the quality of service provided by Vancouver Apartment. CLBC representatives commended the agency for

flexibility in the way we provide service to accommodate individuals with more complex needs.

Employee evaluation surveys reported high levels of satisfaction with the program. Staff meetings every month provides an opportunity for team building and improving team effectiveness. The results of the employee satisfaction survey this year regarding team effectiveness reflected a diversity of line staff styles, personalities and philosophies that have contributed to team effectiveness. The team at Vancouver Apartments is striving to improve relationships amongst staff and agency. We continue to discuss goals, strategic plans, open communication, and team effectiveness during staff meetings. The goal of team building exercises is to build team morale, strengthen working relationships amongst team members and to improve team dynamics. The result of team building exercises has been positive in building and maintaining relationships amongst team members and has helped integrate new employees into the Vancouver Apartments staff team. The goal for the following year is to implement two team events to improve relationships and staff morale. The "thanks for making a difference" box which was introduced last year to staff as an opportunity to acknowledge and appreciate each other throughout the year continues to be used. The feedback received and the results have been very positive.

Although several training options were offered and available to staff this year there is still a lack of participation due to previous personal schedules. The John Howard Society is strongly committed to providing training to our staff teams and is working towards developing a more effective and efficient means of organizing future opportunities in order to maintain the level of service excellence.

Next Year's Goals

- Increase client's level of independence – revise and implement a new tool to measure outcomes.
- Maximize occupancy through visits and placement - Vancouver Apartments will maintain a minimum occupancy rate 75% each quarter.
- Referrals to Vancouver Apartments will be handled in a timely manner. The manager will interview all referrals to VA within two weeks of receipt of documentation.
- To review and revise if necessary current forms for programming, in accordance with CARF standards and recommendations.
- To make changes to in-house programming in order to improve our quality of services and meet the individual needs of our clients.
- Develop day programming for residents who do not have access to appropriate day programs due to their level of functioning which would involve group outings in the community, recreational activities, as well as arts and crafts.
- Semi-annual audits of all files to ensure quality standards.
- Facilitate two team building events for staff to participate in and enhance staff morale.
- To complete all staff annual evaluations on time this year.

Summary

This year the Vancouver Apartments program experienced a fair amount of change. Specifically Vancouver Apartments faced the challenge of incorporating a new resident who required a significantly higher level of support in comparison to other residents, as well as supporting the transition of one resident into Miller Block. The Vancouver Apartments program and staff continue to strive to meet the diverse needs of all their residents through flexibility, creativity, and ingenuity.

CARF surveyors acknowledged that the organization makes adaptations in the way we provide services when it predicts change coming. The example they acknowledge was supporting two people in a romantic relationship to increase their independence in our residential program to prepare them to move into the community together in the future. CARF also mentioned that the "staff are committed to quality services, often going above and beyond as needed", and "persons served and funding and referring agencies express a high degree of satisfaction for services provided. It is apparent that the needs of the persons served are being met and that there is significant impact on the quality of life through services offered".

The Vancouver Apartments team is committed to providing the highest quality of standards and support to our residents. We are dedicated to improving the quality of our services and to broadening our horizons in order to best support our residents in achieving their goals. In May 2010 CARF surveyors will re-evaluate our programs to ensure that we have maintained our adherence CARF standards. We are anticipating the re-accreditation process with a positive attitude as we feel our diligent efforts to maintain the utmost in service provision will be put to the test.

Alanna Parker – Acting Residence Manager
Jennifer Hirsch – Residence Manager

Description of Service

The Outreach program provides collaborative one to one life skills support to developmentally disabled and mentally challenged adults referred by Community Living British Columbia (CLBC) whom are living in a community setting of their own (i.e. apartment, low cost housing, hotels). The life skills focus on personal routines, community awareness and social maturity. The client's facilitator, the client and the Outreach Worker have jointly negotiated the goals worked on. When appropriate the input of family members and other community stakeholders is incorporated as much as possible.

The Miller Block outreach program, a John Howard Society of the Lower Mainland apartment building with 14 suites (four are shared, ten are bachelor suites) for twelve individuals who are developmentally disabled but living independently, began accepting tenants as of December 1, 2005. Miller Block was developed as a response to the need for safe, affordable housing for developmentally disabled individuals at risk of homelessness. Clients living at Miller Block are referred by CLBC and develop an individualized plan of care in collaboration with their facilitator and Outreach Worker. However, Miller Block tenants do not have a contract for goals or time-specific receipt of services as Vancouver Apartments community outreach clients do, and support is provided on an as-needed basis. Outreach support is available to tenants eight hours per day, seven days a week. The building is staffed with one full-time outreach worker and one 2/5 worker.

Admission Criteria

The Outreach program contract with the Community Living British Columbia (CLBC) sets out the following admission criteria:

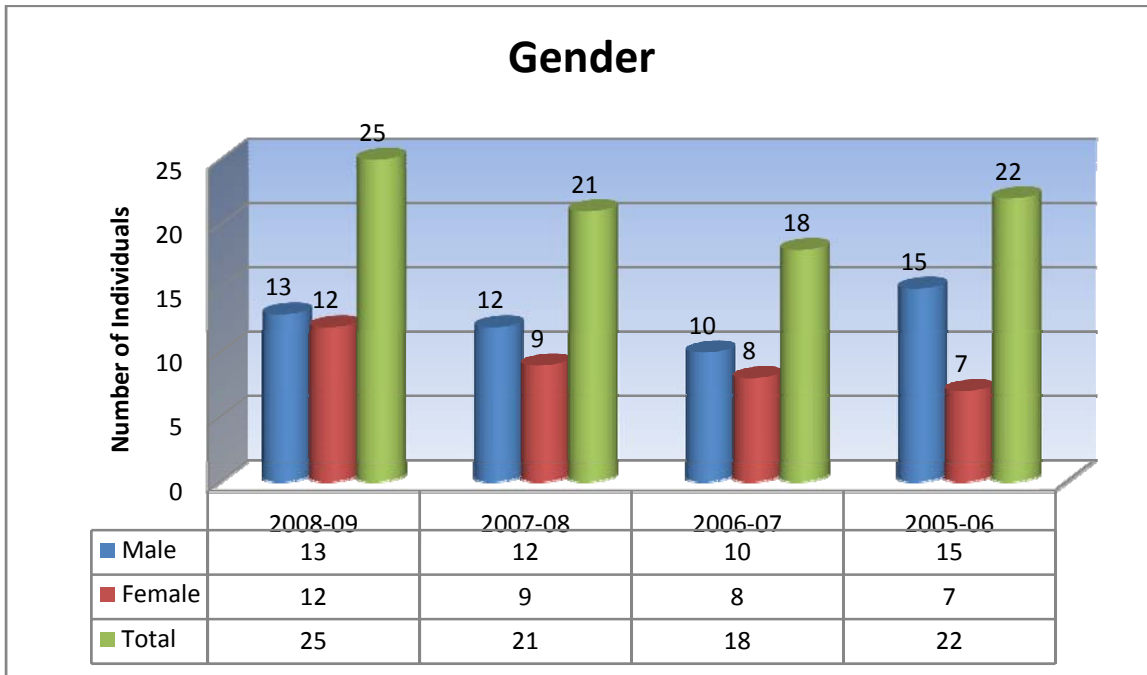
- May have mental health concerns.
- The adult is 19 years of age or older.
- Clients are involved in or are at risk of involvement with the Criminal justice system.
- Clients may have health concerns.
- Clients may have addictions issues.
- Clients need assistance in learning life skills.
- Priority is given to the clients in most need as determined by
- Community Living British Columbia (CLBC).
- Clients living at Miller Block must be from the Vancouver Office of Community Living BC.
- Clients can be of either gender.
- Block must be suitable for living independently, and must be willing to accept some outreach support, even if minimal.

Population Served

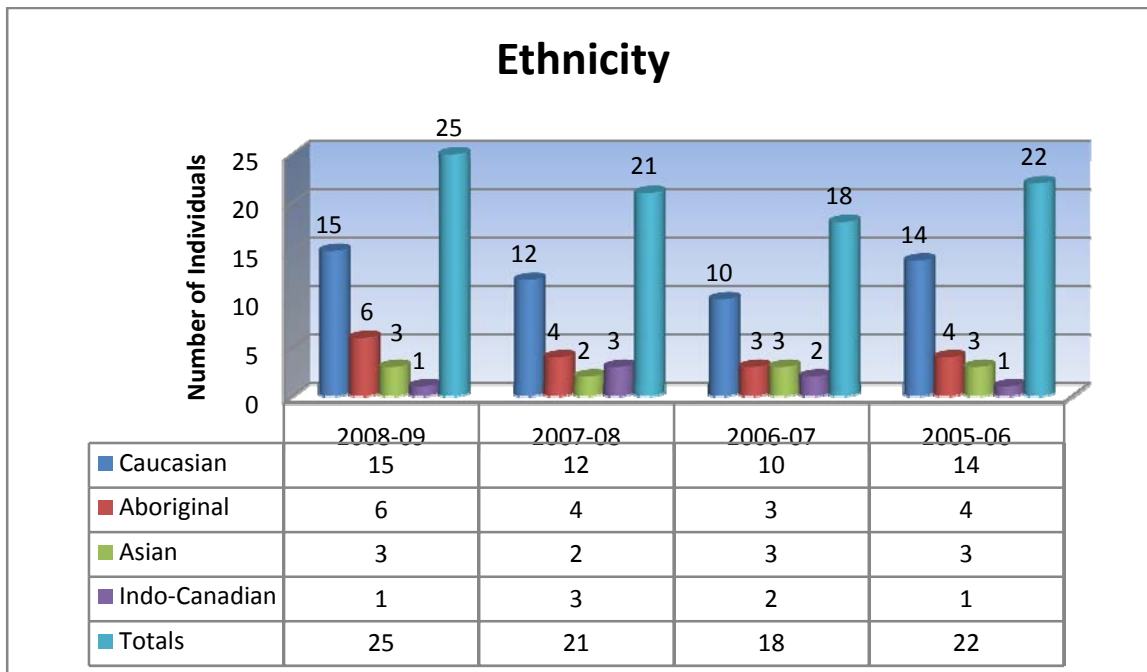
This year our Outreach team supported 36 people living independently. The Vancouver Apartments outreach program served 24 clients, an increase of three clients from last year. The Miller Block outreach program served 12 clients. The following are breakdowns of the gender, ethnicity and disability type:

VANCOUVER OUTREACH PROGRAM

Vancouver Apartments Outreach



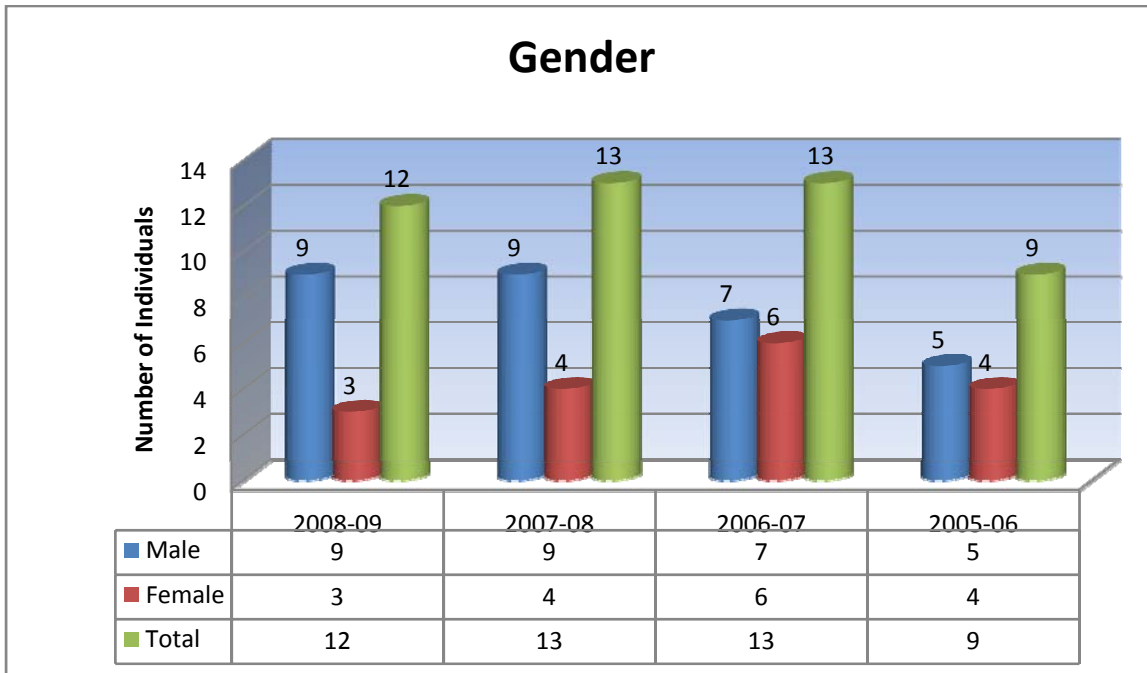
As the graph shows there has been a gradual increase in the number of female clients over the past four years from 7 individuals to 12, an increase of 5. Males have decreased by 2 over the same period. The total clients served have increased by 3 over this 4 year period.



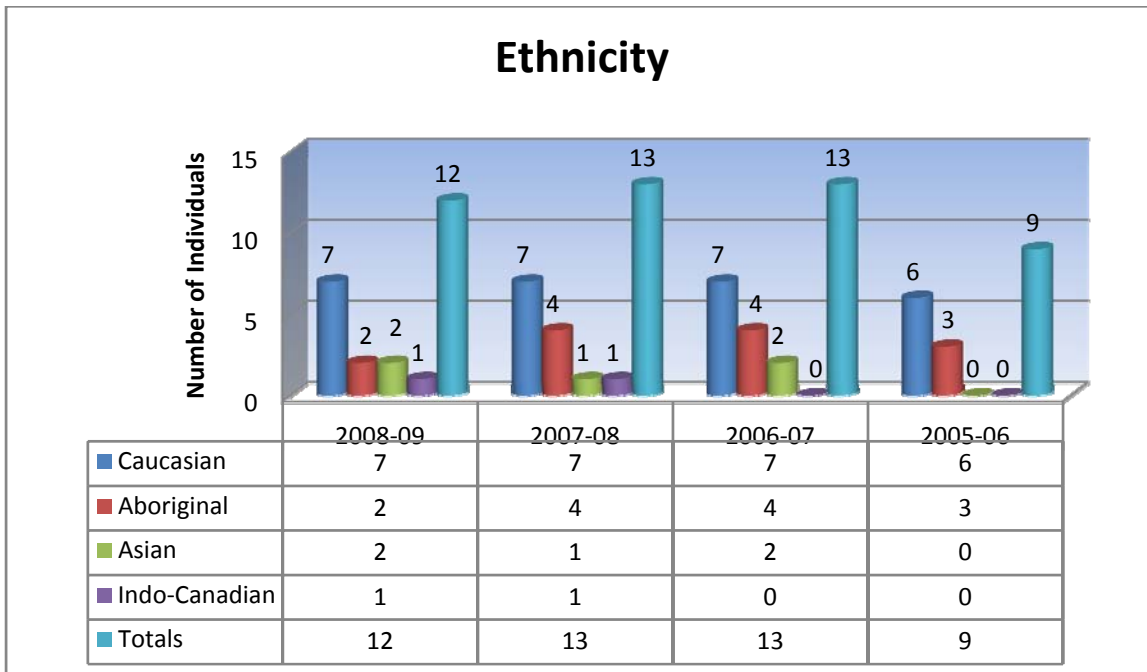
These statistics indicate that 60 % of the Vancouver Apartments outreach clients are from Non-European backgrounds.

VANCOUVER OUTREACH PROGRAM

Miller Block Outreach



As the graph shows the number of clients served over the past three years has remained constant with a slight decrease in the number of females served.



These statistics indicate that 58% of clients at Miller Block are from Non-European backgrounds.

VANCOUVER OUTREACH PROGRAM

Disability Type	2008-09	2007-08
Developmentally delayed	31	33
Cognitive functioning disability	2	1
Fetal alcohol syndrome (FAS)	6	3
Schizophrenia	1	1
Paranoid schizophrenia	1	1
Drug and alcohol addiction	4	2
Attention Deficit Hyperactivity Disorder (ADHD)	3	1
Depression	3	1
Diabetes	2	1
Miotonic Dystrophy	1	1
Hearing Impairment	1	1
Heart Disease	1	1
Post-traumatic stress disorder	3	1
Epilepsy	1	1
Dyslexia	1	1
Tourette's syndrome	1	1
Head injury	1	1
Cerebral Palsy	1	1
Schizoid affective	1	1
Autistic Savant	1	1
Autism	1	2
Down syndrome	2	1
Memory loss	1	1
Asthma	2	1
Bipolar disorder	1	0
Selective Mutism	1	0
Psychotic Disorder NOS	1	0
Attachment Disorder	1	0

Disability Type

The different disability types of 36 clients in both Outreach programs are as follows:

Changes in Service

The outreach team's recent move into the new Community Services office located across the street from the JHSLM administration office and Miller Block has proven to be a successful. The increase in office space has provided outreach clients with the opportunity to access community service resources, internet and social networking on a regular basis.

The effects of the structural changes made to CLBC continue to be realized within the Miller Block outreach program. Due to the shift away from case

management referrals have been fewer and have taken longer to process than in past years. This is evident in the decrease in the number of clients referred to Miller Block, no wait list for referrals and the difficulties in filling vacant shared suites with CLBC clients. This has resulted in one of the 12 reserved CLBC suites being rented to a non-CLBC tenant.

Another change brought forth as a result of the structural reconfiguration to CLBC is the increase in responsibility of the community and service providers in determining and advocating for individual client needs. The referral and intake process is more of a collaborative effort amongst an individual's existing support network in order to identify goals and create care plans accordingly. The barriers within CLBC's new system arise when there are sudden or urgent client needs. Contacting CLBC staff to secure appropriate services is a much lengthier process than it once was when social workers were familiar with the current circumstances of their clients and were able to facilitate more continuity of care. There is still confusion in regards to roles and responsibilities of CLBC staff and service providers.

During the past year our outreach team has doubled in size, growing from two fulltime Outreach Workers to four. This increase in staffing has allowed us the ability to support several new clients within the community. Over the past year the referrals and contracts that the VA's Outreach Team have received from CLBC have been for significantly higher number of support hours which has lead to a change in client capacity for each outreach worker. Several of the VA outreach workers have client contracts in the range of 24 hours per month up to 88 hours per month. This means that, in comparison with pervious contracts with significantly few hours per month, our outreach workers are spending a great deal more time with each new client. Part of the reason for such an increase in contract hours is the high need for support these clients have. VA outreach workers are supporting more people in need of finding adequate housing or in need of support to maintain their current housing. The number of clients a risk for victimization in their community has also increased; this may be due to an increased number of clients with complex mental health issues and substance use issues. Over this reporting year VA's outreach supported a young pregnant woman who was in danger for becoming homeless and was actively taking part in risky behaviours.

Community Needs Assessment

The needs of outreach clients are diverse. Staff work with clients to secure appropriate housing, manage finances, develop life skills such as cooking, cleaning, maintain personal hygiene, creating community connections and supports, role model appropriate social behavior, assist with development of personal boundary setting skills, and manage health care. For many of our clients, the challenge of having a developmental disability is compounded with other obstacles such as mental health issues and/or addiction/substance use issues. It is an ongoing goal for staff to improve their ability to assist clients with these challenges by facilitating staff participation in appropriate training opportunities in areas of mental health, the aging population, substance use, and cultural sensitivity whenever possible.

JHSLM made significant progress in their goal to address the issue of affordable housing for clients on income assistance (all our clients are on disability assistance or old age pension) with the opening of Miller Block in the fall of 2005 and continued to do so this year as new referrals were accepted to the program. This provides opportunities for our outreach clients to transition into more affordable and safer communities, as well as giving them continued access to one-to-one support and opportunities to interaction with co-residents during recreational activities. Miller Block also offers the option of increased independence with the option of support to clients transitioning out of the Vancouver Apartments program.

In the past year we have recognized that our aging population requires more support than our current programs can provide. There is a need for affordable housing with staff support for aging individuals who require medical and physical support. This year a transition plan was put in place with the assistance of CLBC for one Miller Block tenant who needed additional support due to aging related health concerns. Through this transition the individual was provided with more appropriate housing and was transferred from the Miller Block Outreach Team to the Vancouver Apartments Outreach Team in order to provide continuity of support. The transition seems to have been a positive experience for the individual.

Program Goals

- Enhance and support the quality of life for the clients.
- Promote independence by providing life skills training through individualized care plans developed by the client, facilitator, and outreach worker.
- For clients served to experience increased inclusion in the community, neighborhood and age affiliated activities.
- Provide clients who are at risk for homelessness with stable, affordable housing at Miller Block.

Outcomes

Effectiveness

The focus of this program continues to be assisting clients to acquire the life skills needed to continue living in their own home in a community setting. The client, the facilitator and the outreach worker determine goals at intake (although these goals are somewhat more flexible and less structured for the majority Miller Block clients). These goals are specific to each individual client. A client's success is determined by his or her own progress.

Efficiency

This past year the Vancouver Apartments outreach program served 24 clients (an increase of three from last year), and the Miller Block outreach program served 12 clients.

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Statistics show that we have maximized our occupancy rate with Vancouver Apartments Outreach for the entire year, which allowed us to achieve our goal of maintaining a minimum 80% caseload. Since its opening in December of 2005 Miller Block has maintained an occupancy rate of nine CLBC clients, with some turnover. This year Miller Block's occupancy rate was maintained at 11 CLBC clients (92%) with some turnover. The turnover in tenants this year was as follows:

- One tenant transitioned from Vancouver Apartments into the Miller Block.
- One tenant, whom was previously a Miller Block tenant, moved back into Miller Block after being homeless for a significant period of time.

Consumer Satisfaction

A total of 15 clients completed the March 2009 Consumer Satisfaction Survey, eight from Vancouver Apartments outreach and seven from Miller Block. Clients rated their satisfaction with various aspects of the program on a scale of one to seven (one indicating the lowest level of satisfaction and seven the highest). The initial results indicated that these clients were generally satisfied with the service. Many of the consumers commented that they enjoyed all the activities and events that outreach participate in. Several clients mentioned they appreciate that their outreach workers take them to their doctor's appointments and shopping. One consumer stated that the outreach program has allowed them to meet new people and make friends. A few consumers requested more group outings to a variety of new places. The following is an example of the survey and a comparison from previous years' results, 1 being low, 7 being high:

Question	April 2009	April 2008	April 2007
Today, how serious is your disability that brought you to the outreach program?	Miller Block: 4.17 V.A.Outreach: 5.14	Miller Block: 2.8 V.A.Outreach:4.4	Miller Block: 3 V.A. Outreach: 6
What is your level of hope for the future?	Miller Block: 5.71 V.A. Outreach: 6.57	Miller Block: 5.2 V.A. Outreach: 5.47	Miller Block: 6.2 V.A. Outreach: 6.1
Your level of trust with the staff is:	Miller Block: 6.5 V.A. Outreach: 6.86	Miller Block: 5.8 V.A. Outreach: 6.53	Miller Block: 6 V.A. Outreach: 6.5
How satisfied are you with staff's ability to address your concerns?	Miller Block: 4.64 V.A. Outreach: 6.29	Miller Block: 5.4 V.A. Outreach: 6.44	Miller Block: 6.6 V.A. Outreach: 6.2
Are you satisfied with the supports that are provided with your outreach worker?	Miller Block: 6.0 V.A. Outreach: 6.71	Miller Block: 5.4 V.A. Outreach: 6.375	Miller Block: 6.4 V.A. Outreach: 6.3
Your ability to live independently is:	Miller Block: 6.5 V.A. Outreach: 6.0	Miller Block: 5.8 V.A. Outreach: 5.56	Miller Block: 6.8 V.A. Outreach: 6
Are you satisfied with the life skills you are learning to be more independent?	Miller Block: 6.0 V.A. Outreach: 6.86	Miller Block: 6.4 V.A. Outreach: 5.7	Miller Block: 6.6 V.A. Outreach: 5.8

The Miller Block Client Outcome questionnaire also included a question assessing that satisfaction with the group activity programming provided by the Miller Block Outreach team.

Question	2009	2008	2007
How satisfied are you with the group activities offered at Miller Block (i.e. cooking, bowling, movie night)?	6.2	6.2	6.2

The past year Miller Block had regular tenant meetings to address any issues or concerns they had with other tenants and the building. These meetings allow individuals to express their opinions, recommendations, and concerns with each other and the agency.

VANCOUVER OUTREACH PROGRAM

Analysis

Review of Last Year's Goals

Action	Outcomes
Maximize caseload through referrals. Outreach will maintain a minimum caseload of 80% based on the number of hours assigned to each worker by CLBC.	The Outreach program has maintained a 90-100% caseload this past year. Referrals have been completed in a timely manner and CLBC receives updated summary reports available outreach hours on a monthly basis.
Increase clients level of independence. Clients will achieve 75% of the goals set by them and the social worker during intake.	The outreach team has supported clients in achieving many of their goals this year, whether it is maintenance, improving socialization or attending medical appointments.
Develop group activities with outreach clients that may include community events, cultural events, and sport activities. Where possible, open these activities to both VA Outreach clients and Miller Block clients to provide more opportunities for increased social networks.	This year the Miller Block and the outreach team collaborated and implemented activities for bowling, movie night, cooking group, a day trip to Bowen Island, football & baseball games, bingo nights, BBQ's, swimming and museums, Halloween Christmas and Chinese New Year parties.
Outreach workers will interview all referrals to the program within two weeks of receipt of documentation.	This goal has been met with both outreach and Miller Block.
Improve staff training in areas of programming, mental health and developmental disabilities.	This year the outreach staff participated in training workshops that involved addictions, working with difficult people, FAS, two-day workshop on mental illness first aid and a occupational health and safety workshop. Additionally, all outreach staff updated their Non-Violent Crisis Intervention and First Aid certification.
Improve team performance by establishing two team building events to increase staff morale.	One team building day was held in June 2008 in which staff enjoyed a day of go-carting and team strengthening activities. Unfortunately due to scheduling conflicts with outreach a second team building day was unable to schedule.
To increase our client capacity with an additional outreach worker.	During this reporting year we have achieved this goal by increasing Vancouver Apartments Community Outreach Team by two full time outreach positions.

Review of Last Year's Goals Pertaining to Miller Block

Action	Outcomes
Maintain CLBC client occupancy rate of Miller Block at a minimum of ten.	Throughout the past reporting year Miller Block has been successful in maintaining 11 suites for CLBC clients
Develop group activities with outreach clients that may include community events, cultural events, and sport activities. Where possible, open these activities to both VA Outreach clients and Miller Block clients to provide more opportunities for increased social networks.	This year the Miller Block and the outreach team collaborated and implemented activities for bowling, movie night, cooking group, a day trip to Bowen Island, football & baseball games, bingo nights, BBQ's, swimming and museums, Halloween Christmas and Chinese New Year parties.
Improve the screening guide and intake process for new referrals.	The Miller Block screening guide was updated over the course of this past year. Unfortunately due to a lack of time and resources the intake process for new referrals to Miller Block has not been assessed this past year.
Hire more casuals outreach workers for Miller Block.	Along with one fulltime outreach worker and one 2/5ths outreach worker, Miller Block also has two casual outreach workers.

The Commission on Accreditation of Rehabilitation Facilities surveyors evaluated our services on June 7th & 8th of 2007 and awarded us with our second three-year accreditation certificate. The outreach team continues to work very hard in order to ensure the services we provide are up to international quality of standards. Staff and management perform quarterly file audits, ensure security of client information, maintain personnel files and staff evaluations, and continuously update administrative forms in accordance with CARF standards.

Effectiveness

The broad range of contract goals set out for Outreach clients make statistical analysis of this goal difficult. Furthermore, as many of the goals set are long term, it is not always realistic to assess their achievement in the short period of time covered by this analysis. Outreach staff provide support where needed based on the contract goals that are set at the intake meeting. For Miller Block clients, care plans are developed in collaboration with the client, outreach worker, and wherever possible any other supports involved with the client provide input, but no specific contracts exist. Goals are reviewed regularly and may change when needed. The outreach team will continue to support clients in achieving those goals set out in individual care plans.

Efficiency

New referrals who have been assigned to the Outreach program have been incorporated into the caseload within the timeline set forth in this goal. CLBC and the outreach team have made a collaborative effort to handle referrals as quickly as possible; this process has continued to improve over the past few years due to regular meetings and contact with our CLBC liaison. All four Vancouver Apartments Community Outreach Workers have maximized their caseload this past reporting year. The outreach program will continue to improve our response rate and maximize client caseload for the outreach program through continued collaboration with CLBC through regular meetings with the liaison analyst for the JHSLM to provide in-depth updates, review and renew contracts as appropriate, and to discuss potential vacancies in advance.

New referrals for the Miller Block Outreach program have encountered more challenges due to lack of appropriate referrals. Each referral was met within a timely manner and the response for intake was immediate. Miller Block will continue to improve the referral process by recommending that CLBC provide a list of possible referrals for the agency to screen prior to vacancy to provide more time to make an appropriate assessment of the individual.

Consumer Satisfaction

This year the stakeholder satisfaction survey was issued in March 2009, in person and by mail. The response rate was 92% this year which was a significant improvement from previous year 70% response rate. The surveys this year targeted stakeholders whom had direct contact with our clients and programs during this reporting year. The consumers responded with an overall satisfaction of our programs; giving us a rating of 6.75 out of 7, with 7 being complete satisfaction. This is a decrease of 0.09 from March 2008 overall satisfaction rate of 6.84.

Informal responses from clients and stakeholders indicate the level of client satisfaction is generally high but the multiple barriers to communication often faced by Outreach clients complicate this assessment. As the Outreach program is wholly voluntary and there has been little incidence of clients declining or evading services, it is suggested that this goal can be considered as accomplished, with the caveat that improvement is always possible.

Next Year's Goals

The following goals are similar to those established last year:

- Maximize caseload through referrals. Outreach will maintain a minimum caseload of 80% based on the number of hours assigned to each worker by CLBC.
- Increase clients level of independence. Clients will achieve 75% of the goals set by them and the social worker during intake.
- Develop group activities with outreach clients that may include community events, cultural events, and sport activities. Where possible, open these activities to both VA Outreach clients and Miller Block clients to provide more opportunities for increased social networks.
- Outreach workers will interview all referrals to the program within two weeks of receipt of documentation.
- Improve staff training in areas of programming, mental health, addictions and developmental disabilities.
- Improve team performance by establishing a team building events to increase staff morale.
- To increase our client capacity with an additional outreach worker.
- To divide the disability statistics into three categories such as mental health issues, medical issues and developmental disability.

The following are goals related specifically to the Miller Block outreach program:

- Maintain CLBC client occupancy rate at a minimum of ten.
- Continue to develop and implement group activities geared towards community for Miller Block tenants initiated by outreach staff, and where possible combine these activities for VA Outreach and Miller Block clients to promote social interaction and expansion of peer networks.
- Improve the screening guide and intake process for new referrals.

Summary

The outreach program has seen some changes over this reporting year, as the structural changes to Community Living B.C. continue to be put in place. The shift away from individual case management and the adjustment period within the system seemed to directly impact the timeliness with which referrals were received and as new roles were assumed there was an overall breakdown in communication between agencies and CLBC. In order to address this problem and devise creative solutions to bridge the gaps in service that have resulted, CLBC has begun hosting regular Service Providers meetings, where agencies funded by CLBC meet to identify service delivery problems and strategize to address these issues.

The outreach team has remained dedicated and hard-working, and continues to work enthusiastically with clients and community stakeholders. There were several staffing changes to the Miller Block outreach team as one worker moved on to a new position outside the agency and one into a newly created Vancouver Apartments Community outreach position. The 2/5th position at Miller Block had two staff turnovers this reporting year due to staff moving into fulltime within our outreach team.

There were two incidents this past year at Miller Block involving CLBC clients. One incident involved property damage of the Miller Block building and the other involved a medical emergency of one of the tenants. In our community outreach program one incident occurred involving the theft of an outreach worker's wallet by a client.

The outreach team is committed to staying on the path of using the CARF standards to achieve their mission of continuous improvement and providing the highest quality of services. We strive to further develop approaches towards measuring program effectiveness; to advance staff development and time management skills as well as to ensure the quality of our service is reflected in the satisfaction of our clients, community contacts, and stakeholders.

COMMUNITY SERVICES

Louise LaFleur – Manager of Community Services

Description of Service

The Community Services Department is divided into five program areas as follows:

- Choices and Consequences Program
- Employment Preparation Program
- Volunteer and Practicum Program
- Youth Advocacy Program
- Homelessness Partnership Initiative Program

The program areas provide clients with services around obtaining identification, locating and maintaining affordable housing, employment support, drug and alcohol resource information, community support and referrals, among other individual requests. These requests are generated in the community by walk-in visits, telephone calls, visit to institutions and from the provincial and federal institutions by formal request.

Admission Criteria

The only admission criteria for the program are that staff remains safe with the individuals they serve. Community Services assists those impacted by, or at risk of involvement in the criminal justice system, those with developmental disabilities, persistent mental health conditions and those who pose a risk for homelessness. While we are mandated to support the above noted, the Community Services Office maintains an open door policy, and continues to help anyone in need of assistance.

Population Served

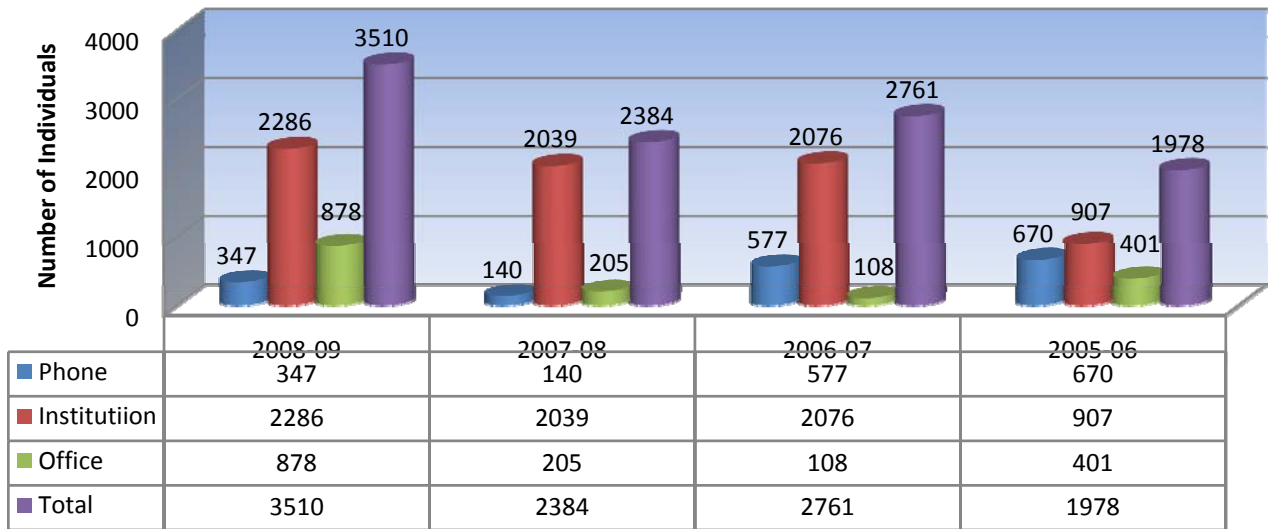
In 2008-2009, Community Services served a total of 1475 individuals. These individuals generated a total of 3510 contacts up 1126 or 47.23% over last year. Each individual made an average of 2.4 inquiries and had an average of 2.7 contacts with our office while dealing with those inquiries. Community Services responded to an average of 15.7 contacts per working day.

Population Served – Inquiries by Location

	Phone	Institution	Office	Total Client Contacts
Total YTD 08-09	347	2286	878	3510
Total %	10%	65%	25%	100%
Total YTD 07-08	140	2039	205	2384
Total %	5.9%	85.3%	8.8%	100%
Total YTD 06-07	577	2076	108	2761
Total %	20.9%	75.2%	3.9%	100%
Total YTD 05-06	670	907	401	1978
Total %	33.9%	45.8%	20.3%	100%

COMMUNITY SERVICES

Inquires by Location



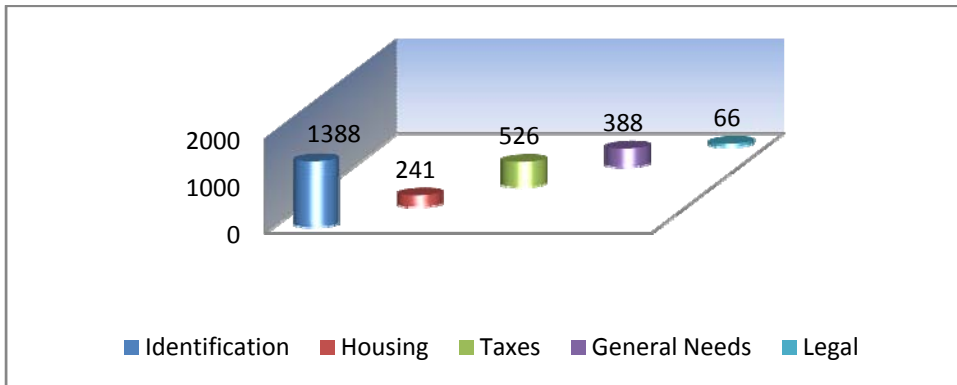
As the above table and chart show the majority of the individual requests were generated through correctional institutions. In addition, the program has had a steady increase in contacts over the past four years except for the slight drop of 377 in 2007-08.

Month to Month Breakdown of Statistics

Inquiry Date	Institutional Inquiries	Community Inquiries	Total Clients Served	Total Clients Contacts
April 2008	148	42	101	170
May 2008	141	44	93	216
June 2008	291	29	141	361
July 2008	204	42	109	240
August 2008	227	60	139	425
September 2008	142	56	97	274
October 2008	125	28	74	167
November 2008	165	47	108	171
December 2008	126	41	64	202
January 2009	194	86	153	417
February 2009	254	104	202	673
March 2009	312	102	194	194
Total for Year	2329	681	1475	3510

COMMUNITY SERVICES

The following graph further breaks down the types of requests into five categories:



- Housing includes emergency, short and long term housing.
- General Needs include food, clothing, mail services and personal effects.
- Legal inquiries include police concerns, legal aid, charges and pardons.

For a month to month break down of the types of requests, see chart below.

Inquiry Date	Identification	Housing	Taxes	General Needs	Legal
April 2008	100	7	60	3	5
May 2008	83	25	23	9	9
June 2008	134	14	140	5	2
July 2008	124	10	46	13	6
August 2008	73	13	147	23	5
September 2008	102	10	15	45	3
October 2008	77	8	12	26	5
November 2008	126	21	11	22	7
December 2008	87	6	3	8	4
January 2009	124	30	17	41	7
February 2009	156	40	25	68	10
March 2009	202	57	27	75	3
Total for Year	1388	241	526	338	66

Change in Service

This past year we further defined the roles and tasks of each of the five areas of the Community Service Department continuing to improve on the quality of service provided.

Community Needs Assessment

The program stopped completing income tax forms for individuals as this service was free and easy to access in a timely manner at several other places within Greater Vancouver. Since completing these forms was very time consuming although not expensive the program felt this time could be used more effectively and efficiently in other program areas within the Community Services Department. Also, there is a need to expand on the statistics collected such as finding a way to better define success and track the same for those being placed in housing. Lastly, look for a volunteer data analysis individual to assist with collecting and maintaining statistics.

COMMUNITY SERVICES

Review of Last Year's Goals

Action	Outcome
Complete consumer satisfaction surveys	Consumer satisfaction surveys were developed and completed
Explore consumer software options to improve client reporting statistics	The agency and program have been examining different types of software, but no decision has been made on which package to use.
Identify emerging trends from statistics to ensure service delivery can be expanded to meet consumer needs	Community Services Office changed the way we collected our statistics to better analyze where our clients require the most support and assistance. From this, we were able to note that our clients utilized our mail holding system more frequently. This led us to re-evaluate and make changes to the system to allow for greater recording and efficiency.
Expand volunteer and practicum placements	The volunteer and practicum placements initiatives were expanded to include such things as assisting the Youth Advocate inside Burnaby Youth Custody Center, attending presentations and assisting with the Choices & Consequences Program, attending the Prostitution Offender Program, visiting Youth and Community Court, assisting the HPI program with pre-release planning from Fraser Regional Correctional Center and North Fraser Pre-trial Center, and supporting offenders currently residing at the Community Residential Facilities. Volunteer and practicum students also assisted with the creation of a low income housing manual, a youth resource manual, and the Community Services Office Training and Orientation Manual.
Host monthly community information Fairs	Outcome was not achieved.
Continue to place individuals that are at risk for homelessness into long-term affordable housing	This continues to be a high priority goal and another HPI Worker was hired to assist with this endeavour.

Effectiveness

Our goal is to provide a well-rounded and supported service to our clients. In expanding the community services office and its hours of operation, we have accounted for the times when our clients require our services the most often. Similarly, in ensuring that we have skilled volunteers and practicum students from all areas of study and backgrounds, we have allowed appropriate support for clients' different requests, often with volunteers who have prior experience dealing with specific issues.

Efficiency

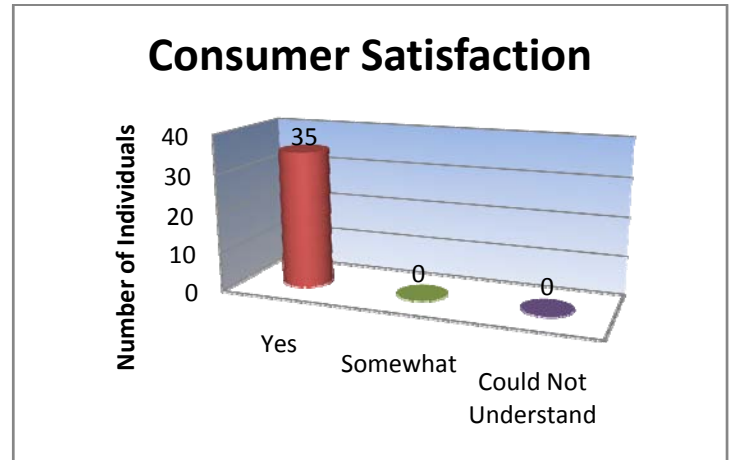
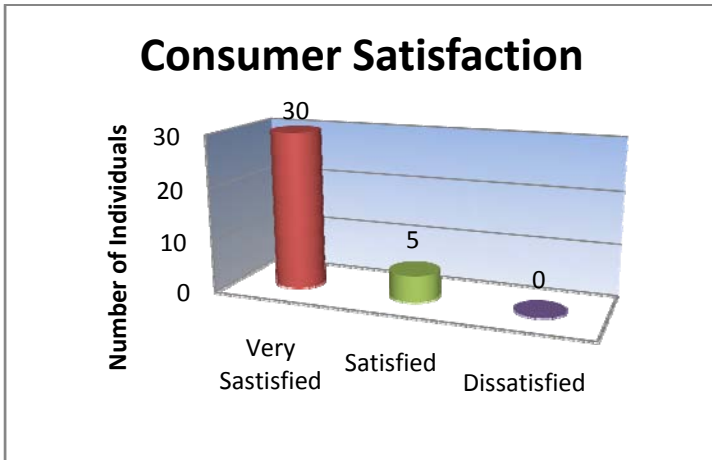
The Community Services Office can now accommodate a higher volume of individuals than previously possible. As such, some changes have been made to facilitate efficient client assistance. Client data entry has all been kept electronically, and formal casework records have replaced the client inquiry forms that had been in place. We have created an area available to individuals to work one on one with our staff. We have scheduled at least two staff in the office at all times, which allows us to better work with clients one-on-one while they are in the office, and also lends itself to office safety. As mentioned earlier, we have also changed the statistics to better demonstrate where our clients require the most assistance and highlight the areas in need of improvement. Lastly, new money attained this past year has been used to expand and improve the service.

Consumer Satisfaction

Client satisfaction surveys were available in the Community Service Office to individuals who came in to receive service, and were also sent out to Provincial Institutions. Of the 80 sent out to institutions, 28 were returned. Seven surveys were filled out at the Community Services Office for a total of 35 surveys being returned. The results are shown below.

How satisfied are you with services at the Community Services Office?

Was the information provided by the staff helpful and easy to understand?



How likely would you be to contact us for further assistance?



Next Years' Goals

- Create an intake questionnaire to gather more detailed information from our clients at the outset of service.
- Hire a summer student to assist in updating policy manuals and to create a Low Income Housing Manual for provincially incarcerated offenders.
- Host community forums in the Greater Vancouver Regional District.
- Meet CARF standards.
- Expand and improve on our collection of statistics in order to improve the service given.

Louise LaFleur – Manager of Community Services

Description of Service

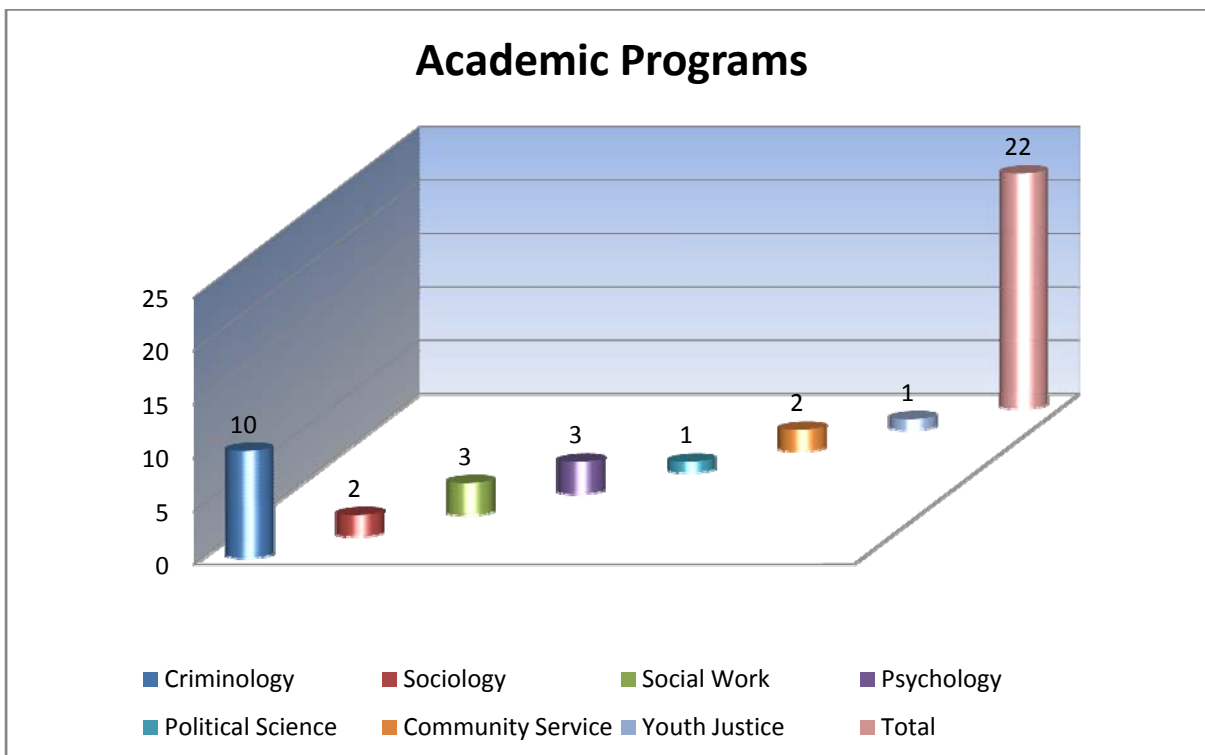
The Volunteer and Practicum Student Program provides our community with an opportunity to gain practical knowledge and valuable work experience while assisting and supporting clients of the John Howard Society.

Admission Criteria

Volunteers and practicum students undergo a formal interview process and criminal records check or enhanced security clearance before being accepted as a volunteer for our agency. The John Howard Society of the Lower Mainland values the role that volunteers and practicum students play in the smooth and effective operation of our programs. Their enthusiasm and passion help define the agency as a leader in the community and increase our overall success. Volunteers and Practicum Students are hired and placed throughout the agency complimentary to both their area of interest and the benefit of the site. All agency volunteers conduct themselves in accordance with the core values and mission statement of the John Howard Society of the Lower Mainland.

Population Served

The Volunteer and Practicum Student Program serves a diverse population of students and community members who have a desire to get involved in making a positive contribution to their community. This ethnic and academic diversity is mirrored in the types of clientele that we support on a daily basis. In the 2008-09 we have had 22 students from many different institutions and ethnic backgrounds (Caucasian 14, Aboriginal 1, Asian 3, Indo-Canadian 4) majoring in Criminology, Sociology, Social Work, Community Service, Youth Justice and Political Science as the following graph shows:



VOLUNTEER & PRACTICUM STUDENT PROGRAM

Community Needs Assessment

Our Volunteer and Practicum Program benefit our clients, academic institutions, and the community at large. Clients benefit from the wide range of services and programs that are assisted by volunteers and practicum students. Each time a volunteer and/or practicum student has a successful interaction with a client, they are contributing to a stronger and safer community. We recognize the vital importance of volunteers and practicum students with diverse academic and ethnic backgrounds in bringing enthusiasm and passion to the effective operation of our programs.

Program Objectives

- Recruit volunteers and practicum students that reflect the diverse population of clients that we serve.
- Provide volunteer opportunities in all agency programs.
- Provide our clients with effective support from community members.

Review of Last Year's Goals

Action	Outcome
Expand the volunteer and practicum student services currently offered by the agency through strategic recruiting efforts, program development and community engagement.	The Volunteer and Practicum Student Program focused on widening recruitment for the 2008-2009 year, which is reflected in the varied institutions and programs our volunteers and practicum students are involved in. Program development and community engagement has also been at the forefront this year. Our volunteers and practicum students are encouraged to spend their donated time at many different agency and community programs to help provide a well-rounded learning experience. This is a benefit to our agency, as the volunteers often come back with fresh ideas and new enthusiasm for the work we do. For example, we have had students and volunteers spend time in the Community Residential Facilities, Community Services Office, Youth Advocacy Program, with Community Parole and Probation Officers, shadowing the Prostitution Offender Program and visiting Community Court, in one practicum. Similarly, volunteers have assisted with such projects as a Youth Resource Guide, the development of a comprehensive Community Resource Manual and a housing support guide.
The program will begin logging the number of hour volunteers contribute each month so careful planning around resources, efficiency and need can ensure	Completed. This has help allocate volunteer and parcticum hours to better serve our clients.
To create and maintain a stable, diverse, and effective roster of volunteers and practicum students	We have maintained a stable intake of volunteers and practicum students this year. Developing clear strategic plans at the beginning of the year ensured this occurred and that their individual skills and abilities were used in the most effective and efficient manner which assisted in fostering positive program changes over the year.
Host a volunteer and practicum student appreciation dinner to recognize individual efforts and thank volunteers for their ongoing support.	We hosted a Volunteer & Practicum Appreciation event aboard a Paddlewheel Riverboat in March, 2009. The evening involved dining, dancing and prizes as well as the recognition of our excellent volunteers who donate their time and skills to ensure our programs are successful.

Effectiveness Outcomes

Our goal is to provide rewarding opportunities for both the volunteer and the site receiving their support. We continue to increase our community profile, reflected in the variety of institutions and community programs that refer volunteers to us. Comprehensive position descriptions are delivered to potential volunteer to ensure a quality match between volunteer and the area they are interested in.

Efficiency

Our agency ensures that volunteers and practicum students are treated with the utmost respect, and are able to begin their contribution to the agency in a timely manner. Response to a potential volunteer or practicum student is at the forefront of success in this program. Within a week of initial contact, the potential volunteer will have been sent the position descriptions that fit their general area of interest. Following a review of the position descriptions, a formal interview is set up between the applicant and the Volunteer Coordinator to assess the suitability of the community member with the program they are interested in. After a successful interview, the potential volunteer must complete their criminal record check or enhanced security clearance. Once that clearance has been received, we are committed to starting the volunteer or practicum student as soon as possible to maximize their contribution to our agency. To maintain a productive atmosphere, mid-term and final evaluations are conducted with all practicum students, and regular performance evaluations are conducted with volunteers to ensure that the work done for the agency continues to be positive.

Next Year's Goals

- Utilize volunteers for individual projects based on individual skill sets.
- Work closely with the Community Residential Facilities to standardize the way we bring practicum students to their sites.
- Implement an Exit Interview to be completed by volunteers and practicum students when leaving the society. Results will be available for the 2009-2010 annual report.
- Meet CARF Standards
- Expand and improve on the collection of statistical data in order to improve the service delivered.

Volunteers

The following people volunteered with the John Howard Society during the 2008/2009 fiscal year. We sincerely thank all of our volunteers for their invaluable commitment to our agency.

Ashley Froment, Charlie Chung, Anita Sangha, David King, Mima Preston, Niegel Kirby, Sherina Kanani, Daniel Easton, Ian Camp, Karin Blok, Jamie Sweetenham, Dale Arthur, Jim Mandelin, Ron Carpenter, Selena Jamal, Scott Stanger

*List does not include Board Members & POPBC Volunteers

Practicum Placements

The following people completed a practicum placement with the John Howard Society within the 2008/2009 fiscal year. We thank them for giving their time and talents that help define our agency as a leader in the community.

Pearce Richards, Jonathan Harder, Sebastian Olaru, Christina Bateman, Paramjit Siddhu, Kevin Vandevyvere, Harprit Attwal, Angeline Vaughan, Ada Tsang, Amrita Sandhu

Jim Mandelin – Program Facilitator

Description of Service

Choices and Consequences is an educational program, designed to educate at-risk youth, about the perils of crime, and how criminal activity can adversely impact families, communities and individuals.

The Choices and Consequences program is delivered inside mainstream and alternative schools, youth detention centers, colleges, universities, and community groups, often in a classroom setting, by a speaker who shares his personal stories of how he came into contact with the criminal justice system.

Some youth are pressured by friends to experiment with drugs. Others are targeted by gangs or pimps who want to recruit young people into their organizations to carrying out illegal activities. The Choices and Consequences speaker discusses the pivotal moments in his life, when he felt pressured to experiment with drugs, or commit illegal activities, that resulted in prison sentences.

The Choices and Consequences speaker also bring with him a message of hope. By telling his stories he is able to illustrate how he has learned to make choices that now positively impact his life and those around him. In addition, the speaker encourages the youth to ask questions and promote an open and honest group discussions.

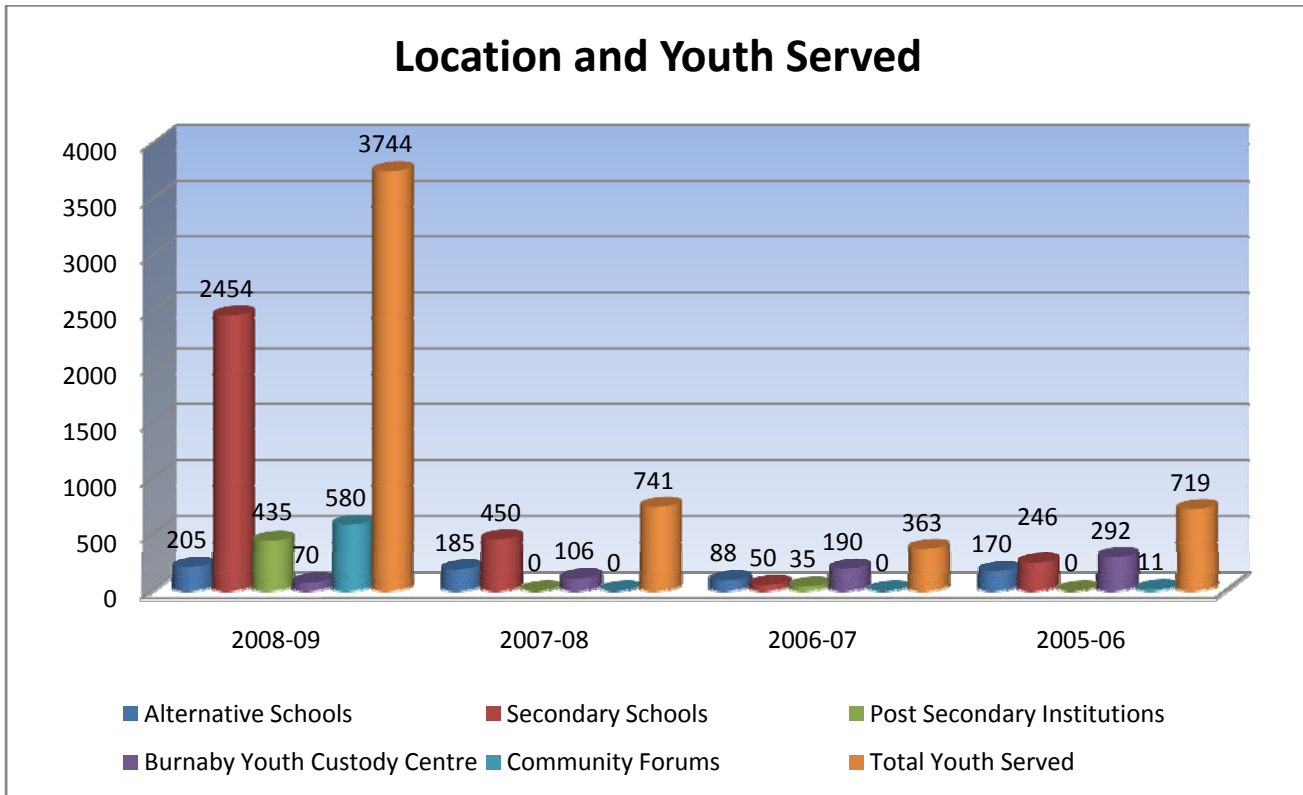
Admission Criteria

Teachers, instructors, professors, and community groups contact the John Howard Society of the Lower Mainland's Program Facilitator when they want to book a Choices and Consequences speaker presentation. Typically, the Choices and Consequences program address at-risk youth between the ages of 12 to 18 but more recently, the program has had an increase in requests from main stream community groups and is now serving a broader audience. Schools and community organizations are asked to make a small donation to the Choices and Consequences program at the time of booking.

Changes in Service

In past years speakers consisted of volunteers who have been directly involved in the criminal justice system, often having served lengthy prison terms. In January 2009 the program hired a program facilitator. This facilitator is a fully pardoned, ex-convict, recovered alcoholic, drug addict, and former gang member. By hiring a permanent facilitator this has allowed the program to book more presentations increasing the number of youth served.

Populations Served



As the graph shows the program has steadily increased the number of youth served over the past four years. The number of youth served increased by 3003 to 3744 in 2008-09 from 741 in 2007-08 since hiring a program facilitator. In addition, media coverage of youth gang violence throughout Metro Vancouver over the last year has increased the demand for this prevention program. The ethnicity of the youth served is:

Ethnicity	Percentage
Caucasian	39%
South East Asian	26%
Asian	28%
First Nations, Afro-Canadian, Other	7%

The following chart shows the number of locations visited and presentations for the last four years.

	2005-06	2006-07	2007-08	2008-09
Locations Visited	16	8	10	54
Number of Presentations	53	23	37	114
Total	719	363	741	3,744

Community Needs Assessment

Over the past year the Choices and Consequences program has seen a need for:

- An interactive crisis web based resource where youth can text or email someone like the program facilitator about issues in their lives at school, at home and with their friends. To date approximately 400 youth have used this method of communication like older generations use a phone crisis line.
- Information session that become part of in service training for school personnel to educate them around the issues that these at-risk youth face. Many teachers and other personnel within the school system have stated “they did not have a clue” about these issues or what they might be able to do to help as it is not part of their University training.
- Follow up sessions 3 days to one week after the presentation to provide the youth with a question and answer session. The program has completed 7 of these sessions and the youth have verbally indicated they are extremely valuable to them.

Program Objectives 2008 - 2009

- Offer education to at-risk youth about the negative impacts of crime and drug use.
- Have a diverse pool of volunteers, from varied age, ethnic and socio-economic backgrounds to reflect the populations they serve.
- Speak to a wide variety of youth and community groups throughout the calendar year.
- Provide youth with information to help them make informed choices.
- Provide an opportunity for Choices and Consequences speakers to use their experiences positively and give back to the community.

Review of Program Goals from 2008 – 2009

Action	Outcome
Secure direct access money	The agency received a \$20,000.00 grant
Recruit speakers	Not achieved. A 1/5 th program facilitator was hired in June of 2008 and his hours were increased to a 3/5 th position in January 2009.
Increase the satisfaction survey return rate	This was the first year surveys were handed out. Of the 3744 youth served, 821 or 22% returned the survey.
Increase the number youth served by 20%	The youth served was increased by 505% over last year and went from 741 to 3744 being served

Effectiveness

- Funding was secured by a grant of \$20,000 through a Direct Access grant.
- A three fifth program facilitator was hired.
- The number of completed program evaluations by program participants tripled.
- The number of youth served jumped from 741 participants to 3,744 participants over the course of the year.

CHOICES AND CONSEQUENCES PROGRAM

Efficiency

The Choices and Consequences program ensures it maintains itself as a relevant program to the youth it serves. The facilitator routinely surveys the Integrated Gang Task Force, educators, parents, politicians, community leaders, teachers and students, for input and feedback. Any input or feedback is carefully considered by the agency to ensure that the Choices and Consequences program remains responsive to its mandate.

Consumer Satisfaction

This year of the 3744 youth served, 821 or 22% returned the consumer satisfaction survey. The youth who completed the survey rated their satisfaction in five areas as listed below:

1. Overall how satisfied are you with the Choices Program?

Very Satisfied	640	Satisfied	181	Dissatisfied	0
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2. Was the information provided by the speaker(s) helpful?

Very Helpful	700	Helpful	100	Not Helpful	21
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3. Was the information provided easy to understand?

Yes	820	Somewhat	1	No	0
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4. How well did the Speaker(s) present the information?

Very Well	780	Somewhat Well	41	Not Well	0
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5. How likely is it that the presentation will influence people's choices?

Very Likely	660	Likely	140	Not Likely	21
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CHOICES AND CONSEQUENCES PROGRAM

Some additional comments made about the program were:

- I think talking to someone would really help me. I know it would. I do really need someone to talk to. I feel so sad sometimes depressed. I feel like a failure I feel stupid I feel like such a bad friend. I feel selfish. I feel very selfish. My Dad phoned tonight and I was happy to talk to him. My mom started crying cause I know she is jealous and she feels unloved. This is what I get for trying to love someone. I hate it so much.....Better to just not love at all. What times is your office open so I can call you to talk?" **North Vancouver Senior Secondary School**
- You are a true hero, my hero. You are the closest thing we have to a superhero. Just the way how you turned things nobody else could have done. You are my definition of hero. You seemed to just touch my heart so much. Every night after I heard your story I just couldn't help to think what it would have been like for you. You may say to yourself "I'm no superhero" But like you said today kids are better at thinking outside the box. So just step back from your life and think what you have done. You are truly astounding. So I step back and look at my life and compare to yours and I realize how darn lucky I am to grow up so well. Things that happened to you didn't exist for me until you came. **Coquitlam Secondary School**
- I am a student from Riverside Secondary School and you came to our Law class last week to give us a lecture on your life story... thank you very much. I must say that your speech was the best one I've ever heard yet. In the past, I've heard some stories relating to gang violence, sexual abuse, prison, etc but was never fully exposed to what people had gone through. You also gave me a different perspective on how people can "change". Once again I just wanted to say a big "Thank you". I hope you continue to share your story with other young adults... you certainly are making a difference in everyone's life." **Port Coquitlam Secondary School**

Next Year's Goals

- Increase the audience participation numbers by 10%.
- Expand the delivery of the Choices and Consequences program to Surrey's WRAP Program.
- Increase funding revenues to sustain program deliverables.
- Expand the Choices and Consequences audiences to include more parents and community services provider.
- Meet 100% of CARF standards.

Louise LaFleur – Manager of Community Services

Description of Service

In keeping with the 1989 United Nations Convention on the Rights of the Child that specifies children often need special care and protection that adults do not, the John Howard Society of BC's Youth Advocacy Program provides youth-in-custody throughout the Province of British Columbia, with dedicated advocates that teach them about their rights and responsibilities.

Advocacy services are provided to youth in open and secure custody at the Burnaby Youth Custody Center on a weekly basis. These services are provided at the group and individual level, which varies with the specific service provided. The youth advocate provides additional support to incarcerated youth, and helps to educate them about their rights and responsibilities.

Admission Criteria

Male and female youth incarcerated in Burnaby Youth Custody Centre ranging in age from twelve to eighteen years.

Population Served

Youth incarcerated inside the Burnaby Youth Custody Centre.

Community Needs Assessment

Providing youth the opportunity to learn advocacy skills help them ensure a successful reintegration into the community upon their release. While incarcerated, the Youth can develop a sense of pride and self-worth while respectfully advocating for their needs to staff members. The Advocate is present to assist in promoting independence and self-determination while supporting youth to ensure their voices are heard. Essentially, the advocate provides solution based independent oversight and education for incarcerated youth.

Program Objectives

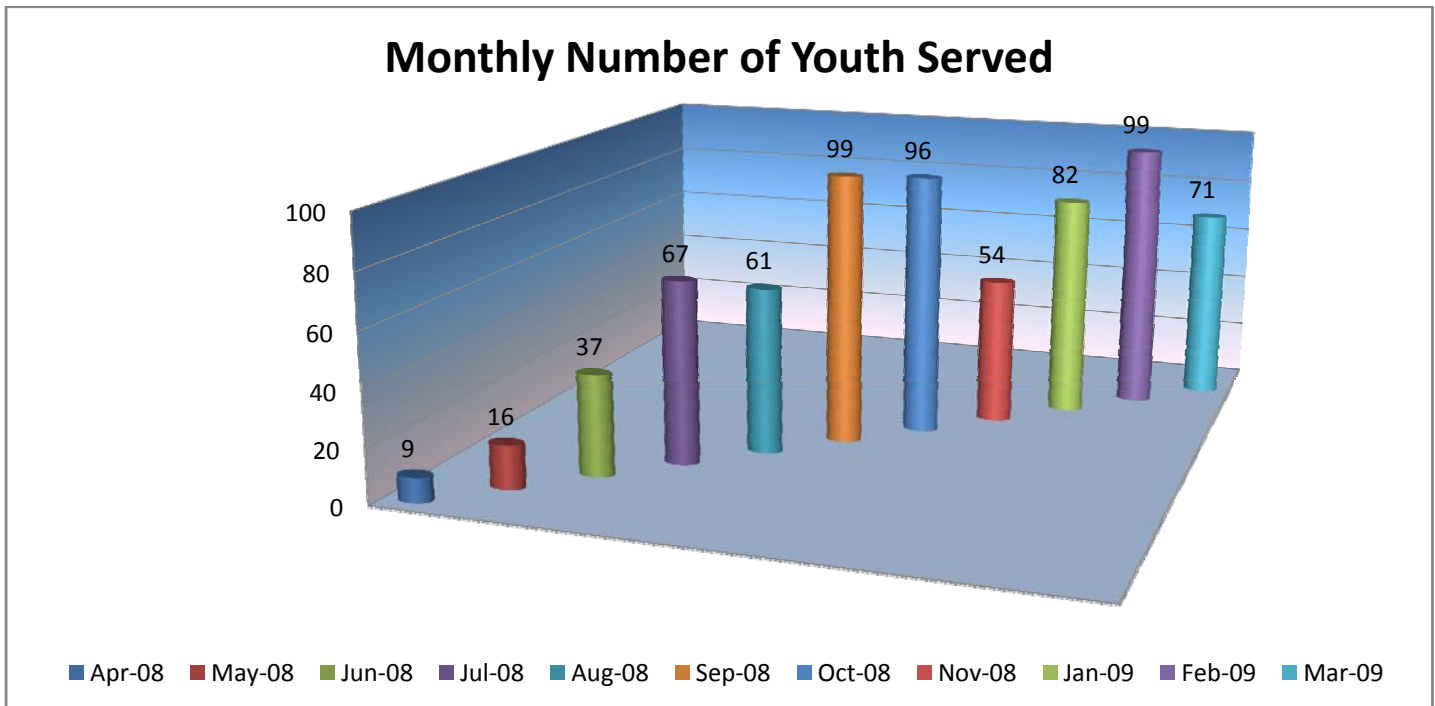
- To increase awareness of advocacy services available to youth while in custody and in the community.
- To increase self-advocacy skills for youth custody residents.
- To increase advocacy related activities on behalf of custody residents.

YOUTH ADVOCACY PROGRAM

Action	Outcome
The youth advocate will continue to meet with incarcerated youth to provide advocacy services.	The program is now in its fifteenth month and continues to provide this service.
Ensure the agency is able to respond to requests by youth in a timely manner.	The agency has refined the way we respond to requests to ensure that they are dealt with in a time-sensitive manner. The Advocate now carries a cell phone for issues that arise when the advocate is away from the Center. The youth can call this number toll-free as a professional call. Similarly, youth can put in a formal request to unit staff, which will be collected for the advocate upon arrival at Custody Center. In combination, these changes allow for timely, effective and appropriate assistance.
Develop methodologies that are consistent with the operational requirements of the institution.	The Advocate has worked to create a partnership with Burnaby Youth Custody Center staff, including case management, in order to assist youth while adhering to operational requirements of the institution. For example, providing facilitation and support to their Youth Advisory Meetings and monthly Birthday Club celebrations, or altering the time of visits as to not interrupt programming already in session.
Develop a supportive FASD component that will enhance the efforts of the Youth Advocacy Program.	Outcome was not achieved.

Effectiveness Outcomes

Service delivery effectiveness can be measured by the growing number of clients and continued growth of requests. Requests have been received verbally from clients and staff, by formal request forms, and by phone. Overall, strong working relationships have been developed between the youth, advocates, and correctional staff which positively impact the advocate's abilities to deliver effective advocacy services to incarcerated youth. As the graph shows the year began with the program serving 9 youth and ending it serving 71 youth. No services were offered in December.



Efficiency

Many changes have been made to improve the Youth Advocate program's efficiency in the 2008-2009 year. New color posters have been displayed on all units and in common group areas to market the program to newly incarcerated youth and provide easy access to advocate's contact information. The Advocate can now be reached by cell phone so the youth can leave a message 24 hours per day, and the Advocate has the ability to respond more rapidly. This service is available to the youth free of charge as a professional call.

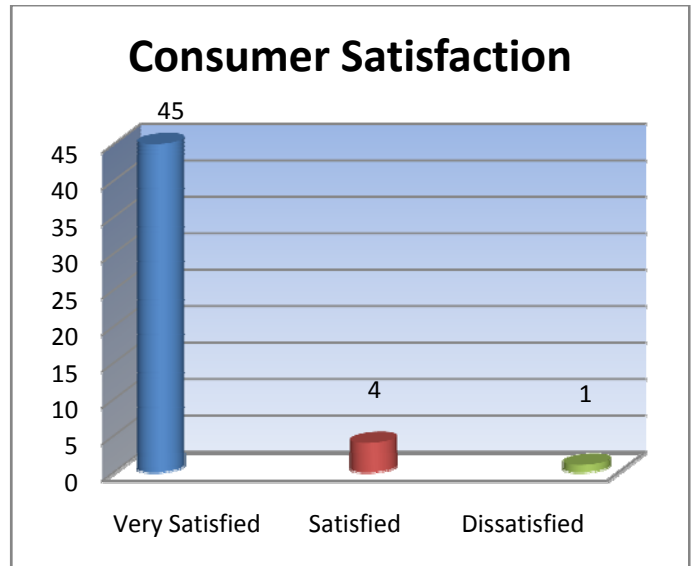
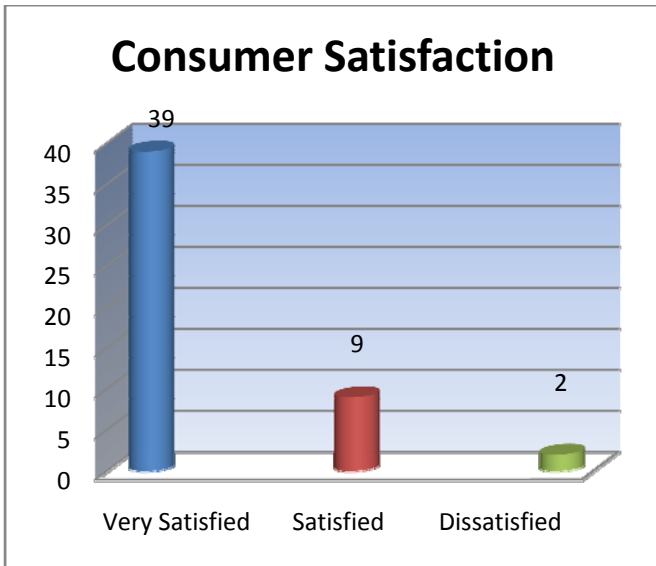
The Advocate works cooperatively with staff at all levels, open and frequent communication to support current center programming and maximize advocate visits. We assist with and continue to attend info fairs and other center events to promote the program alongside line staff. Similarly, the Youth Advocate assists in facilitating regular Youth Advisory Meetings and regular Birthday Club events. Eight such meetings and events were held over this past year.

Consumer Satisfaction

The youth served were asked the following two questions. As the graphs below show they appear to be satisfied with the service they received. They stated they were 96% and 98% satisfied.

Are you satisfied with the Advocate's ability to address your concerns?

Are you satisfied with your level of trust with the Advocate?



Next Year's Goals

- Complete Rights 2 Success curriculum and begin delivering the program to incarcerated youth.
- Continue to establish advocacy based programs in accordance with Program Staff at the Burnaby Youth Custody Center.
- Complete the Community Youth Resource Guide to provide to youth upon their release.
- Meet CARF standards.
- Expand and improve on the statistics collected to improve the quality of service delivered.

Andrea Klatt & Pamela Flegel – Outreach Workers

Description of Service

The Homelessness Partnership Initiative (HPI) is focused on preventing inmates and parolees from becoming homeless. It is designed to maximize available community resources and provide linkages to existing services for our clients. This program is aimed at improving service delivery and achieving better outcomes for this at-risk to become homeless inmate/parolee population. Regular contact with mental health teams, outreach services, emergency sheltering facilities and supportive housing links are incorporated into the HPI program. This new inmate/parolee homelessness prevention initiative acknowledges that inmates and parolees require specialized support to acquire and maintain safe, affordable housing and avoid evictions once housing is secured.

January 2008, the Homelessness Partnership Initiative (HPI) replaced the agency's Prison Services Program and is funded by Service Canada.

The HPI is supported by two full-time outreach workers. Initial contact is made through visits inside North Fraser Pre-Trial, Fraser Regional Correctional Centre, Ford Mountain Correctional Centre, and as of September 2008 Surrey Pre-trial Center. Follow up contact is facilitated through the agency's Community Services Office.

Admission Criteria

The HPI program is offered on a self-referral basis. Client requests are generated by institutional referral forms, letters, and telephone calls that originate from the provincial or federal institutions, referrals from community corrections, or through the Community Services Office walk-in service located at 752 Kingsway (Vancouver).

The HPI program identifies inmates and parolees who pose a risk for homelessness. Services are provided to those who have been in contact with the criminal justice system, those who have been impacted by, or are at risk for involvement with the criminal justice system, individuals who are transitioning into the community from federal and provincial institutions, individuals with developmental disabilities and persistent mental health conditions, and those who suffer from substance abuse/ addiction issues.

The Outreach Team has created working relationships with parole offices, probation offices and shelters throughout the Lower Mainland. This has resulted in a significant increase in client contact. The team has also introduced the HPI program to halfway houses, treatment centers and other related residential community housing programs.

Population Served

The HPI program provides services to inmates, parolees and those on probation whom are transitioning into the community from federal and provincial institutions who pose a risk for homelessness.

Changes in Service

The HPI program is focused on preventing inmates and parolees from becoming homeless once they are released into the community. Service provision includes community support to help offenders maintain long term affordable housing. The HPI program was designed to maximize available community resources and provide linkages to existing services for our clients. This program is aimed at improvements to service delivery and achieving better outcomes for the at-risk to become homeless inmate/parolee population. Regular contact with mental health teams, outreach services, emergency sheltering facilities and supportive housing links are incorporated into the HPI program.

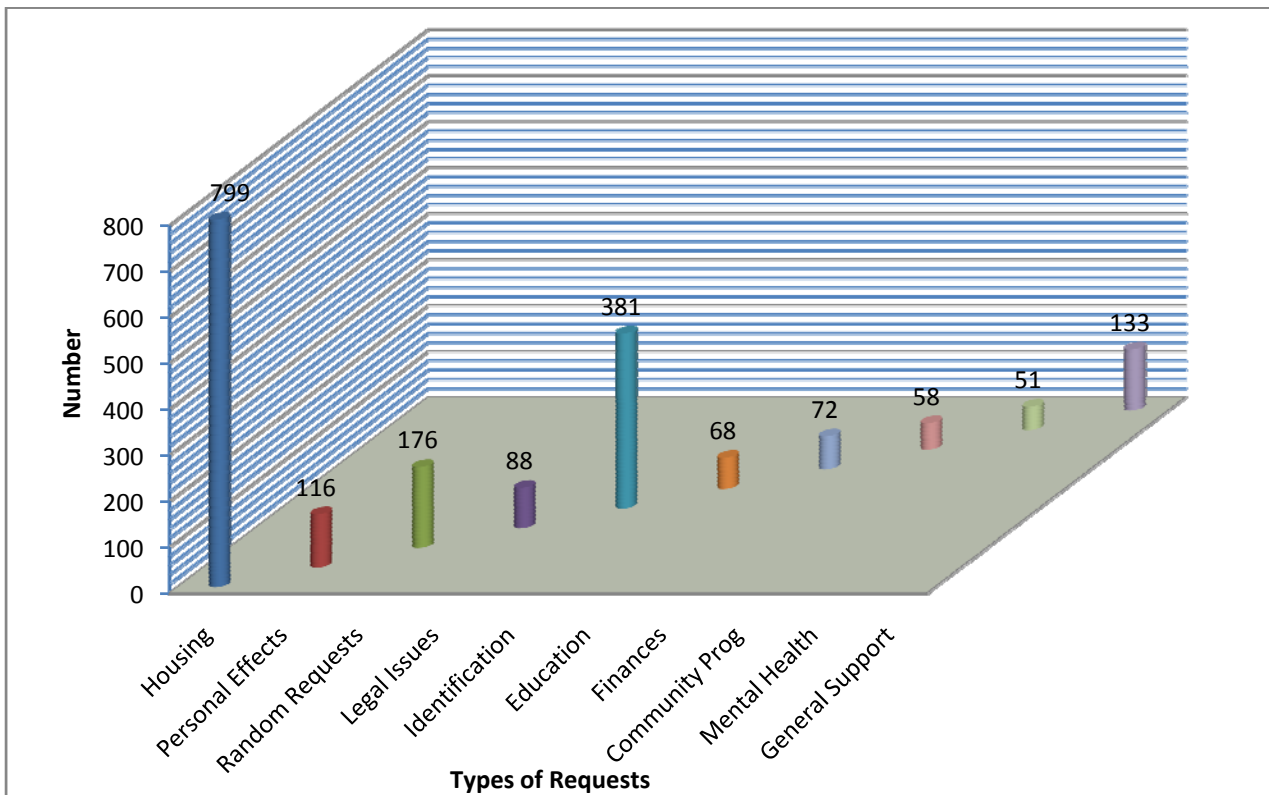
HOMELESSNESS PARTNERSHIP INITIATIVE

This new inmate/parolee homelessness prevention initiative acknowledges that inmates and parolees require specialized support to acquire and maintain safe, affordable housing and avoid evictions once housing is secured.

The Community Services Office provides follow up service to the HPI program by assisting individuals in acquiring medical or social insurance cards, birth certificates, landlord tenant mediation services, employment program referrals, and drug and alcohol treatment resource information.

Community Needs Assessment

Many inmates nearing release from provincial institutions are vulnerable to homelessness when they transition back into the community. The HPI program works with inmates inside BC Correctional institutions, and with parolees in the community, to help them acquire and maintain long-term, affordable housing. This is achieved by regular contact in the community, and providing assistance to our clients by helping them access employment programs, mental health services and community resources. From April 2008 to March 2009, HPI outreach workers processed 1,942 requests for housing and other various needs that will assist individuals upon their release. The graph below, explains the different types of requests and how many requests the HPI program received in each category.



Program Objectives

- Prevent homelessness for inmates, parolees and those on probation who pose a risk for homelessness
- Create comprehensive networks with housing agencies
- Create comprehensive networks with addiction services
- Provide linkages to existing services in the community
- Liaise with mental health service providers
- Provide landlord tenant mediation services
- Provide ongoing community support
- Provide support creating release plans for those incarcerated

HOMELESSNESS PARTNERSHIP INITIATIVE

Review of Last Year's Goals

Secure funding to continue HPI program beyond March 2009	The funding for the HPI program has been secured for another two years, until March 2011. The funding will be for the two full-time outreach worker positions that are currently in place.
Increase the number of clients served by 20 %	The HPI program has served a large number of clients since the beginning of this fiscal year, through institutional visits, walk-ins at the community services office, referrals from community corrections, community residential facilities, as well as referrals from other organizations that work with the same clientele. The HPI program has 1248 active clients documented as of March 31, 2009. The HPI program has made 4424 contacts within the institutions, from community corrections, other organizations and from walk-ins to the community services offices with these active clients in the fiscal year.
Partner with affordable housing programs to provide more housing options to our clients	The HPI program has attempted to develop partnerships with various housing projects throughout the Greater Vancouver area, however due to the low occupancy rates, lack of affordable low-income housing, in addition to the economic downfall, such partnerships will need to be further implemented and developed. The HPI program will continue to make these partnerships a priority within the program.
Create awareness of the HPI program within provincial and federal corrections	Outreach workers maintain a presence in two provincial institutions as well as two pre-trial centers in the lower mainland once a week at each facility doing pre-release interviews and promoting the HPI program. The HPI program has an extremely strong presence in the provincial institutions, remand centers as well as community corrections. One of the goals of the HPI program for the 2008-2009 fiscal year was to expand more into the federal institutions.
Expand the delivery of the Prison to Community program to include federal corrections	Throughout the year of 2008, the Prison to Community program has expanded to the area of federal corrections, by the HPI program assisting those whom are involved in community corrections. The HPI program receives referrals from parole offices across the Lower Mainland, including; Vancouver, New Westminster and Abbotsford. The HPI program also receives referrals from staff at the federal institutions, as well as inmates themselves will contact the HPI program for assistance.
Expand services inside federal institutions	Over the last fiscal year, the HPI program attended two Information Fairs that are held in seven Federal Institutions in the Lower Mainland and the Fraser Valley. The HPI program was able to expand the services by informing inmates, staff and other organizations about what the program offers and how one can utilize the resources. The HPI program has experienced more requests from federal inmates and more referrals from federal community corrections.

Effectiveness

This past year has seen an increasing number of clients receiving support from the HPI program and the Community Services Office. The HPI program has 1248 active clients documented as of March 31, 2009. The HPI program has made 4424 contacts within the institutions, from community corrections, other organizations and from walk-ins to the community services offices with these active clients in the fiscal year. The table below shows the number of requests we had for housing, the number of successful placements and the number of individuals that remain in contact with our service.

Requests for Housing	Successful Housing Placements	Clients Placed in Housing that have Remained in Contact
799	153	42

Throughout the course of the year, the HPI program has encountered three major issues that has hindered the Teams ability to house such specific clientele. These issues include;

- Although there is an initial interest from the client while incarcerated in securing and maintaining housing, it has become evident that once released such interests are overcome by lack of commitment, unresolved addiction issues and conflicts with social service offices.
- An extreme lack of affordable low-income housing, in an area that already suffers from low vacancy rates
- The outreach team is unable to meet the demands of the increasing requests generated from clients, due to the fact that the outreach team is comprised of only two outreach workers, whereas the requests for housing reached significant numbers: up to 20 clients a week.

Efficiency

HPI outreach workers communicate each day to ensure consistency and accuracy of the program. HPI outreach workers regularly attend IOM meetings inside the prisons, and meet with prison staff on a regular basis to ensure that inmates nearing release into the community, that pose a risk for homelessness, are supported by the HPI initiative.

The HPI outreach workers have become conversant of resources in the community that can be accessed by their clients to promote stability in the community. Affordable housing and community resources lists are updated on a regular basis.

Consumer Satisfaction

The provincial and federal correctional bodies receiving support from the HPI program have verbally expressed a high degree of satisfaction with the HPI program. Correctional staff recognize the value of assisting inmates, and parolees in the community, in securing long term, affordable housing, and providing the support they require to maintain their housing over the long term, as an effective strategy to prevent homelessness with this at risk to become homeless population.

Next Year's Goals

- Hire a third outreach worker to focus strictly on housing. The HPI program will attempt to secure funding for a third position and hire a third person.
- Develop a more detailed follow-up system, in order to maintain contact with clients who have been successfully housed, or have used the other services that the HPI program provides.
- Host a public forum on homelessness
- The HPI program will spend more time assisting clients with finding treatment and recovery programs, so that those with addiction issues can get help to address these issues. HPI outreach team will continue to work with individuals and assist them in securing long-term housing upon completion of recovery.
- Continue to expand the number of active clients through the HPI program.
- Develop more partnerships with housing developments all over the lower mainland and in the Fraser valley, to ensure more safe affordable housing options for clients.
- Meet CARF standards
- Improve and expand on the types of statistics collected.

Summary

The Outreach Team met with these individuals both in the institution and in the community upon their release to assess their individual requests and proactively determine if there was additional support that could be provided to the client that he/she was not asking for directly. Since the Outreach Team is only mandated to actually process housing requests, the Team directed the other requests to the Community Service office.

The program had a significant increase of clients throughout the 2008-2009 year, surpassing the contractual obligation of making contact with 50 new clients per week. The Team reorganized the structure of the pre-release program as well as the duration of the visit time at the beginning of the year, which contributed to the Team meeting the previously mentioned obligation. The contract number of 50 clients per week was derived from the information indicated in the contract that one Outreach worker would be going into the institutions 5 days per week.

Throughout the past year, more inmates, institutional staff, members of community corrections, as well as other organizations working with the same clientele are becoming more aware of the many services the John Howard Society provides. The Outreach Team has taken a proactive approach in the past year to not only promote the program through advertising, but also to have more personal meetings with those who would/will benefit from the services, to explain in detail about what the HPI program is about. This has created more awareness of the HPI program as well as excellent working relationships with clients, institutional staff and community corrections.

The Outreach Team has continued developing community partnerships with other resources that are able to provide us with clients recently released from Institutions who are utilizing their services and are in need of housing. After making contact with such agencies, the team has already been in contact with many new clients. It is evident that such agencies are going to be a great avenue to come in contact with new clients that may have not otherwise been aware of our services.

Andrea Klatt & Pamela Flegel- Outreach Workers

Description of Service

The Employment Preparation Program (EPP) is a job readiness program, developed for provincial inmates, who are within 30 days of being released into the community. The EPP program is made up of 3, full day, stand alone sessions that allows individuals to join the program at any time. Currently, the EPP is delivered inside Fraser Regional Correctional Centre, but is portable, and can be delivered inside other BC correctional facilities.

The program facilitator assists clients in developing personalized resumes and cover letters while focusing on teaching clients valuable networking skills. Overall, the EPP assists clients in obtaining employment, developing and maintaining positive interpersonal relationships in the workplace, and overcome self-defeating behaviours.

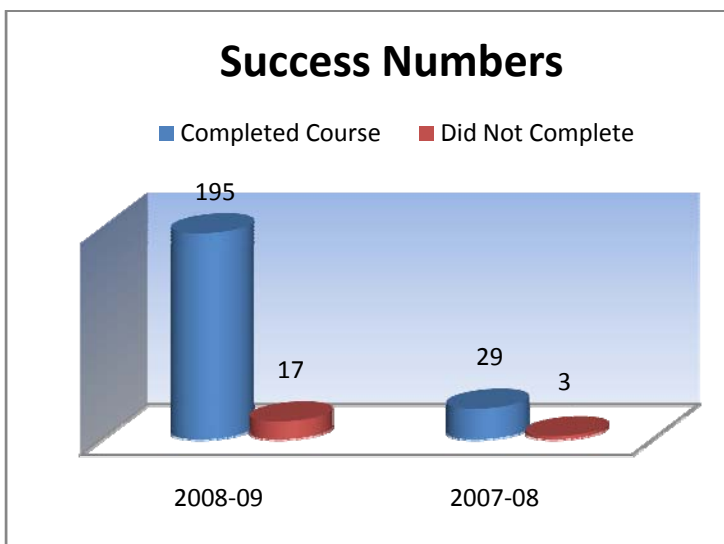
The program provides concrete tools to expand employment opportunities for clients with multi-barriers. It also assists clients in planning for their release by helping them identify relevant community resources. The EPP is recognized by the Ministry of Employment and Income Assistance. Once an offender has completed John Howard's EPP, they are eligible to collect benefits when they are released into the community.

Admission Criteria

To be eligible for the EPP, inmates at the Fraser Regional Correctional Centre must be housed in an open custody unit, or be classified as a minimum security inmate, and be within 30 days of release into the community. In addition, the EPP program is now offered to protective custody inmates.

Population Served

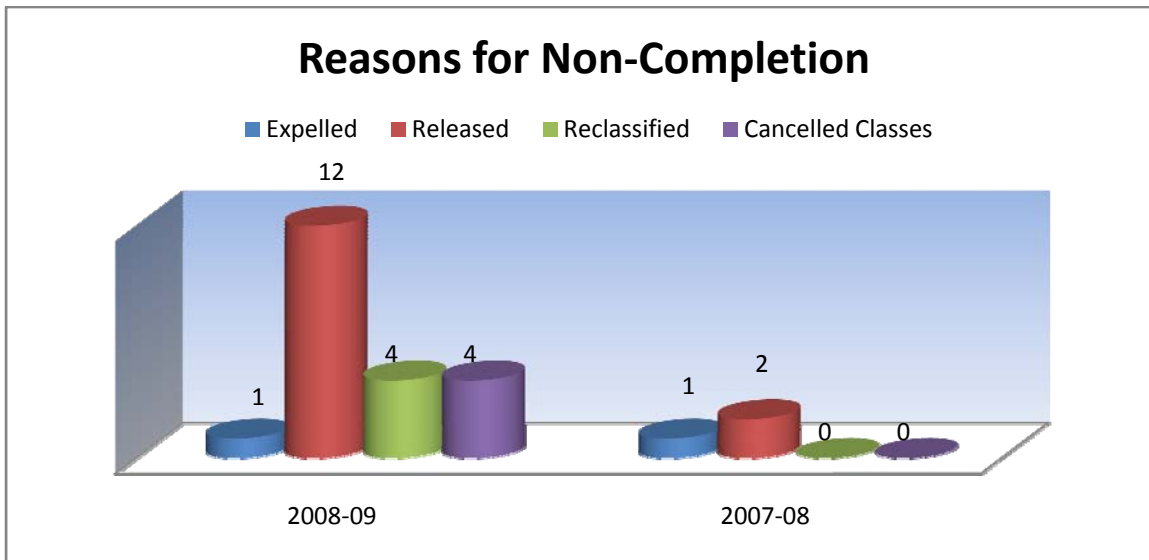
Since April 1, 2008, there have been 195 program graduates. Population served varied in age, race, ethnicity, education, and work histories.



As the graph show in 2008-09 the program increased its' success rate by 1.35 % to 91.98% success rate where as in 2007-08 it was 90.63%.

EMPLOYMENT PREPARATION PROGRAM

The following graph shows the reasons for not completing the program.



As the graph illustrates the major reason for non-completion of the course was that individuals were released from the institution. Only one individual was expelled in 2008-09 and 2007-08. In addition, four classes were cancelled over the year.

Changes in Service

This past year, one facilitator instead of two is responsible for providing the EPP program. This allows for that facilitator to become more knowledgeable with the program and assists in strengthening the relationships that are built with the institutional staff and the participants. The program curriculum is often reviewed, revised and updated to ensure that the programming is consistent with labour market trends.

Community Needs Assessment

The EPP plays an important role in assisting participants to acquire and maintain gainful employment. The EPP develops the knowledge and skill base necessary to help an individual, that may have experienced barriers to the labour market, become employed over the long term. Program participants consistently state that they appreciate learning how to prepare for the labour market.

Program Objectives

- Offer a job skills development program to provincial inmates nearing release into the community
- Provide updated information that reflects current labour market trends
- Provide services to a diverse client base
- Allow clients to share their experiences and learn from each other
- Ensure that program participants are aware of all of the services and resources that the John Howard Society provides in addition to how one can contact such services upon release

EMPLOYMENT PREPARATION PROGRAM

Review of Last Year's Goals

Action	Outcome
To increase the number of clients served by expanding the program to other provincial institutions	The EPP program has been both introduced and presented to other provincial institutions such as Surrey Pre-Trial Center and Ford Mountain Correctional Center. At this time, program directors are considering implementing the program if necessary funding can be allocated.
Expand the delivery of the program to include more community vocational support and follow up	The program generates a significant number of requests for community support and follow up. At this time, it is difficult to complete all requests as the community support HPI outreach team consists only of two outreach workers.
Expand the content of the program so that program delivery includes more information on resources such as recovery, wellness programs and self-employment options.	Currently, included in the EPP curriculum is a wide range of information and resources that inform the participants of their recovery and treatment options in addition to other community programs and agencies that are available to them upon their release. Further developing such an area of focus is a goal for the future.
Partner up with community employment centres to ensure continuum of service to clients transitioning into the community.	The Outreach Team has developed partnerships with agencies such as S.U.C.E.S.S. and Triangle to ensure that the participants are able to continue to receive additional employment support once released into the community.

Effectiveness

Participants attending the EPP have provided positive feedback. The following are some of the comments received from EPP classes this year:

“The written explanation assignment was helpful. This was an important learning experience as it allows me to share my criminal background without feeling judged”

“I had no idea that skills I had learnt in the past would be transferable to other employment markets”.

“I really appreciated the facilitator trying to get everyone interested and involved.”

“It was both helpful and informative to hear feedback from both the facilitator and others in the class.

Efficiency

The EPP operates from 09:00 – 15:00 with the exception of the protective custody group operating from 08:00-14:00. The classes are divided into (3) – 6 hour sessions. Since April 2008 4 classes have been cancelled and 91.98% of program participants have graduated from the program. Institutional program staff coordinates sessions from the general and secure populations. EPP facilitators appreciate the support of institutional staff in coordinating EPP sessions inside their facilities. The EPP facilitators have developed strong working relationships with a significant number of the institutional staff.

Consumer Satisfaction

The clients who complete the EPP are asked to fill out an anonymous survey evaluating the effectiveness of the program, the clarity of the Facilitator and the materials covered during this time. Feedback continues to be positive. Although this survey is found to be informative, the document is currently being revised with the hopes of the participants providing more insightful feedback while still being able to express their opinions and views of both the course and the program facilitator. At this time, the surveys are often used as a tool to measure what the participants liked disliked and what they feel should be included in the course or taken out. Such feedback is crucial to future development of the course.

When asked what a well liked part of the program the clients responded by saying:

- Receiving an EPP certificate (Not many had ever received a certificate for anything)
- The facilitator(s)
- The upbeat attitude of the facilitator(s)
- It was a good learning experience
- The material was easy to understand
- The written materials
- The motivational film shown in class
- The group and the individual assignments
- Learning how to write a resume
- The candy
- Learning more about the Social Services System
- Hearing about the other programs and resources that John Howard has to offer
- Being paid to attend

When asked what they liked the least of the program clients responded by saying:

- Length of the program
- Disruptive behaviour of other participants
- Information was obvious and they felt would not be useful
- Being forced to attend the course; losing five days if they refuse
- Having to miss work
- The amount of reading that was required
- The course was not challenging enough

Next Years' Goals

- Revise the current curriculum. The facilitator hopes to do this by attending relevant training sessions in addition to researching current job markets to find out what employers are looking for. Also helpful would be learning how to best teach such a program to this population.
- Continue to expand the program to include more community and vocational follow up. The John Howard Community Service office has been renovated to provide a safe, comfortable learning environment for those who wish to receive follow up support in the community. Create a community follow up component that is taught at the community service office. This would be seen as a second stage to the program that the participants were involved in within the institution.
- Expand the content of the program so that program delivery includes more information on resources such as recovery, wellness programs and self-employment options. Although an existing goal, the program needs to include more lessons on recovery and treatment options along with options for participants whom want to develop or become a part of a wellness program. It is also necessary to include more information for the participants on how to become self-employed as it gives them the option of being self-employed.
- Provide guest speakers in addition to outside contractors join at one of the three sessions. This would allow the group to be able to gain another perspective on what is available in the job market and what an employer could be potentially looking for. In addition, the participant may possibly network and form a contact that would be of great benefit in the community.
- Expand the EPP program to another provincial institution.
- Include a component of the John Howard HPI housing program that would inform and teach the participants the skills necessary to locate, secure and maintain long term, affordable housing. Included in such information would be helpful knowledge on the Social Services system formally known as Ministry of Employment and Income Assistance, how to deal with and mediate conflicts with landlords and other renters, the rights of both tenants and landlords according to the Rental Tenancy Act and most importantly, how to maintain housing.
- Develop and maintain a partnership with a community agency such as Job Wave so that participants are able to be connected with much needed resources such as appropriate clothing for an interview, work clothing (boots and gear) and transportation vouchers so that they are able to get to and from work.
- Develop a partnership with Corrections in which the participants are not so much determined on eligibility, but more so on level of need. If the correctional staff were able to determine and decide an offender's level of need for such a program at the standard Intake Assessment, the participants would benefit far more than merely being chosen to take the program due to their release date.
- Meet CARF standards
- Expand and improve on the way we collect statistics.

Jean Gray – Mental Health Outreach Worker

Description of Service

The Mental Health Outreach Program assists adults who are under the supervision of the Correctional Services of Canada to acquire the social and educational/vocational upgrading they need to live independently as responsible citizens in their community by providing linkages to existing community resources in the Fraser Valley Parole Area. The program acknowledges that mental health individuals on parole require support to maintain safe, affordable housing and live as responsible citizens.

The Outreach Worker in conjunction with the Parole Officer assists individuals to develop a care plan based on their individual needs. Plans may include assistance with budgeting, meal planning, shopping, problem solving, health issues, medication issues, identification and any other points the individual and/or parole has identified.

The program refers clients to community based:

- Life skills programs
- Job search programs
- Mental Health Services
- Recreational programs
- Educational programs when warranted
- Volunteer programs when needed

Admission Criteria

The Mental Health Outreach Program contracts with the Correctional Services of Canada and sets out the following admission criteria:

- The individual is 19 years of age or older
- The individual is on parole and supervised by the Fraser Valley Parole Area
- The individual is referred by CSC
- The individual has been diagnosed with mental health problems
- The individual may be of either gender
- The individual may be from various ethno-cultural groups

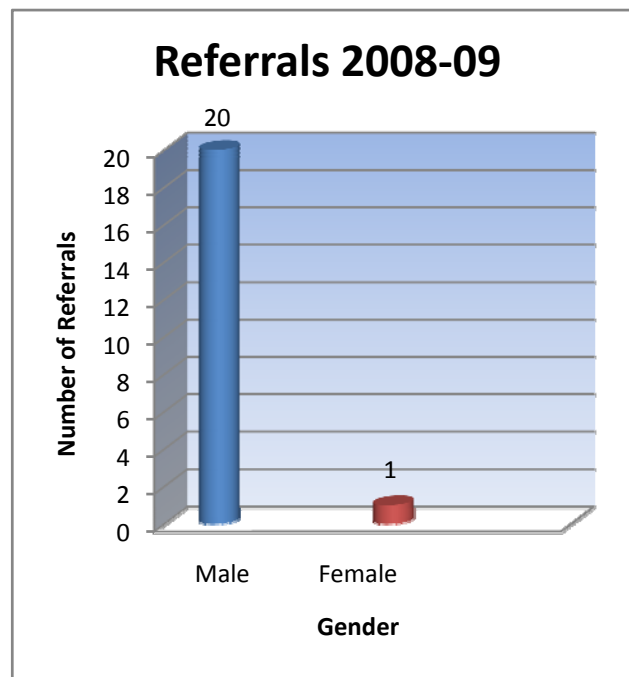
- The individual may have substance issues
- The individual may have medical concerns.

The Program is not an appropriate placement for individuals that are:

- Participating in significant and untreated substance abuse
- Severely abusive of others with a history of chronic violence
- Refusing treatment for mental health issues.

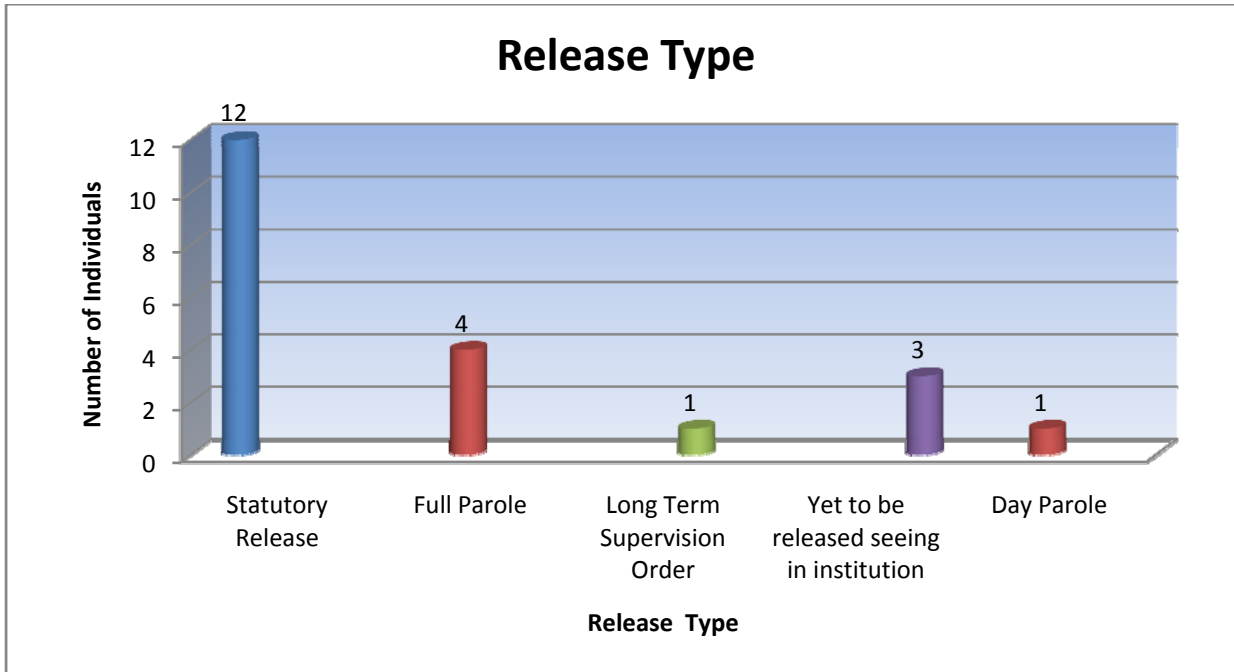
Population Served

The Mental Health Outreach Program began June, 2008. The mental health worker provides support to offenders under supervision in the Fraser Valley Area Parole to assist in their reintegration to the community. In total Corrections Canada has referred 21 individuals. As the chart below shows 20 clients were male and 1 was female. All referrals were accepted. The outreach worker has supported 10 individuals consistently since inception.

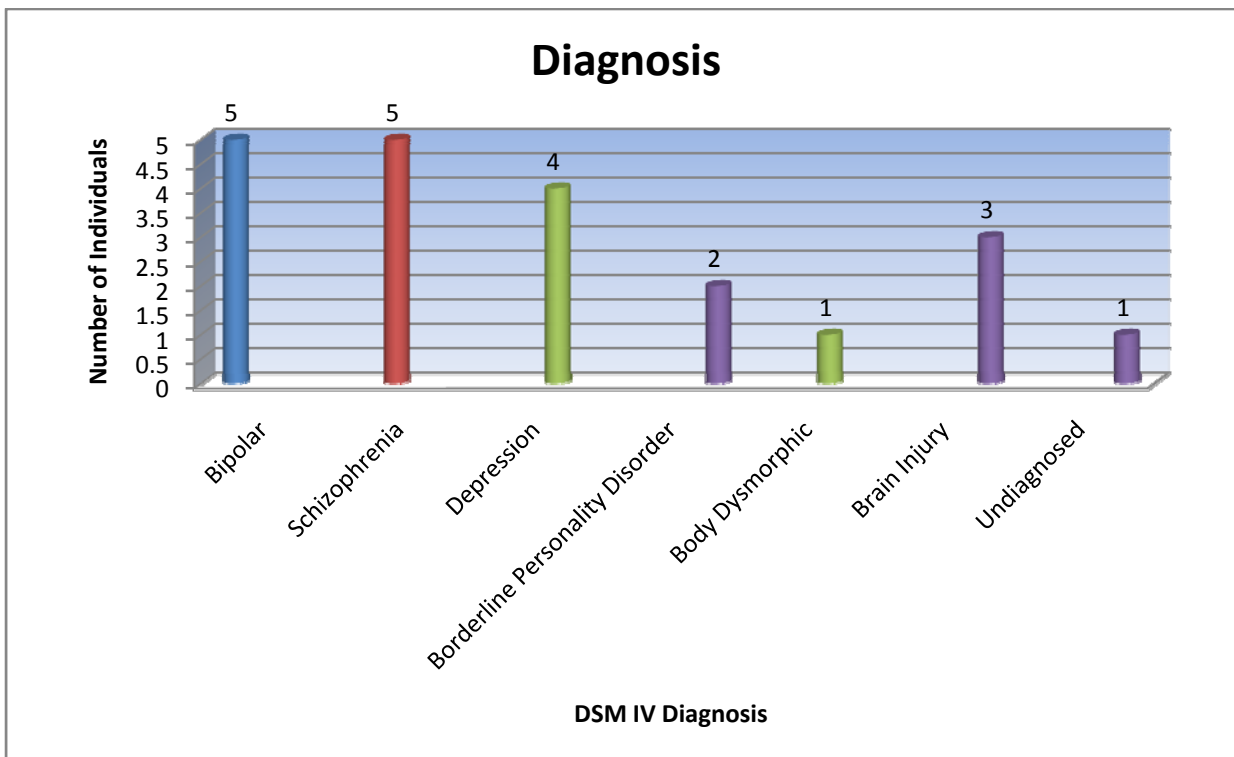


MENTAL HEALTH OUTREACH PROGRAM

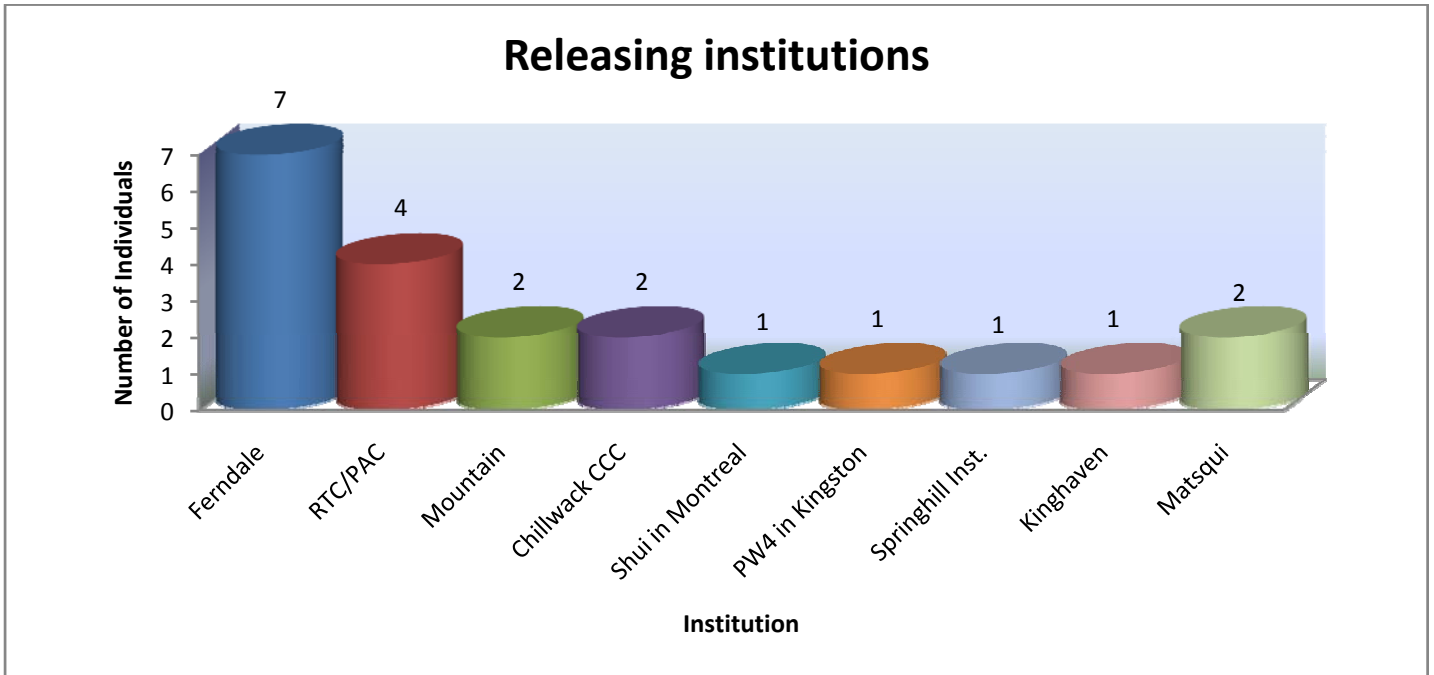
The chart below shows out of the 21 referrals: 12 were on statutory releases, 4 were on full parole, one was on a long term supervision order, 3 have yet to be released and one is on day parole.



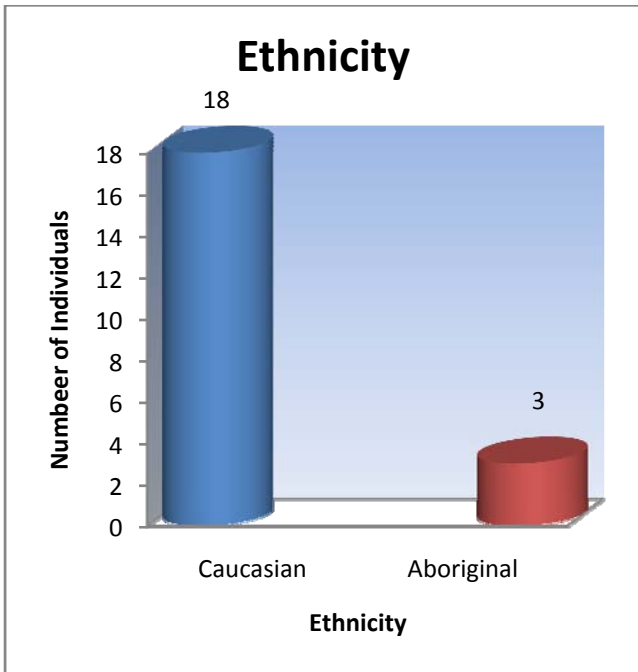
The chart below shows individuals diagnosed with bipolar, schizophrenia and depression formed the majority of the workers case load. In addition, five individuals have substance issues and some individuals present with more than one diagnosis.



Releasing Institutions



AS the chart shows 11 individuals or 52% were released from Ferndale and RTC/PAC. The other 10 individuals or 48% came from seven different institutions, three individuals from out of the Pacific Region.



As the chart indicates all individuals came from two ethnic backgrounds with the majority of individuals giving their ethnic origin as Caucasian.

Changes in Service

Since this program only began 10 months ago there have not been any changes in the way the service is delivered or referrals received. The Mental Health Outreach Worker’s office is located in Tims Manor and presently has a caseload of 11. The worker reports to the Director of Programs and has developed strategic plans for the program. Presently 3 individuals reside in Tim’s Manor, 2 in Chilliwack, 1 in Mission and the remainder are in Abbotsford.

Community Needs Assessment

For the reporting period of June 1, 2008 to March 31/09 several issues arose in working with this population as follows:

- Many individuals being released to the community often do not have identification such as a birth certificate, social insurance card or BCID.
- If they have been on income assistance in the past and MEIA paid for these documents, they will not assist with the payment again as they have photocopies on file which is sufficient for them.
- Usually, the only identification they have is their CSC identification and at present this is not accepted as legal ID.
- Since these documents are expensive to replace they cannot afford to pay for them as they need their money for food, doing laundry etc.
- Not having legal identification precludes them from applying for a bank account which usually means they must use Money Mart or some other more expensive means to cash cheques. At present in Abbotsford Canada Trust does have one branch which will set up direct deposit for MEIA clients.
- Some individuals may be forbidden to use these institutions because of past robberies or other conflicts even when they have legal identification.
- There appears to be a need to develop dialogue with the banking sector and CSC around developing some protocol whereby these clients are able to cash their cheques with just CSC identification.
- Some medications are not covered by Pharmacare. Since individuals have limited finances and these medications which cost in excess of \$100.00 monthly become an issue. Some type of protocol needs to be developed with CSC to pay for these types of medications.
- Some of the aging clients appear to be displaying some signs of senility or Alzheimer's at a greater prevalence than the general population.
- The Outreach Worker becomes an advocate in the above cases in order for the individual to get a proper evaluation as to what is happening as they do not have family member to do this. At present the only alternative for lifers may be to return to a facility like a CCC which may not be the preferred solution.
- Affordable housing continues to be a problem, especially for those not on MEIA disability rates.

The Mental Health Outreach position is an initiative of the Correctional Services of Canada and contracted to The John Howard Society of the Lower Mainland of BC. The service is to provide support to clients with mental health issues to follow their conditions of parole, particularly around managing their mental health issues as well as offering assistance around budgeting, housing, recreational, volunteering or anything that will have a positive influence in their life and assist them in being productive members of society. However, once these individuals reach warrant, even if connected to a community mental health team usually receive a minimal amount of support and sometimes are told "to contact us if you need to." These individuals often fall through the cracks as they have no one around for support or to advocate for them.

Permanent Program Goals

- Enhance the independence, dignity, personal choice and privacy of the persons served.
- Support and encourage individuals to participate in activities that build community and positive relationships.
- Promote activities that assist individuals to keep mind and body healthy.
- Encourage individuals to participate in activities that help promote safe communities.

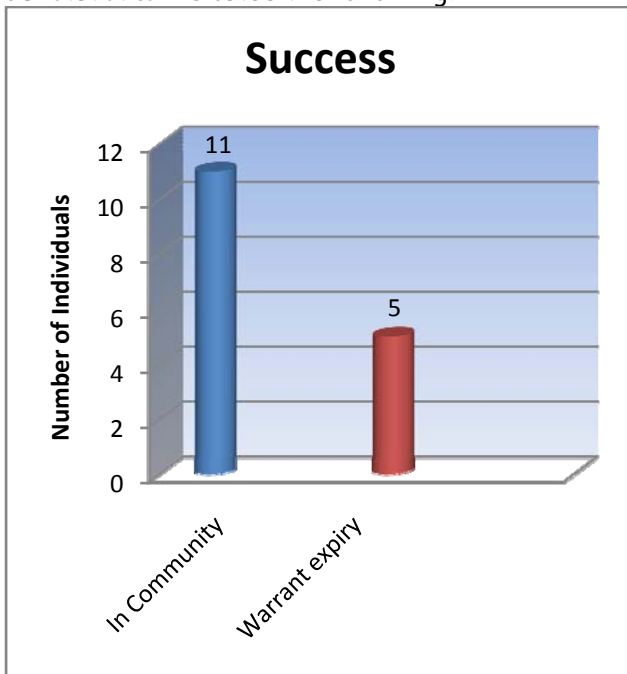
MENTAL HEALTH OUTREACH PROGRAM

Review of Last Year's Goals

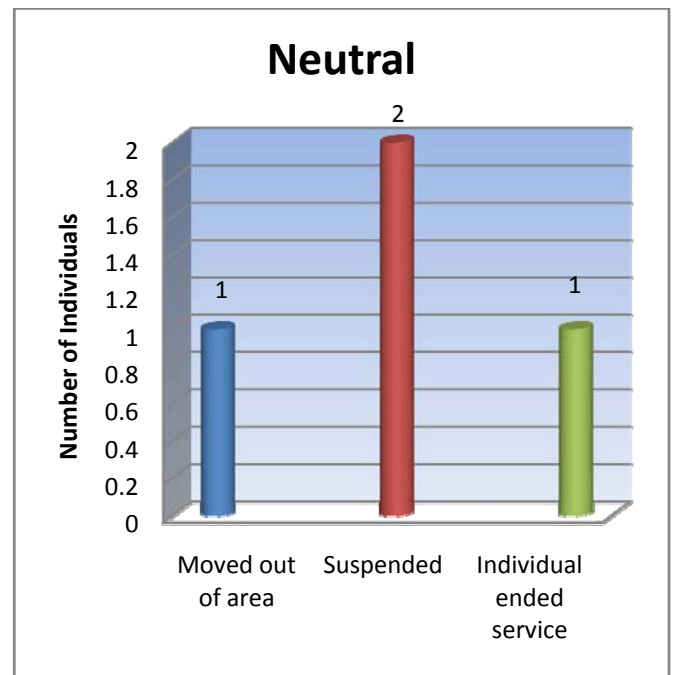
Action	Outcome
Attend B&I meetings at the various parole offices	Achieved. Worker has attended 7 B & I meetings in Abbotsford, 3 meetings in Chilliwack, and 3 meetings in Maple Ridge.
Complete consumer satisfaction survey	Achieved. Results discussed further in this report.
Develop a training plan	Achieved. Worker attended a 3 day workshop on Community Mental Health and FASD, a course by Bob Shebib from Douglas on "Working in Difficult Situations, a 1 day seminar on acquired Brain Injury in Corrections and the Community, as well as attending a 3 day -6 th Annual Conference on Forensic Psychiatry in Vancouver.
Develop a Mental Health Resource Manual	Complete and sent to CSC.
Complete monthly program reports	Achieved and sent to the Director of Programs
Attend community events to network.	The worker attended a community forum on homelessness, an information session on public safety and an Info Fair at Ferndale
Develop a strategic plan	Achieved.
Complete CSC bi-annual reports	Achieved.
Meet contract obligations	Achieved.

Effectiveness, Outcomes and Satisfaction

Our statistics indicated the following:



As the chart shows the program had a 76% success rate over the past ten months. That is 16 individuals either reach warrant or remain stable in the community.

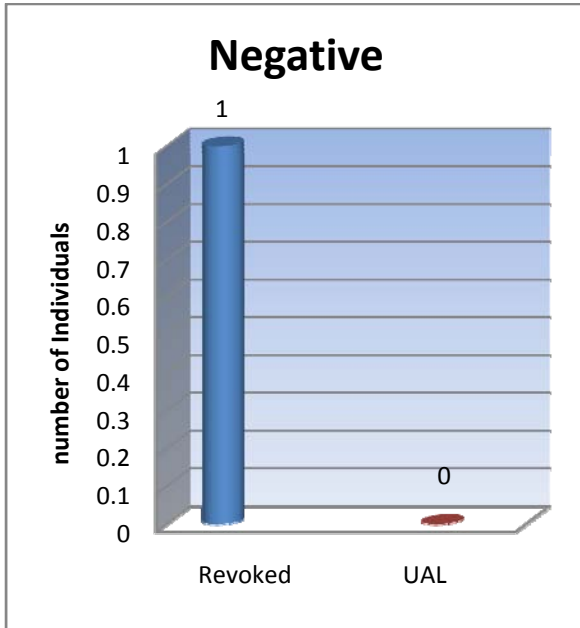


As this chart shows four individuals or 19% had a neutral outcome.

MENTAL HEALTH OUTREACH PROGRAM

Consumer Satisfaction Survey Results:

Questions	Average Results
What is the level of control you feel you have over your life?	6.4
What is your level of hope for the future?	6.0
What is your level of trust with the staff?	6.2
Are you satisfied with staff's ability to address your concerns?	5.0
Your ability to live independently is?	6.0



One individual or 5% of the total served had a negative outcome.

Efficiency

- All referrals were handled in a timely manner
- No referrals were denied
- Case load remained within contract guidelines of 10:1 to 14:1.
- Program costs remained within budget.

In addition, the Outreach Worker continues to contact the Discharge Planners to enlist referrals as they arise. CSC and the Outreach Worker continue to work collaboratively in an effort to manage contract expectations and to deal with issues that occur.

Consumer Satisfaction:

This year of the ten questionnaires that were given out, eight were returned or 80%. The individuals who completed the survey rated their experience on a scale of 1 to 7 with one being the lowest score and 7 being the highest.

Analysis

In the first ten months we noticed the following:

- Individuals required support if we want them to access pro-social activities in the community.
- Services need to be developed for individuals who are becoming senile or developing Alzheimer's.
- Many individuals do not have legal identification when released from the institution.
- Affordable housing is hard to find.
- When individuals reach warrant the support needed declines due to the lack of resources and/or the resources being saturated.

Next Year's Goals

- Continue to attend B & I meetings.
- Attend FVMT meetings every 3 months.
- Continue to ensure referral forms are completed in a timely manner.
- Complete agency and CSC program reports.
- Complete monthly stats and expand the data to be collected.
- Continue to develop group activities to acquaint clients to the community.
- Review and update the strategic plan.
- Review and update the training plan.
- Work closely with the volunteer co-ordinator in order to assist individuals to participate in pro-social activities.

Steve Morris – Outreach Worker

Description of Service

The John Howard Society of the Lower Mainland of BC aims to provide low income, community housing to those members of society who are in need of affordable housing and have multiple barriers challenging their ability to live independently in the community. The provision of safe and affordable housing will allow individuals to transition from conflict with social justice to becoming caring and contributing members of the community.

Tims Manor, a John Howard Society of the Lower Mainland of BC affordable housing apartment, began operation on November 1st, 2007. The newly renovated building has ten two-bedroom units. Six of these two-bedroom units provide the opportunity for 12 individuals on Conditional Release with affordable housing and Outreach services. The remaining four units are for any other individuals, couples and families with limited income and in need of affordable housing.

Tims Manor was developed as a response to the need for safe, affordable housing for members of our society with multiple barriers challenging their ability to find affordable housing. Clients living at Tims Manor who are part of the Outreach Program are referred by The Correctional Services of Canada. An individualized care plan is developed in collaboration with their Parole Officer and the Outreach Worker which outlines personal goals and areas in their lives they need to work on. The building is staffed with one full time on site Outreach worker serving only the clients referred by The Correctional Services of Canada.

The Outreach program at Tims Manor provides a safe environment where individuals under federal jurisdiction on conditional release can live independently in a supportive environment. The Outreach staff assists clients with life skills to provide them with valuable tools to help them move forward in their lives. As dictated by each client's needs and abilities, examples of such life skills include the following:

- Budgeting and Money Management – assistance with monthly budgeting to pay for bills and save money as well as opening a bank account.
- Nutrition and Food Preparation – assist in food purchasing and preparation as well as menu development for healthy meals.
- Health Management – ensuring clients attend all necessary medical appointments as well as comply with medication requirements.
- Recreation and social opportunities – support and encourage activities that build community and positive relationships as well as afford wellness.
- Social Skills – role model positive behavior and teach clients how to manage conflict appropriately, develop and maintain friendships, as well as how to act appropriately in social settings.

Admission Criteria

The Outreach program at Tims Manor contracts with The Correctional Services of Canada and sets out the following admission criteria:

- Tenants must be on Conditional Release under Federal jurisdiction.
- At risk of homelessness due to disabilities or marginalization.
- Can live independently.
- Qualify for income assistance or whose income is within the government's definition of low income.
- Their rent exceeds 30 per cent of their income.
- Willingness to work with the Outreach Worker to achieve personal goals.

TIMS MANOR OUTREACH PROGRAM

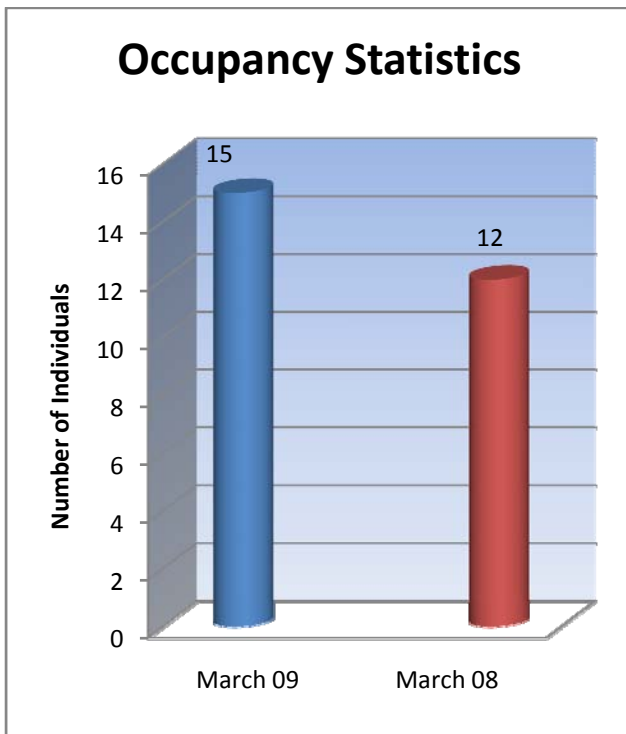
- Tenants can be male or female.
- Tenants may have mental health concerns.
- Tenants may have physical health concerns.
- Tenants may have substance abuse issues.

Tims Manor is not appropriate for:

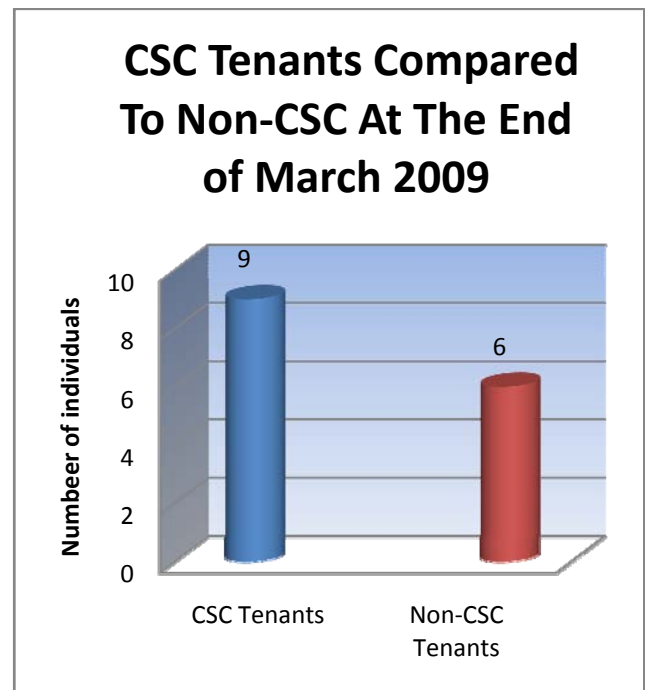
- Individuals actively involved in substance misuse
- Tenants need to be ambulatory, the housing project is not wheelchair accessible
- Tenants who are violent.

As the demand for affordable housing is high, The John Howard Society of the Lower Mainland of BC assesses each applicant's need for housing based on criteria which includes the applicant's income, current living situation and personal and family requirements as compared to other applicants. This ensures that priority is given to households in the greatest need.

Population Served

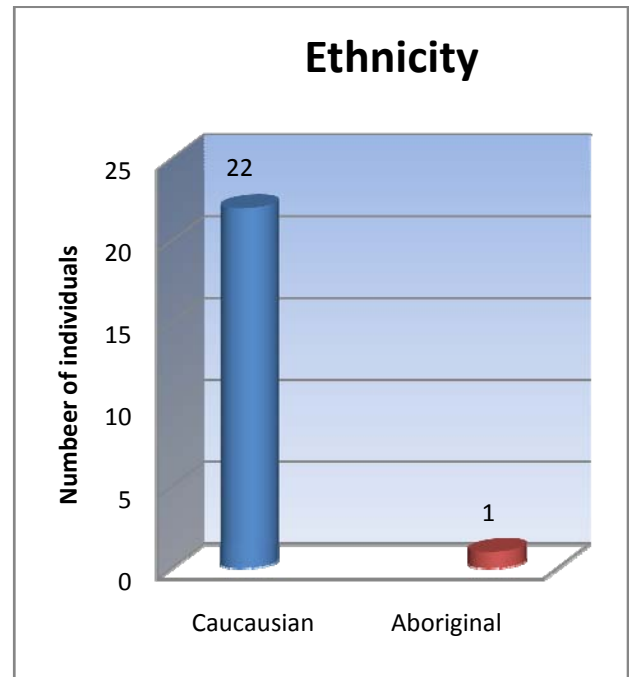
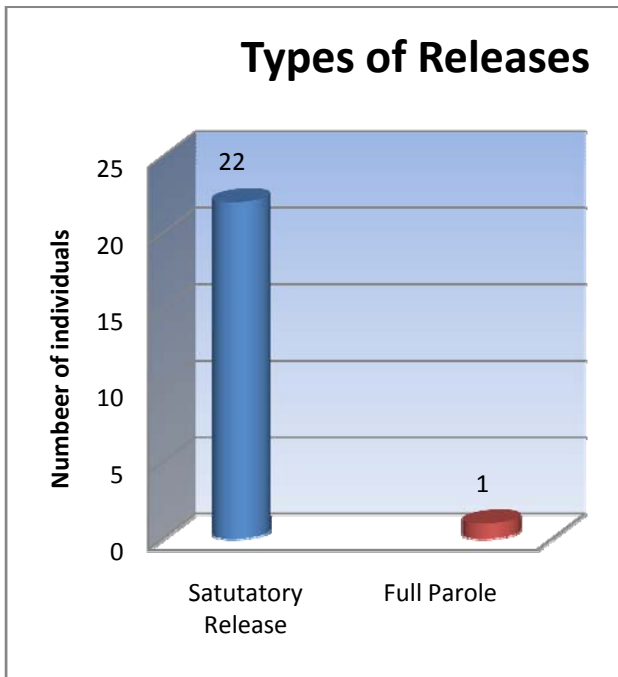


As the chart shows, Tims Manor had 15 individuals living in the building who were in need of affordable housing at the end of March 2009, up three from 2007-08. However, we served 23 individuals over this reporting period. Over the past year Tims Manor increased the number of tenants by three bringing Tims occupancy rate to 75% as of March 2009. Lastly, five of the tenants are on disability benefits.



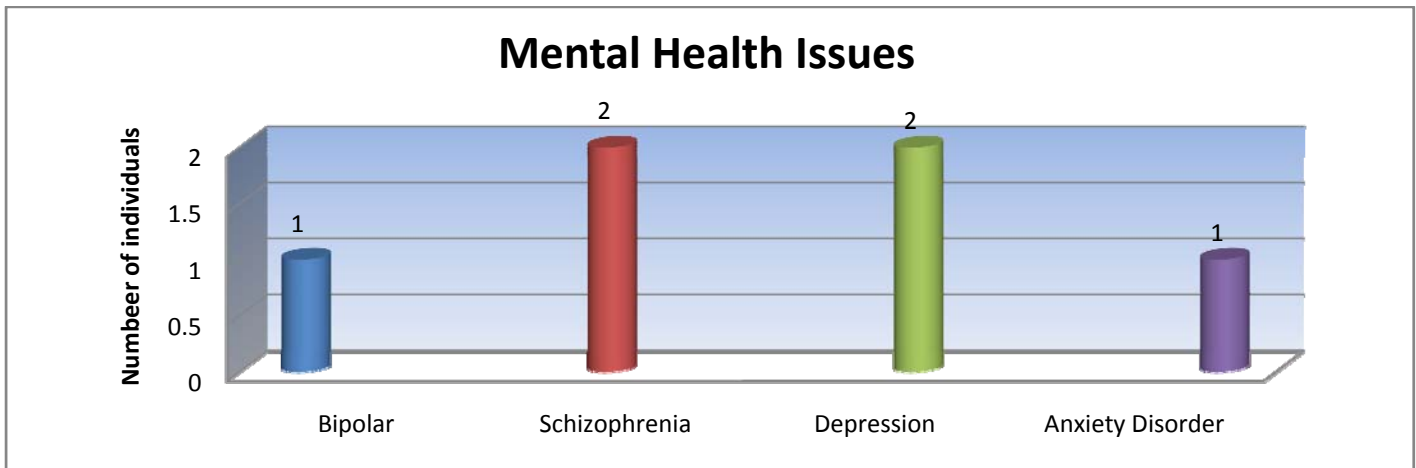
As the chart shows at the end of March 2009 nine tenants living at Tims were CSC referrals and six were Non-CSC referrals. Three tenants were female and Non-CSC and twelve are male of which 3 are Non-CSC. The average age of the tenants was 45 but ages range from 28 years to 66 years of age.

TIMS MANOR OUTREACH PROGRAM



All CSC tenants were on Statutory Release except for the one person that was on Full Parole.

The ethnicity of 23 tenants was Caucasian with one tenant being Aboriginal.



The above chart shows six CSC referrals had mental health issues such as Bipolar, Depression, Anxiety and Schizophrenia.

Changes in Service

Over the past year CSC tenants have had to find alternative housing once they reach warrant expiry as all the non-CSC suites are rented, which was not the situation last year. As last year, the program continues to struggle to find compatible roommates to share each suite. In addition, many tenants struggle with problematic substance use and struggle to manage their money similar to last year. In November, 2008 the Outreach Worker resigned and a new worker was hired.

Community Needs Assessment

Following are some of the issues the tenants and staff had to deal with over the reporting period:

- Many tenants were unable to budget their money and had to use the food bank on a regular basis.
- Lack of legal identification needed to open a bank account and cash checks.
- Those tenants reaching warrant struggle to find safe, clean, supportive and affordable housing.
- Smoking is not allowed in the building and remains an issue with many tenants not abiding by this part of their lease.
- The building should join the Crime Free Apartment Program that operates in the province which would help build positive relationships with the police.

Program Goals

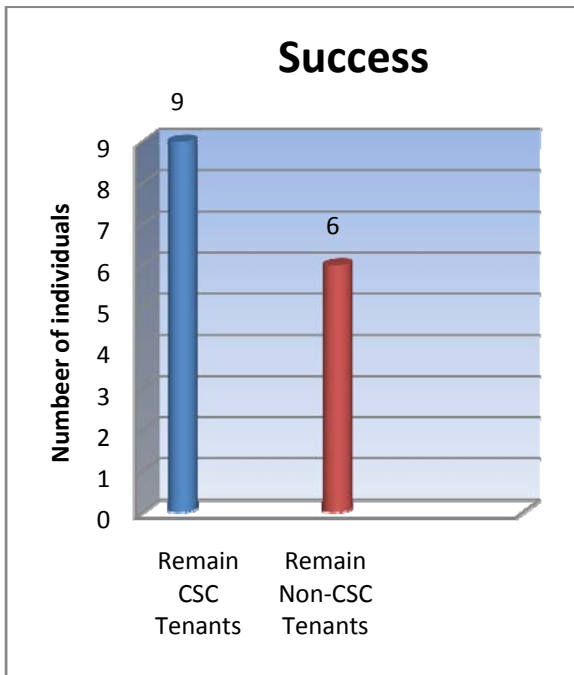
- Enhance the independence, dignity, personal choice and privacy of the persons served.
- Support and encourage clients in activities that build community and positive relationships.
- Support activities that keep clients safe on the housing site.
- To maintain the fiscal integrity of the housing services.
- Provide clients who are at risk for homelessness with stable, affordable housing at Tims Manor.
- Advocate for individuals on housing needs and the need for affordable housing in the communities in the JHSLMBC region.

Review of Last Year's Goals

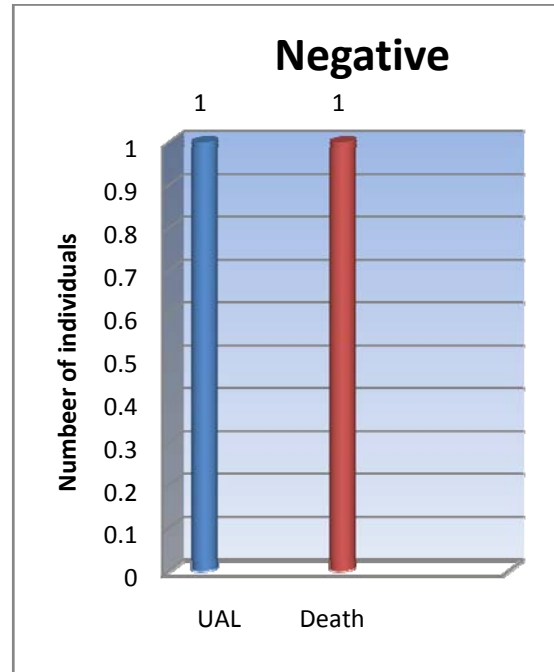
Goal	Outcome
Increase the occupancy rate.	Achieved. The occupancy rate rose to 75% from 60%.
Complete stakeholder and consumer surveys	Consumer surveys were completed and the results are discussed later in the report. Stakeholder surveys were not done. However, CSC completed an evaluation of the program and verbally stated they did not have any concerns with the service. We have not seen a copy of the report.
Decrease the turnover of tenants.	Not achieved as 15 tenants moved out with new tenants moving in.
To improve our relationship with other community resources.	Achieved. In addition, several information fairs were attended at the various institutions.
To develop a brochure for the program	Brochure completed and printed.
To improve the Outreach Workers ability to work with mental health and addictions issues.	A training plan was develop and the worker has attended a 3 day workshop in Mental Health & FASD. In addition to Motivational Interviewing, Risk Assessment Training, NVCI, Working in Difficult Situations and a Tenancy course through the BCNPHA.
To recruit a volunteer or practicum to provide extra support for the tenants.	Not achieved.
Complete a strategic plan.	The plan was completed and update throughout the year.
Attend meetings as required.	Achieved. However, the worker has not attended as many B&I meetings as set. The worker has met with several individuals and staff in the various institutions.
To keep more types of statistics.	Not achieved. Will be a goal for this coming fiscal year.

Effectiveness and Efficiency

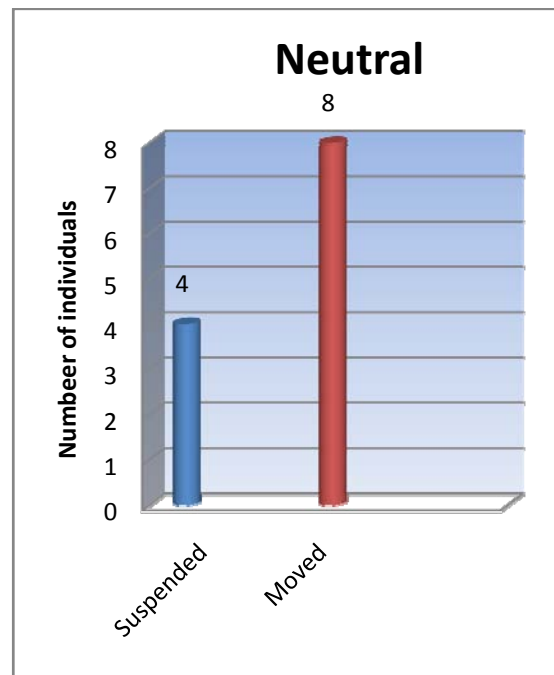
- Referrals were handled in a timely manner.
- The program expenses stayed within budget
- Repairs were completed as scheduled and within budget.
- Tenant meetings occurred on a regular basis.



As the chart shows we had 15 tenants at the end of March 2009 and served 23 tenants yielding a success rate of 65.3%.



One tenant went unlawfully at large and was apprehended and one passed away in hospital.



The 8 individuals that moved one moved to Chilliwack, one to Grande Cache, one to a mental health supportive living arrangement in Abbotsford, one to Surrey into a BC Housing unit, one moved back with his parents and the other three into other apartment buildings in Abbotsford.

Consumer Satisfaction Surveys

Eight consumer satisfaction surveys were handed out and four were returned a 50% return rate.

Tenants were asked to rate seven questions on a scale of 1 to 7 with 7 being the highest and 1 being the lowest score. Below are the averaged results:

Questions	Rating
What is the level of control you feel you have over your life?	5.5
What is your level of hope for the future?	6.5
What is your level of trust with the staff?	6.25
What is your level of safety at Tims Manor/	5.25
Are you satisfied with staff's ability to address your concerns?	5.5
Are you satisfied with your case plan?	6.7
Your ability to live independently is?	6.5

Analysis

Although the program is 19 months old it continues to have growing pains such as finding compatible roommates for each suite, high turnover of tenants, tenants struggling with substance issues and tenants struggling to manage their money. In addition, we have not managed to reach our goal of maintaining an 85% minimum occupancy rate, but did increase the occupancy rate by 15% over the last years' 60% to 75%. In addition, the program has a 65% success rate and the consumers and funder state they are satisfied with the service provided. Lastly, CSC completed an evaluation of the program a few months ago and we are awaiting a copy of their report.

Next Year's Goals

- To have full occupancy and not fall below an 85% occupancy rate
- Continue to work closely with the Abbotsford Parole Office
- Recruit volunteers
- Decrease the amount of tenant turnovers
- Network Tims Manor with community partners and resources
- Update the strategic plan and training plan.
- Encourage more group activities.
- To expand on the type of statistics we collect.
- To attend more CSC B&I meetings.
- Increase number of tenants on Full Parole.

Ian Mitchell – Manager

Description of Service

The Prostitution Offender Program of British Columbia (POPBC) is a community driven, self-funding educational alternative for men who are arrested under section 213 of The Criminal Code of Canada (Communications for the Purposes of Prostitution). The focus of POPBC is street prostitution and the far-reaching negative impacts that it has on our communities. Our target is the demand that drives it, namely, the consumer or “john”. We want him to stop participating and to understand why. We want him to stop supporting an activity that is directly responsible for the commercial sexual exploitation and abuse of women and youth.

The program format is very simple. Presenters who have had experiences in and around the sex trade relate some of those experiences to the johns. Some of these presenters have been personally exploited, some are service providers, some have family members who have been exploited and others have lived or worked with the effects of prostitution in their own neighbourhoods.

The johns are able to see the realities of street exploitation. While it is fresh in their minds they are

encouraged to consider the questions: “If I continue this behaviour, given this new information, will it fit with my own self image?”; Given that I have my own personal set of morals and values will this behaviour fit into that framework?” If the answer is no then they have some thinking to do about future behaviour. It is recognized that the clients come in with a set of personal characteristics. It is not the intention of the program to change those. The program attempts, simply, to educate the clients about exploitation and the abuses that occur daily on community streets. The rest is left up to them.

The John Howard Society of the Lower Mainland has facilitated the program since September of 1999. Our operating agreement with the Vancouver Police Board was renewed this year to March 31 2010 with a two-year option after that date. An Advisory Committee oversees POPBC and is made up of representatives from The Vancouver Police Department the John Howard Society, The University of British Columbia, other community agencies and community members. This Committee reports to the Vancouver Police Board and offers guidance and direction for the operations of the program.

The POPBC Advisory Committee during 2008/2009 included the following:

Diane Sowden	Children of the Street Society
Jack Cooper	BC Borstal Association (retired)
Dr. Boris Gorzalka	UBC Department of Psychology
Doug Lang	Sergeant VPD vice (retired)
Tony Cavezza	Sergeant VPD vice
Jim Kenney	Detective VPD vice
Brian Sanders	Detective VPD vice
Tim Veresh	Executive Director (JHSLM)
Ian Mitchell	Coordinator POPBC
Jake McCullough	Associate Area Director, Vancouver Parole (retired)
Elaine Allan	Executive Director (Shelter Net)

PROSTITUTION OFFENDER PROGRAM

Referral Criteria

Clients are referred from various jurisdictions with 63% being referred by The Vancouver Police Department this year. To be eligible for the program those who are arrested must have no associated criminal record, have no material in their possession that might indicate mal-intent (drugs, weapons, rape kits) and must present well during the time of arrest. They must also be willing to take responsibility for their actions. Clients who are referred must complete an intake interview, be deemed appropriate by the program facilitator, pay a five hundred dollar administration fee and complete an eight-hour school in order to fully meet the program requirements. Upon completion they can ignore the notice to appear in court which is issued at the time of arrest in all jurisdictions except Vancouver. They may also volunteer to complete a program evaluation.

Client Population:

Demographic information collected at the time of the intake interview indicates the following about POPBC clients (all male):

Average Age	40	Age Range	16-100
Married or common law	54.4%	Steady partner	5.6%
Caucasian	54.1%	Visible minorities	43.2%
Grade 12 or better	83%	Multiple degrees	6%
Have children and/or want children in the future	84%	Full time employed	75.9%
Average income	\$40,000	20% > \$60,000	
		7% > \$100,000	

These are high functioning members of our society.

Client experience with Prostitution		
Previous experience	70%	
Average number of times	16	Range 0 - 400
Average \$'s spent (lifetime)	\$1,964	Range \$20 - \$50,000
Did you enjoy sex with a prostitute?	60% said "no"	
Who knows that you go to prostitutes?	67.6% said "nobody"	

New Directions

The BC Association of Chiefs of Police endorsed POPBC in 2001. Accordingly the program accepts referrals from all jurisdictions within BC. To date we have accepted referrals from 13 provincial policing jurisdictions: including Abbotsford, Burnaby, Chilliwack, Campbell River, Kamloops, Kelowna, Langley, Prince George, Ridge Meadows, Surrey, Vancouver, Vernon and Victoria. One client was referred from the Seattle metro Police department. This year we had referrals from eight of those jurisdictions.

Community Needs Assessment

The program was created in response to community demands to do something about the negative effects of street prostitution. Previous programs have not been effective and have tended to criminalize the women. Part of the philosophy of POPBC includes recognition that sex workers are being exploited and victimized and johns, along with pimps are the offenders. The program offers an effective and efficient method to deal with johns. It gives police forces an option which emphasizes education over humiliation and embarrassment. This is not a “shame the johns program”. In fact we go out of our way to provide a non-threatening environment for the johns. If we can get them to let their defences down and open their minds they will then be better able to absorb the information that is being presented. If they can take in the information then there is a better chance that it may affect future behaviour. What they choose to do with the information at the end of the day is entirely up to them. If they are subsequently picked up for the same offence they will be sent to court. They will not be eligible for POPBC a second time.

Program Goals

The primary goal of the program is to educate johns (consumers) as to the realities of the commercial exploitation and its impact on the women, on their families and on communities. Although it is recognized that an arrest in and of itself may be a behavioural deterrent this program goes a step further by addressing perceptions and attitudes about prostitution through education. Prostitution is not a victimless activity. By paying for sex on the streets johns finance an industry that is directly responsible for the commercial sexual exploitation and abuse of women and youth.

The recruitment and exploitation of youth cannot be separated from adult prostitution. The average age of entry into prostitution is 14 to 16 years of age. It is

youth who are the raw materials for adult prostitution. The vast majority of women who are prostitutes today started as sexually exploited youth. It is the youth of today who will be exploited as prostitutes at the winter Olympics in 2010.

A secondary goal of the program is to create a venue for those who have been exploited to address an audience of johns. Presenters have been very appreciative of this opportunity and have found it to be very helpful as part of their exiting program and for their healing process. “I can tell them the truth. I can tell them everything that I couldn’t say when I was working. When I was working I could only tell them lies, lies that they needed to hear”. The school provides a safe and supportive atmosphere for the presenters who are often triggered when they face the johns. Counselling services are also made available to experiential presenters.

Public education is another long-term goal of the program. In order for the government to revise existing laws around prostitution there needs to be a raised awareness around prostitution issues. Prostitution and the effects of prostitution cannot continue to be ignored by the general public, governments and court officials.

Our specific goal for the 2009/2010 year is to continue to work with local police jurisdictions and the courts to increase referrals to the program and, accordingly, to increase revenue for distribution to our community partners. There is recognition; however that police resources are being stretched with gang investigations and other issues. They will be stretched even further with the Olympics. Accordingly, and unfortunately prostitution enforcement may decline on police priority lists.

The Olympics present us with a good opportunity to show the world that we are serious about reducing sexual exploitation and that we recognize the johns and the pimps as the offenders. Indications at this time are that this is not going to happen.

Outcomes

For the year ended March 31 2009, POPBC held five schools for 198 clients. This reflects an increase over last year of 10%. At the end of the year a total of 1884 clients had completed the program since its inception in 1999.

The reported recidivism rate is extremely low as indicated by PRIME, the provincial policing data base. It is estimated to be lower than 1 %.

At the end of the year we deposit excess funds into a prevention fund for distribution to agencies, from referring jurisdictions, which assist exiting from prostitution or which educate youth about prostitution and recruitment from a prevention perspective. We rely on the police to recommend such agencies in their community. This year the prevention fund distributions amounted to approximately \$20,000. Over the last five years distributions from the fund have exceeded \$135,000.

The success of The Prostitution Offender Program of British Columbia during the 08/09 year has been the result of a lot of hard work by a lot of people. The ongoing strength of the program results from a lot of continuing support from the following people and we would like to take this opportunity to thank them. In no special order they are:

POPBC Presenters

Christena and Derek	BC Centre for Disease Control
Megan and Barry	Parent's presentation
Diane Sowden	Parents perspective
Jean, Jenn, Jennifer and Kelly	Survivor presentations
Carolyn/Sabrina	UBC research
Mary	Servants Anonymous Society (Surrey)
Jim Kenney, Brian Sanders,	VPD
Brett Farragher, Terry Lynn George	
Mark Chernoff, Michelle Holm	VPD vice presenters
Jake McCullough	JHSLM

The Vancouver City Police Department

Inspector Mike Cumberworth	Special investigations section
Sergeant Jeff Danroth	Vice Section
Detective Jim Kenney	VPD Co-coordinator – POPBC/Presenter
Detective Brian Sanders	Jim's assistant

All members of the VPD vice section also need to be recognized for their efforts in doing the stings, screening the clients and dealing with the exploited women from the streets.

Other contributing police jurisdictions this year are; Abbotsford Municipal police, Ridge Meadows RCMP, Surrey RCMP, Vernon RCMP and the Victoria Police Department

Some referrals have also been received from probation officers and through court orders.

This is a cooperative program and would not exist without the support and input from all of the above. Thank you to all of you.

Research

The UBC department of Psychology conducted a research project gauging attitude change in the johns. The resulting academic paper was published in The Journal of Offender Rehabilitation, 2004, Volume 40, Pages 41 – 60. The paper is entitled “Attitude Change Following a Diversion Program for Men Soliciting Sex”. The research has shown that clients do undergo a significant change in their attitudes about prostitution. As well, qualitative evidence indicates that the clients are greatly affected by the school program. It provides information to the johns that they have not known or that they have chosen to deny. They see prostitution for what it really is. They have information at the end that may lead to different decisions in the future. The program may be having an impact in changing many of the current myths and misperceptions about prostitution and those who are exploited.

STAFF & BOARD LIST

Staff list as of July 15 2009

Regional Office

Tim Veresh	Executive Director
Dale Lutes	Director of Programs
Jo-Anne Pilkey	Director of Finance & Administration
Ian Mitchell	Manager, Prostitution Offender Program
Carmen Roig-Torres	Administrative Assistant
Kim Kaufmann	Management Assistant

Guy Richmond Place & Hobden House

Brandon Bob	Casual Residence Worker
Ron Dan	Residence Worker
Natnael Gebreegziabhere	Residence Worker
Pat Gilbert	Residence Manager
Ryan Jamieson	Residence Worker
Jessica Kauhausen	Residence Worker
Tony Kennedy	Residence Manager
Niegel Kirby	Casual/Relief Worker
Dash Kooner	Casual/Relief Worker
Kailey LeMoel	Residence Worker
Jenni Martin	Residence Worker
Dan Melnyk	Residence Worker
Ernie Simpson	Residence Worker
Rajveer Braich	Casual Residence Worker
Suraj Dhariwal	Residence Worker
Jill Gabriel	Casual Residence Worker
Krista Lee	Residence Worker
Heinrich Nemetz	Residence Worker
Vijay Rana	Casual Residence Worker
Kevin Vandevyvere	Casual Residence Worker
Christina Bateman	Residence Worker

Outreach Workers

Barry Skinner
Jean Gray
Melanie Jarvis
Laura Pavey
Sebastian Olaru
Sandra Battilana
Steven Morris
Tomas Vrchota

Community Services

Pamela Flegel	Provincial Outreach Worker
Andrea Klatt	Provincial Outreach Worker
Larry Howett	Provincial Outreach Worker
Louise LaFleur	Coordinator of Community & Volunteer Services
James Mandelin	Choices & Consequences Speaker
Donald Wilson	Summer Student

Vancouver Apartments

Nic Anderson	Casual/Relief Worker
Christina Beaupre	Residence Worker
Michael Connerly	Residence Worker
Ryan Grubb	Casual/Relief Worker
Jen Hirsch	Residence Manager
Alanna Parker	Acting Residence Manager
Marvin Laturnus	Residence Worker
Bud Lehman	Residence Worker
Robert Pasion	Residence Worker
Patrick Semple	Residence Worker
Robert Syms	Casual/Relief Worker
Joelle Barreiro	Casual/Relief Worker
Kenneth Matahwa	Residence Worker
Susie Moose	Residence Worker
Emily Zuberbier	Casual/Relief Worker

Board of Directors 2008-2009

Dave Phillips	Past President
Michael Johnson	Treasurer
Pamela Smith Gander	President
Ryna Witt	Secretary
Laura Glover	Director
Sara Dewar	Director
Jayne Henderson	Director
Tim Stiles	Director
Lyle Dixon	Director

Honourary Board of Directors

Chief Constable Jamie Graham
Brian Burke
Senator Larry Campbell
Nicholas Campbell
Libby Davis MP
Chris Haddock
Peter Legge
Rudy and Patricia North
Attorney General Wally T. Oppal

SPECIAL THANKS

The John Howard Society of the Lower Mainland of BC would like to extend a very special thank you to the following organizations for their support and generosity this past year.

Partners & Supporters

**Community Living British Columbia
Ministry of the Attorney General
Canadian Western Bank
Correctional Service Canada
Ministry of Children & Family Development
Rudy & Patricia North Foundation
The Law Foundation of British Columbia
United Way
VanCity Savings Credit Union
Al Roadburg Foundation
JHSBC
BC Housing
Coast Capital Savings
HRSDC – Homelessness Prevention Initiative
Fraser Regional Correction Centre
BC Yukon Halfway House Association
BC Non-Profit Housing Association
Provincial Association of Residential & Community Agencies
United Community Services Co-op
Ministry of Public Safety & Solicitor General
Vancouver Police Department
Surrey School District – WRAP
BC Lottery Corporation
Canada Mortgage and Housing Corporation**

**THE JOHN HOWARD SOCIETY OF
THE LOWER MAINLAND OF
BRITISH COLUMBIA**

Vancouver, B.C.

FINANCIAL STATEMENTS

March 31, 2009



WOLRIGE MAHON LLP
Chartered Accountants

AUDITORS' REPORT

To the Members of The John Howard Society of the Lower Mainland of British Columbia:

We have audited the balance sheet of The John Howard Society of the Lower Mainland of British Columbia as at March 31, 2009 and the statements of revenues and expenditures, fund balances and cash flows for the year then ended. These financial statements are the responsibility of the Society's management. Our responsibility is to express an opinion on these financial statements based on our audit.

We conducted our audit in accordance with Canadian generally accepted auditing standards. Those standards require that we plan and perform an audit to obtain reasonable assurance whether the financial statements are free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statements. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In our opinion, these financial statements present fairly, in all material respects, the financial position of the Society as at March 31, 2009 and the results of its operations and the changes in its cash flows for the year then ended, in accordance with Canadian generally accepted accounting principles. As required by the Society Act of British Columbia, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

"Wolrige Mahon LLP"

CHARTERED ACCOUNTANTS

Vancouver, B.C.
May 28, 2009

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2009

	Operating Fund \$	Capital Fund \$	2009 \$	2008 \$
Revenue, Schedule 1	2,830,388	100,644	2,931,032	2,579,078
Property rental	12,403	240,464	252,867	281,399
	2,842,791	341,108	3,183,899	2,860,477
Expenditures				
Staffing				
Employee benefits	330,121	-	330,121	330,265
Salaries	1,495,455	14	1,495,469	1,286,732
Training and development	69,513	410	69,923	57,807
Travel	61,045	201	61,246	41,486
	1,956,134	625	1,956,759	1,716,290
Operating				
Accommodations	268,996	242,276	511,272	428,049
Client support	53,171	-	53,171	38,838
Food and supplies	83,989	-	83,989	87,208
Furnishings	44,564	9,339	53,903	53,570
Insurance	25,424	21,052	46,476	36,106
Interest	7	78,578	78,585	77,248
Miscellaneous	(1,327)	-	(1,327)	1,875
Programme needs	90,794	-	90,794	63,536
	565,618	351,245	916,863	786,430
Administration				
Advertising	6,308	-	6,308	6,903
Audit and banking	10,103	-	10,103	9,590
Board	12,250	-	12,250	13,495
Office and miscellaneous	93,750	1,269	95,019	38,461
Purchased services	41,889	5,471	47,360	62,577
Telephone	29,465	-	29,465	20,695
Volunteer programme	36,954	-	36,954	32,381
	230,719	6,740	237,459	184,102
Total expenditures	2,752,471	358,610	3,111,081	2,686,822
Excess of revenues over expenditures				
before non-cash items	90,320	(17,502)	72,818	173,655
Amortization	-	(179,666)	(179,666)	(154,787)
Forgiveness of debt (Note 6)	-	91,133	91,133	91,133
Unrealized (loss) gain	(17,949)	-	(17,949)	10,390
Excess (deficiency) of revenues over expenditures	72,371	(106,035)	(33,664)	120,391

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

STATEMENT OF FUND BALANCES

For the year ended March 31, 2009

	Operating Fund \$	Capital Fund \$	2009 \$	2008 \$
Balances, beginning	348,011	1,953,852	2,301,863	2,181,472
Excess (deficiency) of revenues over expenditures	72,371	(106,035)	(33,664)	120,391
Purchase of tangible capital assets	(295,643)	295,643	-	-
Advance from mortgage, net of principal repayment	93,345	(93,345)	-	-
Interfund transfer	(17,502)	17,502	-	-
Forgiveable loans received	47,465	(47,465)	-	-
Balances, ending	248,047	2,020,152	2,268,199	2,301,863

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

BALANCE SHEET

March 31, 2009

	2009 \$	2008 \$
ASSETS		
Cash	510,249	622,077
Grants and other receivables	202,999	141,385
Investments (Note 2)	42,442	60,390
Prepaid expenses and deposits	20,179	16,936
	<u>775,869</u>	<u>840,788</u>
Tangible capital assets (Note 4)	5,040,664	4,924,687
	<u>5,816,533</u>	<u>5,765,475</u>
LIABILITIES		
Accounts payable	111,135	81,212
Accrued wages, salaries and holiday pay	317,779	293,344
Accrued employee relations fund	14,984	11,430
Deferred revenue	83,924	106,791
Mortgages payable (Note 5)	1,549,279	1,455,935
Forgiveable loans (Note 6)	1,471,233	1,514,900
	<u>3,548,334</u>	<u>3,463,612</u>
FUND BALANCES		
Capital Fund	2,020,152	1,953,852
Operating Fund		
Internally restricted (Note 7)	288,084	304,900
Unrestricted surplus (deficit)	(40,037)	43,111
	<u>2,268,199</u>	<u>2,301,863</u>
	<u>5,816,533</u>	<u>5,765,475</u>

Approved by Directors:




**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

STATEMENT OF CASH FLOWS

For the year ended March 31, 2009

	2009 \$	2008 \$
Cash flows related to operating activities		
Cash receipts from funding agencies and fundraising	3,083,004	2,817,774
Cash paid to suppliers and employees	(2,978,410)	(2,579,941)
Interest received	16,996	39,022
	<u>121,590</u>	<u>276,855</u>
Cash flows related to investing activities		
Purchase of tangible capital assets	(295,643)	(1,577,188)
Cash flows related to financing activities		
Interest paid	(78,585)	(77,248)
Advances from mortgages	146,250	511,959
Mortgage repayments	(52,905)	(282,174)
Forgiveable loans received from government agencies	47,465	1,018,000
	<u>62,225</u>	<u>1,170,537</u>
Net decrease in cash	(111,828)	(129,796)
Cash, beginning	622,077	751,873
Cash, ending	<u>510,249</u>	<u>622,077</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2009

Note 1 General

The Society was incorporated under the British Columbia Society Act. The purpose of the Society is to offer services through all levels of the criminal justice process.

Note 2 Significant Accounting Policies

Basis of Presentation

The accounts of the Society are maintained on the accrual basis with respect to government and community grants and related expenditures. Donations and other receipts are recorded on the cash basis.

Fund Accounting

The Society follows the restricted fund method of accounting for revenues.

The operating fund accounts for the Society's program delivery and administrative activities.

The capital fund reports the assets, liabilities and equity relating to the Society's tangible capital assets.

Tangible Capital Assets

The Society has adopted the policy of capitalizing the purchase of tangible capital assets with a cost of \$1,000 or greater.

Tangible capital assets are carried at cost less accumulated amortization. Amortization is calculated annually as follows:

Building - Guy Richmond Place	-	8 years	straight line
Building - all others	-	4%	declining balance
Equipment	-	20%	declining balance
Computer	-	30%	declining balance
Computer software	-	100%	declining balance

except in the year of acquisition, at which time the amortization is provided for at one-half the annual rate.

Use of Estimates

The preparation of financial statements in conformity with Canadian generally accepted accounting principles requires management to make estimates and assumptions that affect the reported amounts of assets and liabilities at the date of the financial statements and the reported amounts of revenues and expenses during the reporting period. Actual results could differ from those estimates.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2009

Note 2 Significant Accounting Policies (continued)

Revenue Recognition Policy

Revenue is recognized monthly over the terms of the funding contracts.

Financial Assets and Liabilities

The Society accounts for its financial instruments in accordance with Section 3855 of the CICA Handbook, "Financial Instruments – Recognition and Measurement". This section requires all financial instruments to be classified into one of the following five categories: held-to-maturity, held-for-trading, loans and receivables, available-for-sale financial assets or other liabilities. All financial instruments are measured at fair value, except for loans and receivables, held-to-maturity investments and other financial liabilities, which are measured at amortized cost. It also specifies how financial instrument gains and losses are to be recognized depending on their classification. Depending on the financial instruments' classification, changes in subsequent measurements are recognized in net income or directly in net assets. The Society's designations are as follows:

Cash and investments are designated as held-for-trading and are measured at fair value.

Grants and other receivable are designated as loans and receivables and are measured at amortized cost using the effective interest rate method.

Payables and accruals, mortgages payable and forgiveable loans are classified as other financial liabilities and are measured at amortized cost using the effective interest rate method.

Note 3 Financial Instruments

Items that meet the definition of a financial instrument include cash, grants and other receivables, accounts payable, accrued wages, salaries, and holiday pay, accrued employee relations fund, mortgages payable and forgiveable loans. Unless otherwise stated, the fair value of these items approximate their carrying value.

It is management's opinion that the Society is not exposed to significant credit, currency or interest rate risk arising from these financial instruments.

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

NOTES

For the year ended March 31, 2009

Note 4 Tangible Capital Assets

	Cost	2009 Accumulated Amortization	Net	Cost	2008 Accumulated Amortization	Net
	\$	\$	\$	\$	\$	\$
Guy Richmond Place						
Land	206,231	-	206,231	206,231	-	206,231
Building	507,480	496,640	10,840	507,480	491,929	15,551
	713,711	496,640	217,071	713,711	491,929	221,782
Vancouver Apartments						
Land	247,288	-	247,288	247,288	-	247,288
Building	76,229	18,690	57,539	76,229	16,292	59,937
	323,517	18,690	304,827	323,517	16,292	307,225
Hobden House						
Land	265,090	-	265,090	265,090	-	265,090
Building	177,855	40,318	137,537	177,855	34,587	143,268
	442,945	40,318	402,627	442,945	34,587	408,358
Miller Block						
Land	457,173	-	457,173	457,173	-	457,173
Building	2,179,158	362,160	1,816,998	2,177,957	286,477	1,891,480
	2,636,331	362,160	2,274,171	2,635,130	286,477	2,348,653
Tims Manor						
Land	211,869	-	211,869	211,869	-	211,869
Building	1,069,648	60,205	1,009,443	990,090	19,802	970,288
	1,281,517	60,205	1,221,312	1,201,959	19,802	1,182,157
752 Kingsway						
Land	126,142	-	126,142	126,142	-	126,142
Building	170,036	10,050	159,986	169,619	3,392	166,227
	296,178	10,050	286,128	295,761	3,392	292,369

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

NOTES

For the year ended March 31, 2009

Note 4 Tangible Capital Assets (continued)

	Cost \$	2009 Accumulated Amortization \$	Net \$	Cost \$	2008 Accumulated Amortization \$	Net \$
756 Kingsway						
Land	70,180	-	70,180	-	-	-
Building	143,175	2,864	140,311	-	-	-
	<u>213,355</u>	<u>2,864</u>	<u>210,491</u>	<u>-</u>	<u>-</u>	<u>-</u>
Equipment	230,377	119,700	110,677	230,377	92,031	138,346
Computer	56,986	43,626	13,360	55,874	38,139	17,735
Software	16,125	16,125	-	16,125	8,063	8,062
	<u>6,211,042</u>	<u>1,170,378</u>	<u>5,040,664</u>	<u>5,915,399</u>	<u>990,712</u>	<u>4,924,687</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2009

Note 5 Mortgages Payable

	Current \$	Long-term \$	2009 \$	2008 \$
Canadian Western Bank Payable in monthly instalments of \$1,618 including principal and interest of 6.75% per annum, due May 1, 2011, secured by a first charge on Vancouver Apartments.	9,259	176,641	185,900	196,338
Vancouver City Savings Credit Union Payable in monthly instalments of \$4,022 including principal and interest of 5.34% per annum, due February 26, 2011, secured by a first charge on Miller Block.	23,769	450,748	474,517	497,120
Canadian Western Bank Payable in monthly instalments of \$1,709 including principal and interest of 5.15% per annum, due June 1, 2009, secured by a first charge on Hobden House.	242,645	-	242,645	250,518
Coast Capital Savings Payable in monthly instalments of \$3,673 including principal and interest of 5.92% per annum, due November 1, 2012 secured by a first charge on 752 Kingsway and Guy Richmond Place.	15,232	484,735	499,967	511,959
Coast Capital Savings Interest only payments at 4.00% per annum, due April 1, 2010, secured by a first charge on 756 Kingsway.	146,250	-	146,250	-
Total long term debt	<u>437,155</u>	<u>1,112,124</u>	<u>1,549,279</u>	<u>1,455,935</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2009

Note 5 Mortgages Payable (continued)

Principal repayments of mortgages payable required over the next five years, assuming similar terms of refinancing, are:

	\$
2010	56,604
2011	59,766
2012	63,105
2013	66,632
2014	70,356
	<hr/>
	316,463
	<hr/>

Note 6 Forgiveable Loans

	\$
B.C. Housing Management Commission	1,018,000
Canada Mortgage and Housing Corporation	268,800
Canada Mortgage and Housing Corporation	47,467
Human Resources Development Canada	136,966
	<hr/>
	1,471,233
	<hr/>

During 2005, the Society entered into an agreement with Canada Mortgage and Housing Corporation (CMHC). Under the terms of the agreement, CMHC agreed to contribute up to \$336,000 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 15 years, provided that the Society meets certain conditions specified in the agreement. In fiscal 2006, the Society received a total contribution of \$285,600, with the balance of \$50,400 received on April 7, 2006. During the year, \$22,400 (2008: \$22,400) was forgiven.

During 2006, the Society entered into an agreement with Human Resources and Development Canada (HRDC). Under the terms of the agreement, HRDC agreed to contribute \$343,166 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 5 years provided that the Society meets certain conditions specified in the agreement. During the year, \$68,733 (2008: \$68,733) was forgiven.

During 2008, the Society entered into an agreement with the British Columbia Housing Management Commission (BCHMC). Under the terms of the agreement, BCHMC agreed to contribute up to \$1,018,000 for costs incurred in the purchase and renovation of Tims Manor. BCHMC paid for \$18,000 in costs relating to the purchase of the apartments directly, with the balance of \$1,000,000 being received on December 6, 2007. The loan is forgivable over a period of 25 years, commencing in the 11th year, provided that the Society meets certain conditions specified in the agreement.

During 2009, the Society entered into another agreement with the Canada Mortgage and Housing Corporation (CMHC). Under the terms of the agreement, CMHC agreed to contribute \$232,000, \$47,467 of which has been received before year end with the remainder being received after March 31, 2009, for costs incurred in renovating the Tims Manor building. The amount is forgivable over a period of 15 years provided the Society meets certain conditions specified in the agreement.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2009

Note 7 Internally Restricted Fund Balance

Commencing in 2001, the Society internally restricted funds from the Operating Fund for a Property Development Fund for the purpose of preserving, enhancing and expanding the Society's properties. Commencing in 2003, the Society internally restricted funds from the Operating Fund for a Sick Pay Fund to ensure sufficient funds are available to cover sick pay entitlements to the Society's employees.

The Property Development Fund balance is as follows:

	\$
Opening balance	181,871
Transfer from unrestricted fund	-
Interest earned	4,262
Expenditures	(50,000)
	<hr/>
	136,133
	<hr/>

The Sick Pay Fund balance is as follows:

Opening balance	123,029
Transfer from unrestricted fund	25,932
Interest earned	2,990
	<hr/>
	151,951
	<hr/>
Total internally restricted funds	288,084
	<hr/>

Note 8 Capital Disclosures

The Society maintains adequate cash to meet current payment obligations and planned program expenditures. Pending actual disbursements for budgeted program expenditures, funds are invested in securities designed to maximize return, while minimizing risk and maintaining flexibility. The investment objectives are subject to limitations defined by the Board of Directors and are set to provide maximum current income within the approved risk parameters.

The Society considers its capital structure to consist of fund balances. The Society is not subject to external restrictions on its fund balances.

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

Schedule 1

REVENUES

For the year ended March 31, 2009

	2009	2008
	\$	\$
Provincial Government	1,113,881	881,141
Federal Government	1,324,703	1,167,579
United Way of Lower Mainland	75,999	75,885
Charitable Gaming	20,000	21,266
Grants and other income	396,449	433,207
	2,931,032	2,579,078