



Annual Report

2006-2007



The John Howard Society
of the Lower Mainland of
British Columbia

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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 resolves conflicts, repair harm and restore peaceful relations in society.
- Independent, non-profit, non-government organizations have a vital role in the criminal justice process.

President's Report

Pamela Smith-Gander - President

The Board of Directors is pleased to report to our members, funders, donors and the public that we experienced a year of change, growth, and opportunity.

The JHSLM improved its financial position, grew its programs, and created new opportunities to serve its clientele.

With pride, I report that the JHSLM ended the operating year in a healthy financial position while delivering relevant and needed programs. Our strength remains in Community Living services and Federal programs.

The JHSLM intends to use these strengths to develop progressive services within the community.

We anticipate that future opportunities will present themselves as a result of our reputation as sound managers of public funds who deliver high quality community programs at both the provincial and federal level. We have focused on sustainability by becoming more financially independent. Through sustainable ventures we are able to fund and operate programs that meet community needs regardless of traditional funder support. We have taken advantage of the successful financial strategy that the board undertook over the last several years to acquire real assets and property. We now have a healthy portfolio of assets that we can translate into lowering our agency borrowing costs as well as paying for core administrative costs.

We will also look to ourselves to constantly monitor and improve our governance processes. We must remain vigilant to ensure that the processes that we have implemented sustain themselves year after year. Our current specific board goals are to refresh and re-new our view of the Board and its role in the organization, to develop a formal succession plan and to concentrate on a comprehensive board development plan. The Board also aims to re-examine the role of our members to seek out ways to provide opportunities for people to become more actively and effectively engaged in their organization.

We are very pleased to report that the JHSLMBC has received its' second consecutive three year accreditation including Governance Standards from the Commission on Accreditation of Rehabilitation Facilities, an international organization that reflects the gold standard of best practices in the non-profit sector. A three year accreditation is the highest possible standard that is awarded. The dedication, hard work and passion that our staff, volunteers and members bring to our society

are clearly reflected in the achievement of such recognition.

The JHSLM works with people who require support, guidance, and understanding when many in our society would rather ignore them. We believe we must enhance our image in the community if are to increase our role as an effective voice for a humane criminal and social justice system. This necessarily means that we must extend the awareness of our work to people outside of our traditional circles. The JHSLM must continue to strive towards becoming the primary source of policy alternatives for the criminal justice system.

The criminal justice landscape continues to be unstable as it is unclear where the Federal and Provincial governments are positioned on such important issues as the future of the safe-injection site, the funding for the programs for the new Community Court and the troubling conundrum posed by the mentally disordered offender. A recent Corrections Service of Canada report (2006) states that 21% of Federal inmates have been treated for psychiatric difficulties. This is double the rate over the last ten years. Real efforts must be made to address these issues. A failure to do so, in effect, condones the indifference of society as a whole to the plight of its most vulnerable members.

It is imperative to refute the claims of efficacy of repressive, ideologically based policy decisions and to instead, provide the public with well-reasoned, research supported information. While we remain committed to providing our clients with effective and compassionate advocacy, our resolve is underscored by the clear understanding that, in order to be an integral part of the continuing development of a humane criminal and social justice system, we must positively address the root causes of social dysfunctionality rather than focusing exclusively on the negative outcomes.

As we move forward we will build on our past success, meet the challenges of the future and continue to turn them into opportunities to make a greater contribution to society. On behalf of the Board, we thank our paid and volunteer staff, members, our funders and supporters in the community, and especially our clients for the opportunity to serve them and to be a part of building a humane criminal justice system.

Executive Director's Report

Tim Veresh - Executive Director

This year we achieved precedent setting outcomes within our residential and housing services. For years the John Howard Society has represented the interests of the community by assisting people at risk of harm or involved in the criminal justice system. This year was no exception. I wish to extend my appreciation to our Membership, Board of Directors, Clients, Volunteers and Staff who truly make a difference in improving our communities. This report provides an overview of our accomplishments.

I am extremely pleased with the outcomes of all of our programs this year. Our teams have challenged many of their operating procedures to improve upon the quality of service, living environments and benefits to the community. Our Community Living Programs have demonstrated excellence in developing creative housing alternatives and their knowledge has been shared with our residential facilities, prison in reach and community services. Our Community Residential Facilities also set unprecedented achievements and continued to expand their data collection. The Prostitution Offender Program made a significant education contribution and was able to support several sexual exploitation exiting and prevention programs throughout the Province.

We also entered into a partnership with BC Housing to establish affordable housing in Abbotsford, BC. The Agency received a grant towards the purchase of a ten unit apartment building to provide supported housing. Renovations will commence in July 2007 with residency being available in the fall of 2007.

Over the duration of the year we began further identifying efficiencies in all of our programs to enhance the contribution we make to the community.

Some of our goals include improving communication, be pro-active rather than reactive, implement the philosophy of Integrated Human Resources, be more community minded by developing a membership experience, reduce paper consumption by 20% and be a workplace of choice.

Without a doubt the John Howard Society of the Lower Mainland of BC has made tremendous contributions to many people within our community over the duration of this year. I remain committed to building our reputation through quality services and innovative solutions that promote accountability and responsibility in all citizens.

Hobden House CRF

Pat Gilbert – Residence Manager

Description of Service

Hobden House is a 17 bed Community based Residential Facility (CRF) operated by the John Howard Society of the Lower Mainland under contract to Corrections Services Canada (CSC). The Program was established in 1984 at the current site.

Hobden House offers a stable environment for men who are released to the community on Conditional Release. The program provides food, shelter, basic amenities such as laundry facilities and linens. In addition, residents have access to two communal televisions, a residence phone line with voice messaging, internet, a hobby room, and access to staff who 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 every four hours or when they change locations. Before a resident departs the facility he must sign out with the time he is leaving and his specific destination. Upon returning to the facility, the resident must sign in with his time of arrival. This policy of resident accountability allows for consistent interaction between staff and residents. Staff monitor for any increase in resident risk factors as well as monitors each resident's progress in the community.

Hobden House Vision Statement

The staff of Hobden House constructed the Vision statement. Staff members contributed one word that summed up what was important to him or her in their work with our residents.

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

Admission Criteria

Hobden House does not exclude any inmates for admission based on their offence. Inmates accepted to Hobden House have their files reviewed by a Community Representative who verifies the appropriateness of the decision for accepting the person to Hobden House.

Hobden House will consider all referrals that meet the following criteria:

- The inmate must be accepted to Hobden House by either the Residence Manager or the Director of Programs after a review of their correctional file
- The potential resident must:
 1. be on some sort of Conditional Release from a Federal or Provincial Institution
 2. be able to live in a group setting
 3. have made some progress in dealing with the Criminogenic Factors that prompted the offence which the potential resident is serving time for
 4. accept responsibility for the actions which led to the offence

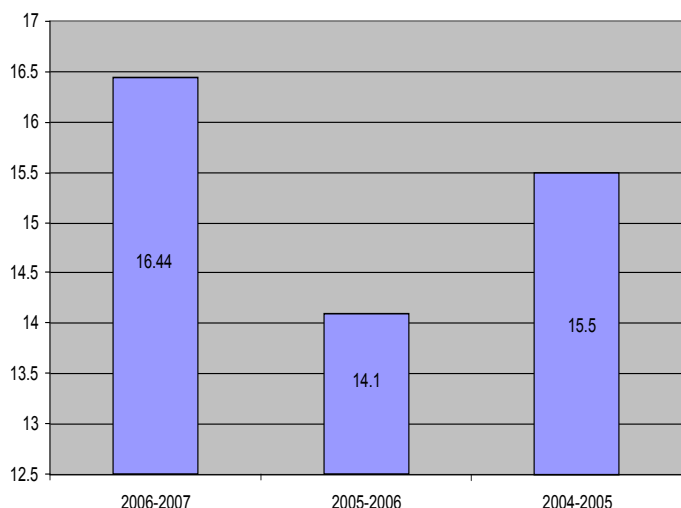
Hobden House is NOT an appropriate placement for those who are:

- Physically challenged at the present time 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 of sexual abuse and violence issues

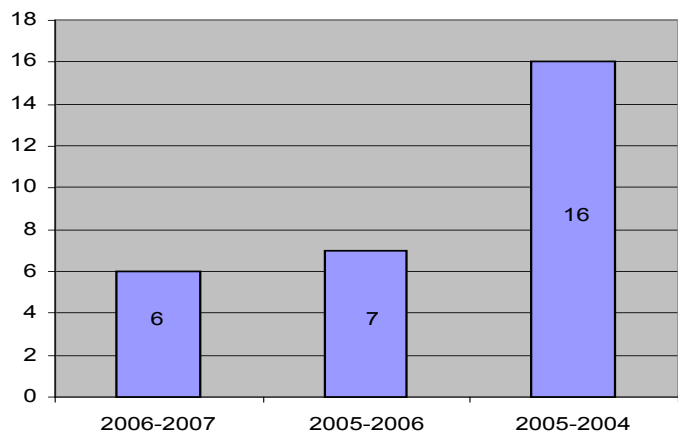
Population Served

The occupancy rate for Hobden House for the fiscal year 2006-07 was 97.3% which is up 14.4% from the 82.9% occupancy of 2005-06 where the average was 14.1. This equates to 16.44 average bed days per month compared to the 14.1 bed days per month in 2005-06.

Average Population Served



UAL's



Over the fiscal year of 2006-07, six residents went unlawfully at Large (UAL); this amount is one less than the previous year 2005-06, a 2.5% decrease. The UAL rate has significantly decreased since the 2004-05 fiscal year. There has been a decrease of 15% within the last 3 fiscal years.

There are theories of why the UAL rates have decreased.

- Due to the bed shortage in the region residents who are sent to the TD unit because of suspension or apprehension after going UAL can wait longer than the usual 30-day detention at the TD unit. The possibility of staying months at the TD unit gives some people pause before breaching a condition of release.
- That the upgrades to the physical plant shows a vested interest in the program and upgraded amenities display the agencies concern about quality of the living conditions for the residents of the facility.
- The teamwork between Hobden House and the New

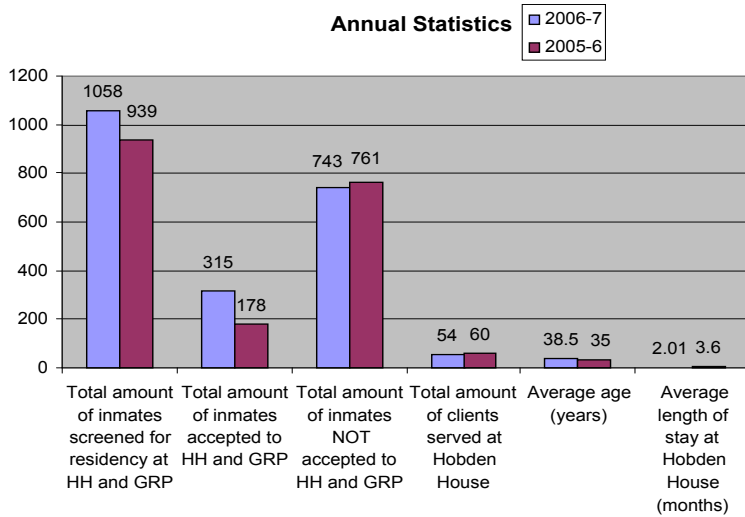
Westminster Parole Office is proactive in identification of possible breaches and intervene before a UAL or suspension occurs.

- The Hobden House staff work as a team to assist the residents with their reintegration to the community. The support, interventions and concern for the individual is a program quality that enhances the possibility of change.
- Hobden House provides a home environment for the residents. Residents go to work, programs, school from the house and return home. Hobden House provides a safe place for residents to be and staff to talk to who assist with them with their reintegration to the community.

Screening for Residency

CATEGORIES	2006-7	2005-6	2004-5	2003-4	2002-3
Total amount of inmates screened for residency at HH and GRP	1058	939	964	1400	1600
Total amount of inmates accepted to HH and GRP	315	178	195	844	700
Total amount of inmates NOT accepted to HH and GRP	743	761	769	556	900
Total amount of clients served at Hobden House	54	60	61	66	66
Average age (years)	38.5	35	36.3	36	36
Average length of stay at Hobden House (months)	2.01	3.6	9	8	6

The statistics brings to light the total number of inmates screened for residency has risen from the previous year. The most significant change in the screening statistics in the last four years is the amount of inmates who were accepted to Hobden House and Guy Richmond Place. 315 inmates were accepted for residency this year, a major increase over the previous two years but not to the 2002 - 2003 and the 2003- 2004 levels. The theory for the higher amount of inmates accepted for residency is that more inmates are being release on Day Parole as opposed to Statutory Release with Residency. We will begin tracking the type of releases that are screened for residency in the coming years to identify if there is less Statutory Release with residency condition inmates, being screened for residency.



Parolees in the Maple Ridge area. However, this does not reduce the amount of inmate screenings, as the Maple Ridge area does not have a CRF to accommodate the parolees who have a residency condition on their release. The New Westminster and Vancouver Parole area are responsible for supplying the CRF's to accommodate the Day Paroles and Statutory Releases with Residency from the Maple Ridge Parole Office.

Types of Release at Intake

Category	'06-'07	'05-'06	'04-'05	'03-'04	% '06-'07	% '05-'06	% '04-'05	% '03-'04
Day Parole	26	30	31	34	48.15	50	50.8	51.5
Accelerated Day Parole	3	2	3	3	5.56	3.3	4.9	4.5
Stat Release with Residency	20	21	22	19	37.04	35	36.3	28.8
Stat Release	-	2	1	3	-	3.3	1.6	4.5
Full Parole	-	-	2	2	-	-	3.2	3.0
Full Parole with Residency	5	5	2	3	9.26	8.3	3.2	4.5
Unescorted Temporary Absence	-	-	-	1	-	-	-	1.5
Work Release	-	-	-	1	-	-	-	1.52
Total:	54	60	61	66	-	-	-	-

Terms of residency at Hobden House for the fiscal year April 1st 2006 to March 31st 2007:

- Shortest stay: 3 days
- Longest stay: 363 days
- This year the average length of stay is 60.4 days, which is a 13.3% decrease from the previous fiscal year.

As it was noted in the last Annual Report there is a shortage of CRF beds in the Pacific Region to accommodate the releases of inmates from the Federal Institutions to the Community on Conditional Release. This year poses an additional challenge. Federal Corrections in the Pacific region are now responsible for Provincial Offenders released into the community on Day Parole. This puts an added burden on the Pacific Region to house Provincial Day Parolees in the CRF's that were exclusively for Federal Parolees.

In terms of waitlist for our CRF's, this year the wait time has grown and waiting for bed space availability can take longer than a month. Waiting for bed space for 2 months or more is not unheard of. Inmates released with a residency condition as part of their Statutory Release have priority over Day Parole inmates for residency at a CRF. Inmates who have served 3/4th of their sentence (and do not have extra sanctions such as a Dangerous Offender label) they must be released from prison. Currently, there are no solutions to this problem other than building more CRF's to accommodate the growing number of inmates who require halfway houses upon their release.

In the year of 2007, British Columbia established a Parole Office in Maple Ridge. The Maple Ridge Parole Office has made way for the transfer of Parole Supervision to the Maple Ridge Parole Office to super-

The chart demonstrates, in the last 3 years the types of release have changed little. However, in the fourth year the statistics reveal that the number of Day Parolees has dropped from 30 residents to 26 and all other release categories have show little change. The drop in Day Parole residents can be attributed to the fact that Statutory Release with residency has priority over bed space availability in the CRF's.

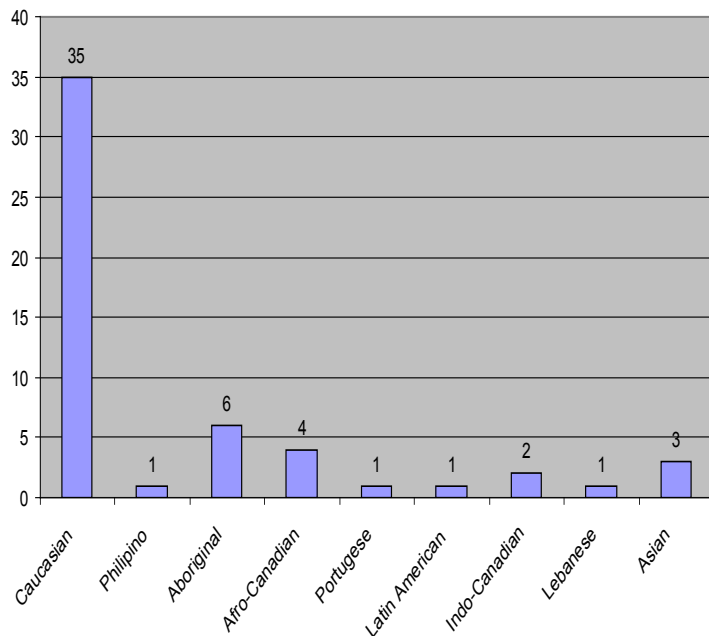
Ethnicity

Category	'06-'07	'05-'06	'04-'05	'03-'04	% '06-'07	% '05-'06	% '04-'05	% '03-'04
Caucasian	35	41	39	45	64.81	70.69	66.10	68.18
Filipino	1	-	-	-	1.85	-	-	-
Aboriginal	6	8	9	8	11.11	13.79	15.25	12.12
Afro-Canadian	4	3	-	2	7.41	5.00	-	3.03
Portuguese	1	-	-	-	1.85	-	-	-

Latin American	1	-	-	-	1.85	-	-	-
Indo-Canadian	2	2	7	4	3.70	3.33	11.86	6.06
Lebanese	1	-	-	-	1.85	-	-	-
Asian	3	1	2	4	5.56	1.67	-	6.06
Caribbean	-	1	2	-	-	1.67	3.39	-
Middle Eastern	-	-	2	-	-	-	3.39	-
French-Italian	-	1	-	-	-	1.67	-	-
Hispanic	-	1	-	3	-	1.67	-	4.55
Total:	54	60	61	66	-	-	-	-

The above chart shows that ethnicity of our client base has remained constant over the last three years with the exception of last year. Caucasian residents have decreased in the last fiscal year. This can be attributed to the amount of clients served at Hobden House has decreased in the last fiscal year from 60 to 54.

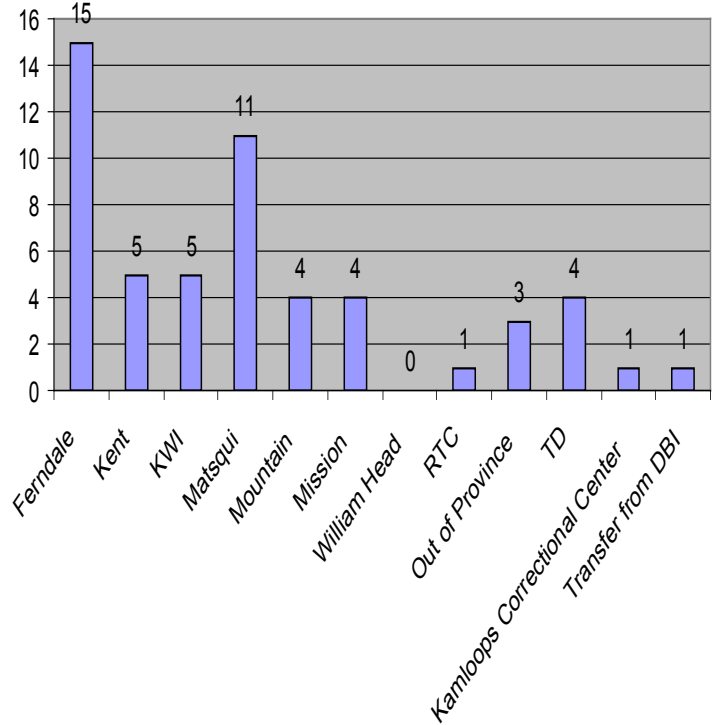
Ethnicity: 2006-2007



Releasing Institutions

- Parolee's who breach a condition of their release are sent to the Temporary Detention Unit (TD) at Matsqui Institution. TD is a separate unit specific to persons who breach their conditions of release. TD is not classified as a Parent Institution. The parent institution is identified at the beginning of an inmate's sentence based on the evaluation at intake.
- This year 16 residents breached their conditions of release. To the best of our knowledge the breaches were the result of breaches of the abstain condition.

Releasing Institutions 2006-2007



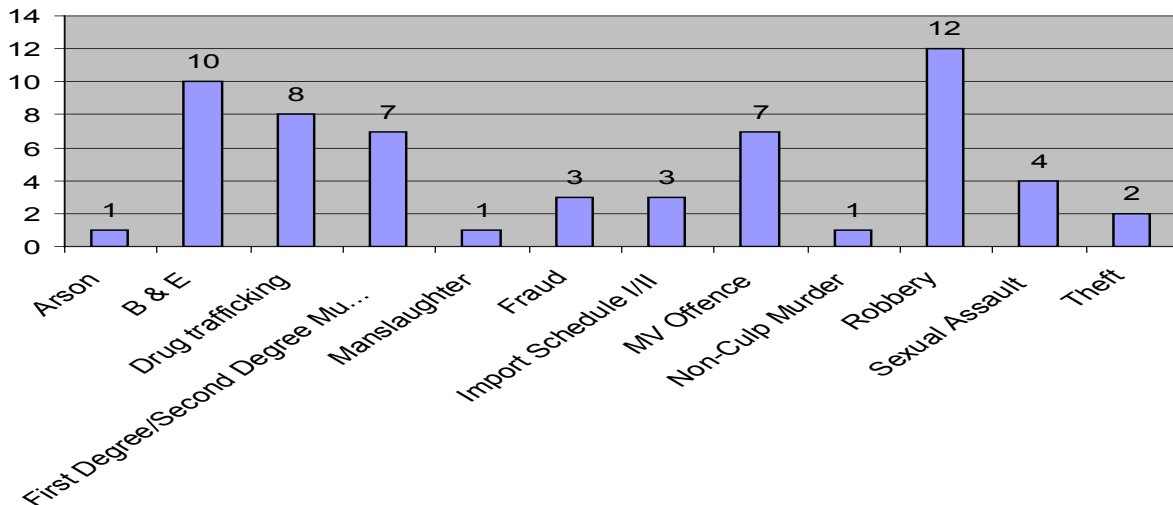
Category	'06-'07	'05-'06	'04-'05	'03-'04	% '06-'07	% '05-'06	% '04-'05	% '03-'04
Ferndale	15	16	16	17	27.8	26.67	26.23	25.76
Kent	5	3	3	1	9.3	5.00	4.92	1.52
KWI	5	4	2	3	9.3	6.67	3.28	4.55
Matsqui	11	11	13	8	20.4	18.33	21.31	12.12
Mountain	4	4	9	7	7.4	6.67	14.75	10.61
Mission	4	5	4	8	7.4	8.33	6.56	12.12
William Head	-	1	1	1	-	1.67	1.64	1.52
RTC	1	-	-	-	1.9	-	-	-
Out of Province	3	7	7	6	5.6	11.67	11.48	9.09
TD	4	9	6	9	7.4	15.00	9.84	13.64
Kamloops Correctional Center	1	-	-	-	1.9	-	-	-
Transfer from DBI	1	-	-	-	1.9	-	-	-
Total:	54	60	61	66	-	-	-	-

Types of Charges at Intake

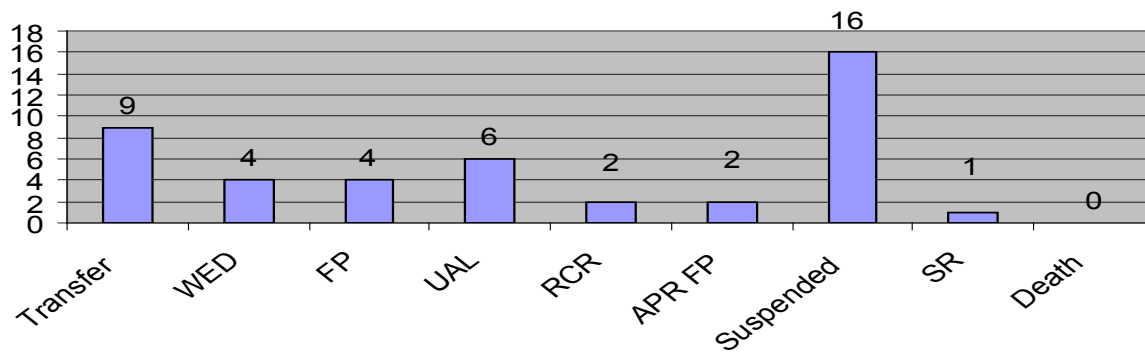
Category	'06-'07	'05-'06	'04-'05	'03-'04	% '06-'07	% '05-'06	% '04-'05	% '03-'04
Arson	1	-	-	-	1.9	-	-	-
B & E	10	6	7	12	18.5	10.00	11.48	18.18
Drug trafficking	8	5	13	5	14.8	8.33	21.31	7.58
First Degree/Second Degree Murder	7	3	5	8	13.0	5.00	8.20	12.12
Manslaughter	1	4	3	3	1.9	6.67	4.92	4.55
Fraud	3	3	3	2	5.6	5.00	4.92	3.03
Import Schedule 1	3	-	-	-	5.6	-	-	-
MV Offence	7	1	-	-	13.0	1.67	-	-
Non-Culp Murder	1	-	-	-	1.9	-	-	-
Robbery	12	6	14	19	22.2	10.00	22.95	28.79
Sexual Assault	4	5	5	6	7.4	8.33	8.20	9.09
Theft	2	2	-	-	3.7	3.33	-	-
Aggravated assault	-	3	3	4	-	5.00	4.92	6.06
Counterfeiting	-	-	-	2	-	-	-	3.03
Extortion	-	1	1	-	-	1.67	1.64	-
Kidnapping	-	1	-	1	-	1.67	-	1.52
Total:	59	60	61	66	-	-	-	-

- The vast majority of Hobden House clients are serving Federal Sentences for multiple charges. Only the most serious charges are identified in the statistical information.
- This past year all offence categories have remained relatively constant with the exception of Motor Vehicle Offences which have increased. Robbery charges have turned upward in comparison to last year but have not reached the peak that was recorded in 2003-2004.
- This year drug trafficking and importation of drugs has been separated for statistical purposes but together the amount of new residents with trafficking and importation charges have returned to the double-digit amount of the 2004 -2005-report year.
- Residents that have 1st and 2nd degree murder offences have more than doubled from the previous year. This may be attributed to the length of residency for this offence as generally the more serious offences have longer terms of residency prior to Full Parole.

Offence: 2006-2007



Status at time of departure: 2006-2007



The highest number for departing Hobden House is for suspensions. The theory for the high amount of suspensions is that Hobden House staff and the New Westminster Parole Office are proactive in identifying possible breaches of the resident's conditions of release.

Changes in Service

This year experienced a change to the CRF Management model. In previous years the manager of the CRF would also work two staff shifts per week. This model in effect allowed the manager only three days per week to complete management duties. This model was changed to having the manager not work any staff shifts to allow for more time for management duties. This year also brought changes to the relationship between Hobden House and New Westminster Parole. The New Westminster Parole Office and the CRF's in the New Westminster Parole Office meet on a regular basis to discuss changes, concerns and issues that arise and that need to be addressed by the Parole office and the CRF's. These meetings give the CRF's a platform in which to discuss concerns and solutions to problems we face in our work.

Community Needs Assessment

The data shows that drug and alcohol addiction continues to be a major issue that not only the CRF clients are dealing with but reflects what our Communities are dealing with on a daily basis. Our statistics for illegal substance charges have continued to rise at a steady pace for the last four years. For the other physical needs identified this does not truly reflect all the physical health concerns as disclosure of all physical needs and issues are not a requirement. The individual has the right not to disclose medical problems if they choose not to. The statistics reported in the physical needs section only reflect the problems that the residents have disclosed.

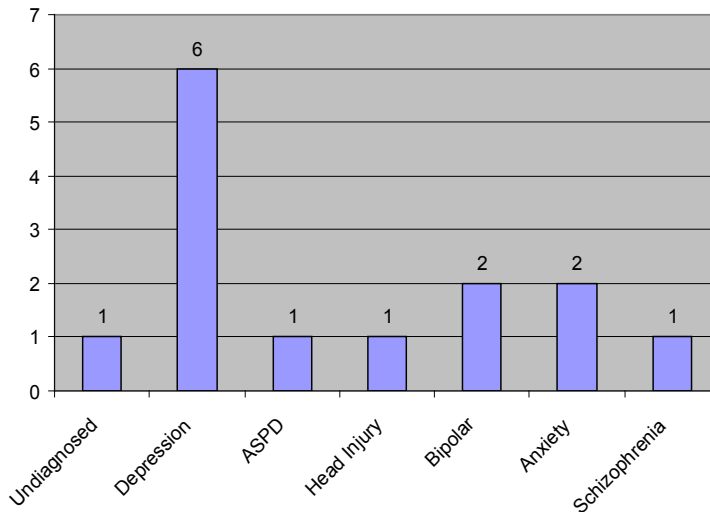
Category	2006-2007	2005-2006	2004-2005	2003-2004	%2006-2007	% 2005-2006	% 2004-2005	% 2003-2004
Missing Limb	-	2	1	-	-	2.38	1.37	-
Allergy	1	1	-	2	1.85	1.19	-	3.17
Cancer	1	-	-	-	1.85	-	-	-
Hep-C	3	11	-	19	5.56	13.10	-	30.16
Back, knee and shoulder problems	2	3	3	1	3.70	3.57	4.11	1.59
Epilepsy	1	-	-	-	1.85	-	-	-
Alcohol and Drugs	56	42	40	34	103.70	50.00	2.74	53.97
Emphysema	1	-	2	-	1.85	-	2.74	-
Methadone	6	7	5	-	-	8.33	6.85	-
Kidney Problems	1	-	-	-	1.85	-	-	-
Sleep Apnea	1	-	-	-	1.85	-	-	-
Pacemaker	1	-	-	-	1.85	-	-	-
Sleep Issues	1	6	2	-	1.85	7.14	2.74	-
Allergic to Codeine	1	-	-	-	1.85	-	-	-
Nerve Damage	1	-	-	-	1.85	-	-	-
Blood Pressure	3	1	2	-	5.56	1.19	2.74	-
Pantaloc	1	-	-	-	1.85	-	-	-
Diabetic	2	1	2	3	3.70	1.19	2.74	4.76
Seizures	1	-	-	-	1.85	-	-	-
High Cholesterol	3	-	-	-	5.56	-	-	-
Axis II APD	1	-	-	-	1.85	-	-	-
Heart Problems	2	-	-	-	3.70	-	-	-
HIV	-	1	-	-	-	1.19	-	-
HIV/Hep C	-	-	2	4	-	-	2.74	6.35
Hep A	-	-	1	-	-	-	1.37	-
Hep B	-	-	1	-	-	-	1.37	-
Migraines	-	3	1	-	-	3.57	1.37	-
Cholesterol	-	5	1	-	-	5.95	1.37	-
Leg Problems	-	-	2	-	-	-	2.74	-
Asthma	-	1	2	-	-	1.19	2.74	-
Hearing	-	-	1	-	-	-	1.37	-
Total # of Issues:	90	84	73	63	-	-	-	-

Mental Health Issues

Category	'06-'07	'05-'06	'04-'05	% '06-'07	% '05-'06	% '04-'05
Undiagnosed	1	-	-	1.9	-	-
Depression	6	1	5	11.1	1.7	7.6
*ASPD	1	1	-	1.9	1.7	-
Learning Disability	-	-	1	-	-	1.5
Head Injury	1	-	-	1.9	-	-
Bipolar	2	-	1	3.7	-	1.5
Anxiety	2	-	2	3.7	-	3.0
Schizophrenia	1	1	1	1.9	1.7	1.5
Total # of MHI's:	14	3	10	-	-	-

* Anti-social personality disorder.

Mental Health Issues: 2006-2007



- The mental health statistics represent the types and quantity of mental concerns but do not represent residents with multiple mental health issues.
- Although only 14 residents with mental health issues are identified, this does not mean that the statistics are conclusive. Many inmates are not aware of or acknowledge that they have a mental health problem. Therefore these statistics only identify at the minimum diagnosed mental health issues.

Reported mental health issues have exceeded all previous years, clients with depression have reached a three-year high.

Program Goals

- To assist and support men on Federal 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 and their risk factors. To be advocates, counselors, role models, coaches and mediators for our residents to support their positive efforts to change.
- To continue with 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 stakeholders and residents to assist with making positive changes to the program.
- To upgrade office equipment as needed.
- To provide a computer for resident use.

Review of Last Year's Goals

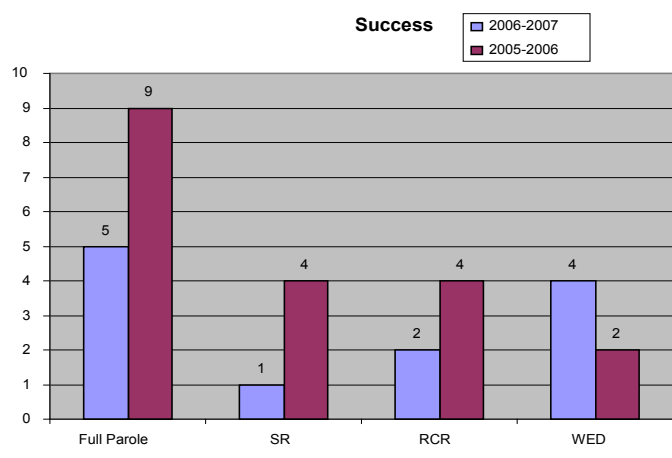
Action	Outcome
To upgrade the kitchens	Both kitchens have been completely renovated.
Upgrade and repair the downstairs bathroom	The upgrade to the bathroom is complete with new fixtures, tile and sink and counter. The old bathtub was removed and the space change into a large shower with hand holds for safety.
Other upgrades to the house	New carpets in the common areas of the house.
New Office equipment as needed	A new fax machine, 1 computer, 2 new computer screens. The total cost for these and all other upgrades listed above total \$43,500.00.
To enter case plans into OMS	A new case plan has been completed but there are obstacles in entering the case plans into OMS. We expect it to be entering the form in the 2007-2008.
To improve on statistics gathered	For the 2007-2008 additions to the statistics will be added to enhance our gathering of statistics.
Complete satisfaction surveys	This year the stakeholder, resident and employee surveys were not completed. Our goal for next year is to have all surveys completed.
Improve the cleanliness of the house	The cleanliness of the house has improved and staff and residents continue to work on the issue. The desired goal for cleanliness has not been reached.

All full time and part time staff to be trained on the new OMS system.	All the full time and part time staff have been trained on the new OMS system with the exception of new employees. They will be trained when the training becomes available.
To access volunteers from the community to spend time with clients and work with identified needs such as familiarizing a new resident with the community.	Volunteer and Community Services based at the JHSLMBC Head Office in Vancouver is responsible for the accessing of volunteers and placement at the Hobden House. This year Hobden House had two volunteers. One volunteer supported several clients and did activities outside of the facility such as movies. The other volunteer was based at the house and was involved with activities at the house such as movie and game nights.
To access practicum students from the various schools and universities to learn about our programs and to work on special projects with staff and the residents of the facility.	Hobden House worked with two practicum students. They were introduced to our work, assisted with projects with staff and residents. One practicum student assisted staff with coordination and planning of the Volunteer and Staff appreciation dinner and worked with a client regarding paperwork and the set up of his Social Assistance for medical disability. Both successfully completed their practicum placement and are now are staff members of JHSLMBC.
To update staff training procedures	The BC Yukon Half-way House Association has added training modules to the website. The JHSLM has added two days to the staff orientation for CRF training on the website. New staff orientation and training is now set at six days.
To identify community training opportunities for staff to improve their skills to better assist our clients.	Not all staff has had access to the training provided by CSC. However, we do send as many staff as we can to each training session provided by CSC and other opportunities such as the Sex Offender training held in Victoria.
To build a better relationship with the Institutional Parole Officers. To assist with identifying inmates prior to the screening process in order to assist with a smoother transition for the inmate back to the community.	The building of the relationship with Institutional Parole Officers is on going. The relationship is getting much better and IPO's from Ferndale, Mission, Matsqui, RTC and Kent call regarding interviews with inmates that they have on their caseload that may be a good fit for Hobden.
Complete Staff evaluations on time	The Manager has not met the timeliness for staff evaluations.
Improve team performance	This is on going and the manager will be taking training courses on team building and supervision.

Effectiveness, Outcomes and Satisfaction

Our statistics indicate the following:

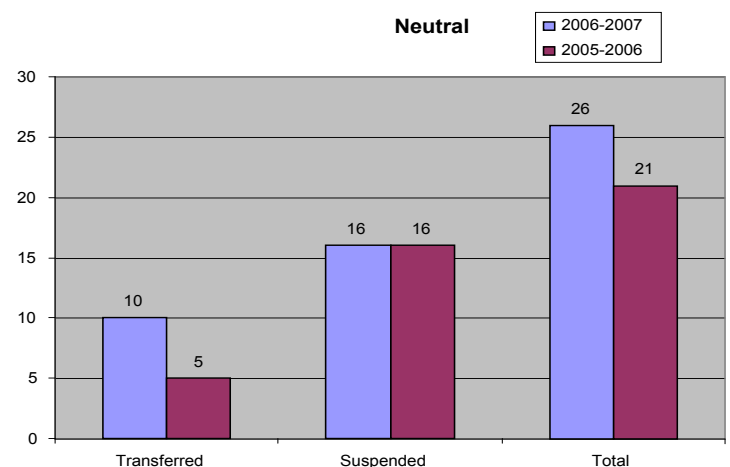
SUCCESS	2006-2007	2005-2006	% 2006-2007	%2005-2006
Full Parole	5	9	9.3	15%
SR	1	4	1.8	7%
RCR	2	4	3.7	7%
WED	4	2	11.1	3%
Total:	16	19	26%	32%



The chart shows for the previous year that 19 residents succeeded in graduating from the house to other living arrangements while this year 16 residents succeeded in moving to the community. The lower amount of

successful reintegration may be attributed to the lower amount of residents who arrived and moved on during the year.

Neutral	2006-2007	2005-2006	% 2006-2007	% 2005-2006
Transferred	10	5	18.52	8.33
Suspended	16	16	48.15	26.67
Total	26	21	-	-



The statistics on suspensions remain the same but the amount of transfers doubled in the same time frame. Occasionally we have new arrivals that want to reside at another CRF to be closer to family or work. At the time of release their first choice of CRF's maybe full and they must wait until a bed becomes available.

The theory for the rise in transfers is that there is a bed space shortage. Inmates are placed at a CRF that has accepted him at the time his file was screened and that the CRF has bed space available.

- Staff training is being addressed through the BC/Yukon Association Moodle website in addition to other courses and revising the staff orientation package remaining within the training budget.

Negative	2006-2007	2005-2006	% 2006-2007	%2005-2006
WD of Services	3	2	5.56	3.33
UAL's	6	7	11.11	11.67
Death	-	1	-	1.67
Total	9	10	-	-

Analysis

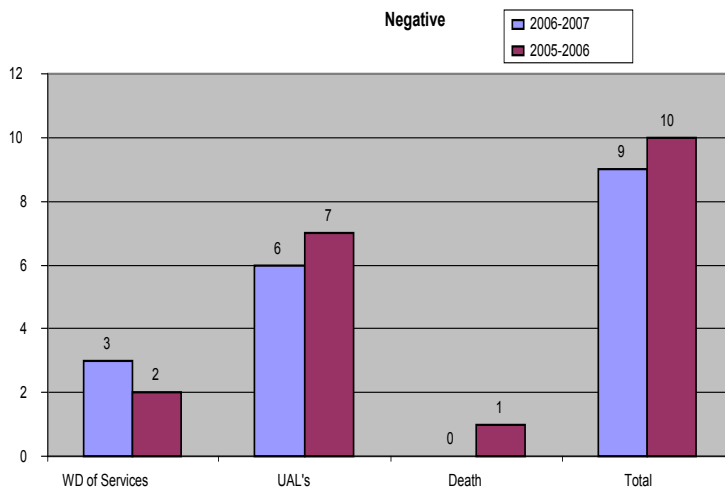
This is the fourth year of gathering statistical information for Hobden House and we are beginning to see trends in some of the statistical information gathered to date. Statistical information will continue to be gathered to assist with identifying the changes to our client base, mental health and physical health issues, changes to CSC policies and new legislation.

The data collected shows:

- The ratio of Caucasian, Indo Canadian and Aboriginal residents proved consistent over the last 4 years.
- The three years of mental health statistic show that there is a wide range of mental health issues that need to be addressed by therapists, doctors, CRF's and other agencies to assist residents with their mental health issues before and after they return to the community.
- Hobden House and Guy Richmond Place screened more inmates for residency this fiscal year than in the two previous years and a higher number was accepted for residency.
- The change to the amount of clients served changed by four less clients served.
- The average age rose by 3.5 years.
- The average length of stay decreased by 1.5 months to 2.1 month length of stay.
- The types of convictions at intake appear to continue to be in flux. The charge of Break and Enter has risen from 6 in the 2005-2006 fiscal year to 10 and the number of residents with the charge of 1st or 2nd degree murder has risen from 3 in the last fiscal year to 7. The number of robbery convictions rose from 6 in the last fiscal year to 12 residents with robbery as their most severe charge.

The suspension rate has remained the same as last years total with 16 residents suspended for breaching their conditions of release. The rated of UAL's (Unlawfully at Large) is reduced by 1 to 6 UAL's for 2006 to 2007. Below are theories as to why the UAL rates have decreased:

- Due to the bed shortage in the region, residents who are sent to the TD unit because of suspension or apprehension after going UAL can wait longer than the usual 30-day detention at the TD unit. The possibility



The withdrawal of services and UAL rates remained constant for the last two years. At this time there is not enough data to assess trends regarding the amounts of UAL's and withdrawal of services.

Efficiency

- From April 1st 2006 to March 31st 2007 representatives of Hobden House and Guy Richmond Place screened 1058 inmates for residency at our CRF's.
- Of these inmates, 315 were accepted for residency.
- Of these inmates, 743 were not accepted for residency.
- Of the 71 clients Hobden House staff worked with 54 who were new arrivals to Hobden House on community release.
- The occupancy rate for Hobden House for the fiscal year 2006-07 was 97.3% which is up 14.4% from the 82.9% occupancy of 2005-06 where the average was 14.1. This equates to 16.44 average bed days per month compared to the 14.1 bed days per month in 2005-06.
- Intervention plans and updates were completed in the required time frames.

of staying months at the TD unit gives some people pause before breaching a condition of release.

- That the upgrades to the physical plant shows a vested interest in the program and upgraded amenities display the agencies concern about quality of the living conditions for the residents of the facility.
- The teamwork between Hobden House and the New Westminster Parole Office is proactive in identification of possible breaches and intervene before a UAL or suspension occurs.
- The Hobden House staff work as a team to assist the residents with their reintegration to the community. The support, interventions and concern for the individual is a program quality that enhances the possibility of change.
- Hobden House provides a home environment for the residents. Residents go to work, programs, school from the house and return home. Hobden House provides a safe place for residents to be and staff to talk to. The staff assists the residents with reintegration to the community.

Next Years Goals

- Meeting 80% of CARF standards.
- To attend institutions on a bi-weekly basis.
- To paint and repair all the bedrooms at Hobden.
- New couch and sofa for the living room.
- Develop a case plan format that can be entered into OMS (Offender Management System)
- Increase the # of stakeholder/client surveys.
- All staff trained on ComVida
- All staff to complete BCYHHA training on the Moodle website.
- Revise staff orientation package.
- Landscape grounds.
- Attend all New Westminster Parole and CRF meetings.
- Complete staff evaluations on time.

This fiscal year saw a change to management model of the CRF. In the past the Manager would also work two staff shifts per week. This model in effect allowed the manager only three days per week to complete management duties. This model was changed to the manager not working any staff shifts to allow for more time for management duties.

Recent Photos



Guy Richmond Place CRF

Melissa Howard - Residence Manager

Description of Service

Guy Richmond Place (GRP) is a 18 bed Community Residential Facility (CRF) under contract from the Correctional Services of Canada (CSC). Guy Richmond place is run by the John Howard Society of the Lower Mainland of British Columbia provides a stable home environment with added structure for men on Conditional Release from a Federal Institution. 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, a resident's phone line with voice mail, a weight room and a computer.

Through direct client service GRP staff continually to provide 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.

Admission Criteria

Referrals are received from the Vancouver Parole Officer of the Correctional Service of Canada with potential clients screened on a weekly basis. A local community representative reviews all accepted files and ensures that files meet screening criteria. Admission at Guy Richmond Place is outlined in the contract specifics with the Correctional Services of Canada as follows.

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

- The potential resident must be on Conditional Release from a Federal 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

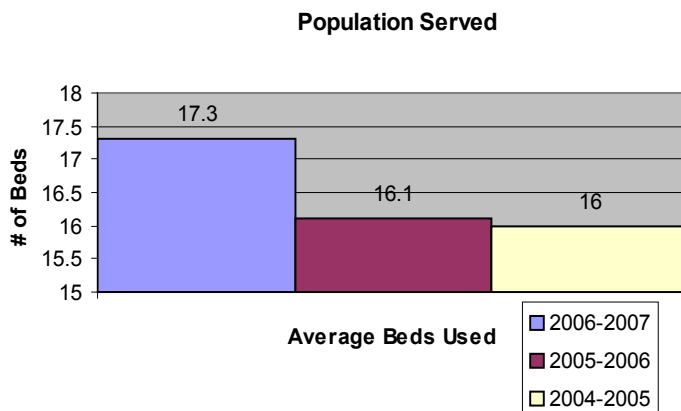
- Must have accepted responsibility for the actions, which led to incarceration.

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

Over the past year Guy Richmond place had a 96% occupancy rate, up significantly from the year before at 89.4%. During the 2006-2007 fiscal year this equates to 17.3 beds being used on average per month. In comparison during the years 2005-2006 and 2004-05 16.1 and 16 beds were respectively used on average monthly. Increases in the number of beds being used on average can be attributed to an increased number of federal inmates applying for a term of conditional releases and a substantial increase in inmates being released on Statutory Release with residency as well as some residents remaining at the CRF for a longer time period. GRP provided service to 58 residents and 10 reporting centre clients for a total of 68 clients.



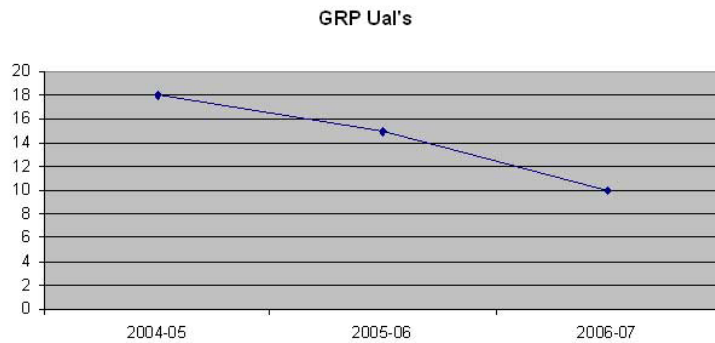
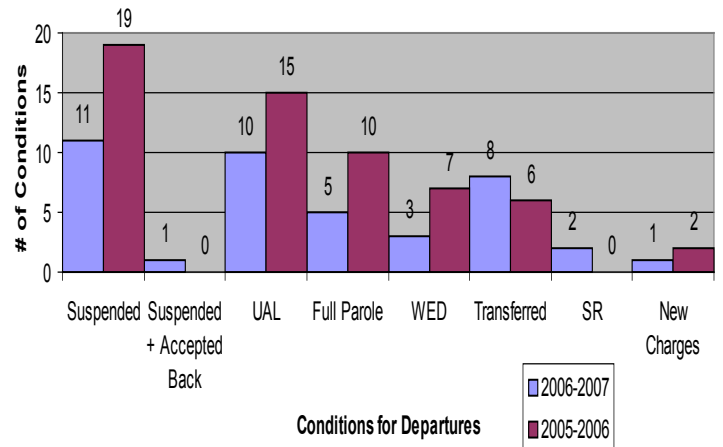
During the 2006-07 year Guy Richmond Place had 10 residents go unlawfully at large (UAL) five less than the 2005-06 year and 8 less than the 2004-05 year. Analysis of data on individuals who went UAL during the

2006-07 year reflect that all 10 individuals struggled with substance abuse issues and were suspected of departing due to this area of need, 5 suffered from mental health issues and another 2 had medical issues. The length of stay at GRP prior to going UAL ranged from 123 days to 1 day, residents going UAL had an age ranging from 23 to 53 years old and were released on the following types of release; 4 on Day parole, 1 on Accelerated Parole release, 4 on Statutory Release with residency and 1 Full Parole with residency.

to 58, as many residents remained for a longer term. Interestingly, the average age of residents has remained at 37 for the last three years.

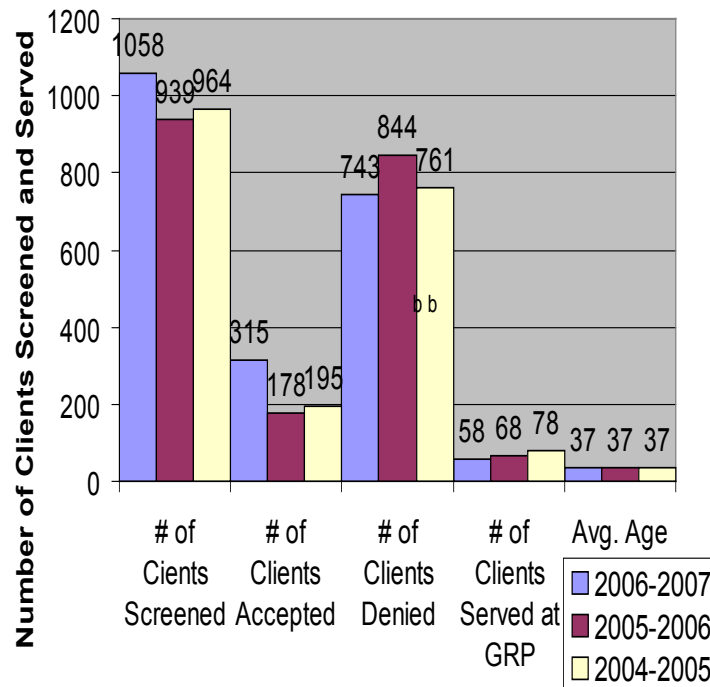
Conditions for departure of residents leaving between April 1, 2006 and March 31, 2007

Types of Departures from CRF



Above line graph depicts a steady decline in UAL rates since 2004-05.

Number of clients screened for Residency/Accepted declined/served/average Age



UAL= Unlawfully at Large, WED = Warrant Expiry Date, SR = Statutory Release

Chart does not reflect successful terms of residency completed after March 2007

The chart above reflects that 13 residents or 22% of the total residents reached Full Parole or Warrant Expiry and succeeded in transitioning back into the community. Another 8 residents or 14% were successful with meeting GRP program requirements and transferred to another CRF, 12 residents or 21% were suspended, this is a decrease from the year prior when 28% of the residents were suspended. Terms of residence ranged from 1 day to one year with many residents reaching a successful reintegration into the community after March 31, 2007. During 2006-2007 the average resident reside at GRP for 132 days. This statistic reflects an increase in time spent at GRP in comparison to 2005-2006 when residents on average stayed 92 days and slightly higher than 2004-05 year when residents resided on average for 122 days. Lastly, 10 residents or 17% went unlawfully at large this is down from 2005-06 when 22% went UAL. It is strongly believed that these UAL'S were a result of resident's returning to substance abuse.

The above chart reflects that during the 2006-07 year both GRP and HH have had an increase in screening requests and have substantially accepted a higher amount of clients to their programs. The number of clients served at GRP decreased from 68 the year prior

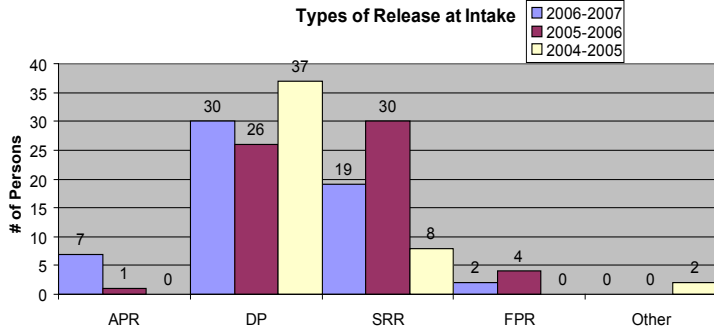
One resident was known to accrue new charges, however at this time there is no formal process on tracking this category as GRP does not always receive follow up information once a resident has gone UAL.

Types of Release at Intake

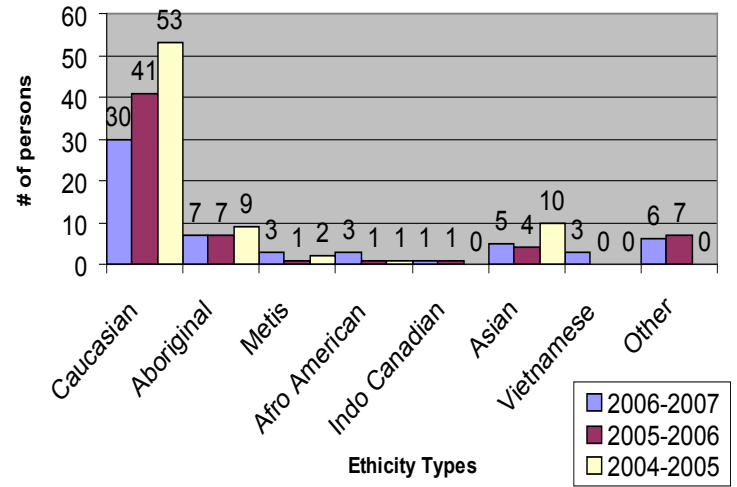
Accelerated Parole Release (APR) = 1/6 of sentence, Day parole (DP) = can be granted six months into the sentence or six months before full parole eligibility, what ever is later. Statutory Release with Residency (SRR) - 2/3 automatic release, Full Parole with Residency (FPR) = can be granted at 1/3 of the sentence or 7 years, whichever is less. Other- Unescorted temporary Absences (UTA) and Work release.

Reference: An Information Guide to Assist Victims, Federal Corrections and Conditional release.

Government of Canada (2002).



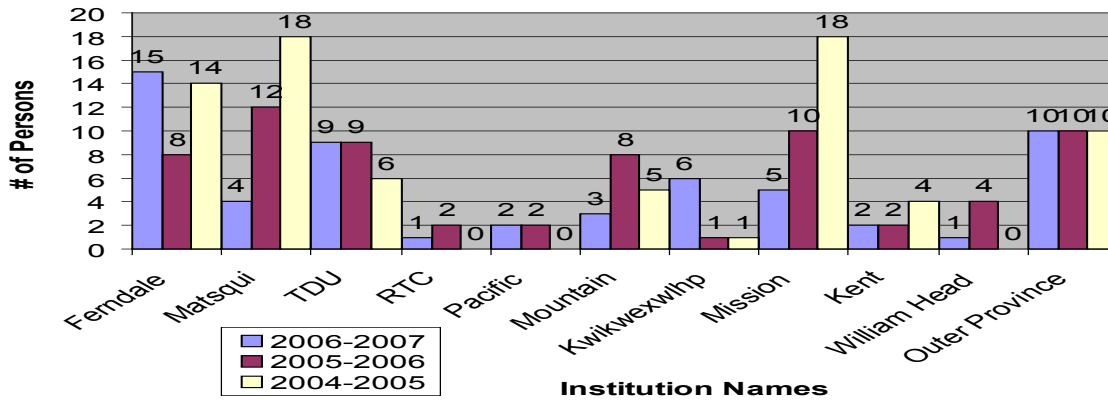
Ethnicity



Other includes- Fijian, Italian, Portuguese and Mexican

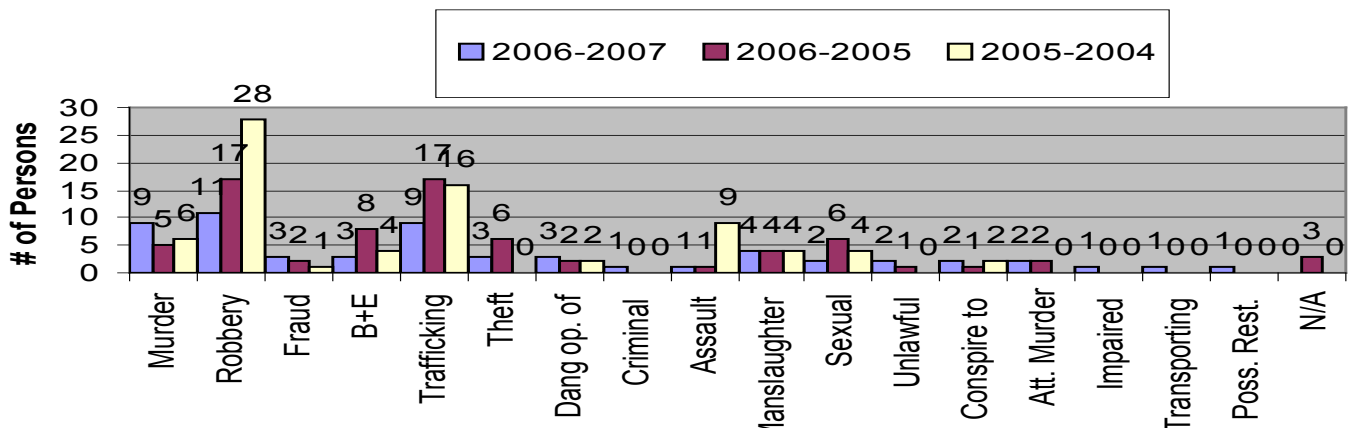
The above graph shows a comparison over the past three years of Guy Richmond Place residents self reported ethnic categories.

Releasing Institutions



Residents Most Serious Charge at intake

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.



Changes in service

During the 2006-07 fiscal year GRP has continued to operate under the direction of one manager and a team of full and part time staff. The return of this staffing model has brought forth organization, structure and quality assurance to Guy Richmond place. In addition staff have been able to find efficiencies with work levels and a balance to administrative and client needs. Over the past year staff have become proficient at addressing and making referrals for clients needs, this has greatly enhanced the quality and quantity of services that GRP staff are able to offer.

The JHSLM management team has continued to build on previous years of strategic planning and GRP was successful with meeting most of 2006-07 strategic goals as set out in the federal services plan. These items included- having managers attend Institutions on a weekly basis, entering case plans into OMS, having all staff register and use the BC Yukon Halfway house association website, Revising both the federal houses policy and procedures, meeting 80% of Accreditation standards, completing monthly statistics, increasing the number of balanced month ends and completing bi-annual reports for CSC.

During the 2006-07 year The Correctional Services of Canada found it necessary to divide the Vancouver and New Westminster areas into two separate districts. This has resulted in many changes for clients and staff working between the two federal houses such as new travel boundaries, different reporting criteria to police/RCMP, changes in UAL protocols as well as expectations between the staffs and Parole officers. Guy Richmond Place continues to work with the Vancouver Parole district informally and formally to try and improve processes such as inputting caseplans, the completion of UAL reports, receiving permission for travel across districts, stream lining the screening process for potential residents, improving communication between the CRF's and Vancouver Parole as well as identifying and improving the evolving needs of our clients.

Guy Richmond Place has also continued to work with the Correctional Services of Canada's External Connectivity branch to assist in the Implementation of the new Offender Management System (OMSM). During the 2006-07 year both GRP and HH took part in a sequence of test and trials prior to this new operating system coming into effect. There continues to be updates and new configurations, which requires all staff to be present at GRP for short amounts of time, of concern, is the associated costs that each halfway house must incur

to meet the OMSM requirements. While the costs of updating each staff may be an inconvenience to the program the practicality and appearance of the new system has significantly impacted the usefulness of this information tool. The new OMSM system has considerably increased the efficiency of those who use the system regularly in that it is an Oracle based system with windows gui interface meaning that it is mouse friendly rather than function directed, time efficient, allows for quick review of historical documents, highlights alerts, medical needs and incompatibles. Though there are ongoing issues with this new system it has revitalized the way that Community Residential facilities are able to access, input, save and print of vital information on our clients.

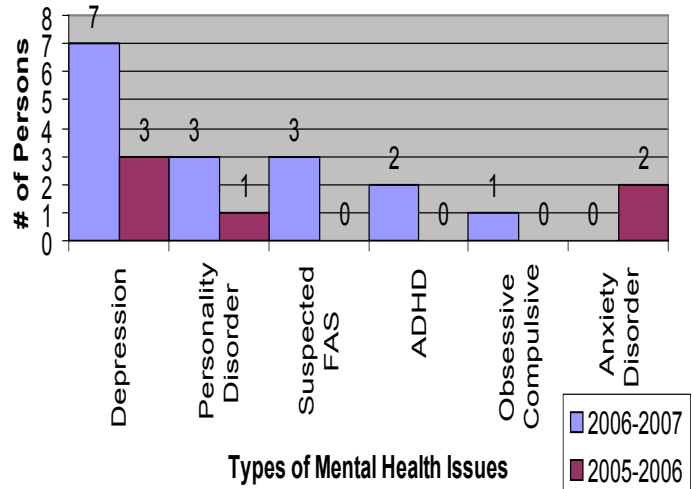
A goal that was set out during 2004-05 year was to have GRP staff complete and input client case plans in to the Offender Management system. While this goal was met in early 2006 there continues to be challenges. Of difficulty is the necessity that a month's case plan be reviewed and locked by the community Parole officer prior to the next months being entered. If the report has not been locked then staff is unable to meet this goal of entering the case plan and have resorted back to faxing in the report. While a process is in place to notify the Parole Officer of the need to review and lock the plan it, would appear that the increasing demands on Community Parole Officers makes it difficult for this to take place consistently.

Guy Richmond Place continues to participate in the BC Yukon Halfway house association. During the 2006-07 year two formal meetings took place one in Vernon and the second in New Westminster. Correctional services of Canada (CSC) also had representation at each of these meetings. The usefulness of these meeting has increased communication and the ability to share concerns between CRF's and CSC as well as provided a platform for Community Residential Facilities to make requests as a unified body. An example of this that was demonstrated during the 2006-07 year was how CSC believed contract negotiations would take place between the CRF'S and CSC. Working in collaboration with the BCYHHA has also provided GRP with an opportunity to have all new staff complete 16 hours of online training on the moodle site to try and enhance staff training. In addition GRP has been able to take part in-group trainings with other CRF's thus creating efficiencies in both training variety and associated costs. It is anticipated that through the continued work with the BCYHHA that GRP will continue benefit from the ongoing communication, research and training that is facilitated by this membership.

Community Needs Assessment

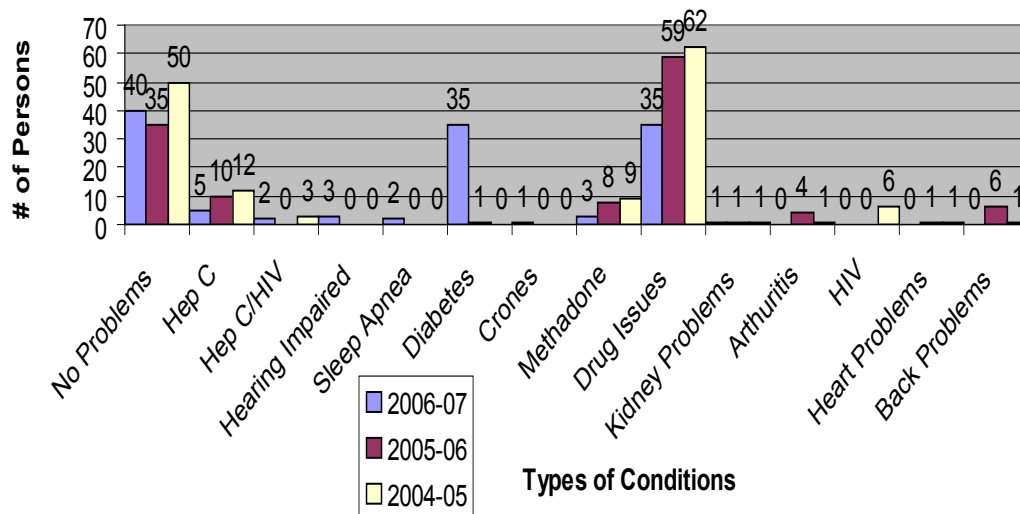
Residents of Guy Richmond Place typically face many barriers while re-integrating back into the community from the correctional system. Some of these obstructions include completing taxes, finding employment with limited skills, obtaining British Columbian Medical services premiums, recovering destroyed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

The following two graphs show a breakdown of client's medical needs and types of substance abuse. It should be noted that many clients 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 clients ability to self manage in the community.



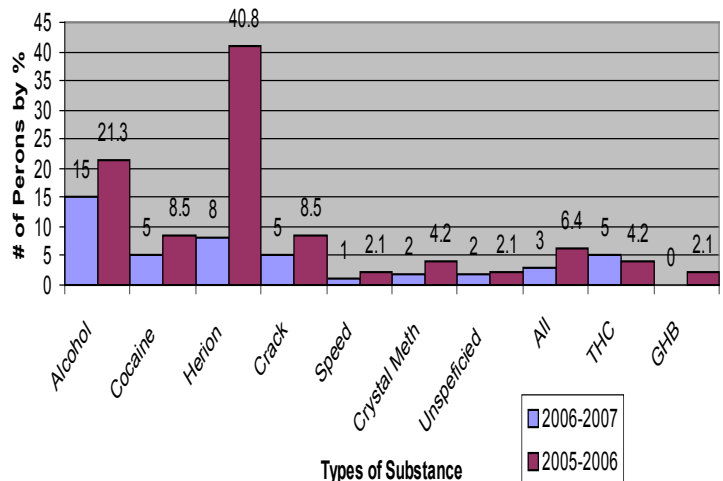
The above chart shows approximately 27% of clients suffered from a suspected or diagnosed mental health condition during the 2006-07 year where as in comparison 8 % of the population from 2005-06 had a mental health issue.

Medical/Physical Issues Faced by Residence of GRP



The chart below 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.

The above chart reflects that during the 2006-07 year only 60% of our residents had a drug use issue; this is down considerably from the year prior when 86.8% of residents had a drug issue and the 2004-05 year when 79.5% of clients had a substance abuse issue. 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 our ability to address the dynamic needs of our clients greatly improves.



Analysis of Data

Examining the data from 2006-07 year reflects changes in both the population of clients served, the type of release that they were released on, their average length of stay as well as the number of screenings that were completed. During the past year Hobden House and Guy Richmond Place together screened over 1058 potential clients this is an increase of 12.7% from the year prior when 939 clients screened. Collectively, GRP and HH accepted 315 potential clients to our programs. This represents that 30% of screened files were accepted in comparison the year prior only 19% of screened files were deemed appropriate for our facilities. The increase in accepted files may be attributed with the increase to the proportionality of the increased number of screenings requested, however it may also be hypothesized that there has been an increase in the population of first time non violent offenders, who are applying for Accelerated Parole Release (APR). Often these offenders represent a client base that is relatively stable to work with and have a high success rate of reintegrating. Alternatively, the increase of screenings for 2006-07 may be related to a higher number of individuals being suspended across the district and the necessity for CRF's to re-screen them to ascertain a new release plan for the individual. GRP and HH both work in collaboration with other Community CRF's and our local Parole district in an attempt to minimize repeat screening requests and find efficiencies in this process as it both time consuming and tedious.

Another significant change that has taken place in 2006 -07 is that GRP had no voluntary residencies in comparison to 2005-06 when there were 7 residents who resided voluntarily. GRP In conjunction with the Correctional Services of Canada is no longer able to accommodate Statutory Releases wanting to voluntarily reside at a CRF. Due to the large number of potential releases and the minimal amount of available bed spaces in the community there has been a review of inmates being released and their need for a residency clause. Consequently, GRP saw an increase in reporting centre clients from 6 to 10 clients. All but one reporting centre client was on Statutory release and it was deemed appropriate that they report to GRP to provide added structure while they resided in the community. Comparatively, GRP also saw a decrease in residents on statutory Release with a residency clause in 2007-06, 19 residents reside with a residency clause, the year prior 30 residents resided with a residency clause. Lastly, during the 2006-07 year GRP had an increase in both APR and DP, these release types repre-

sent the first two opportunities for release to a residential facility if granted by the National Parole Board. The differentiation in parole types at intake can be attributed to the changing needs of the inmate population, willingness to complete correctional programming and number of times an offender has been suspended.

Analyzing the data from the most serious charge at Intake reflects that GRP had a significant increase in residents who have been charged with Murder, this category of residents made up 15% of GRP residents in 2006-07, in comparison they made up less than 10% of residents in 2005-06. Comparatively, GRP saw a decrease in clients convicted of Robbery from 25% in 2005-06 to 19% in 2006-07. Small decreases were also noted in the charge categories of trafficking, sexual assault and theft. An issue that was highlighted about this type of data collection was the ambiguity of what defined the most serious charge at intake. Currently, there is no determinate of what constitutes the most serious charge at intake as sentences are imposed on the entire set of charges present before the court. In order to determine what charges are receiving longer terms of incarceration a study would need to be completed on judges sentencing practices. In addition GRP's most serious crime at intake is not based on the increased psychological harm that may be experienced from one crime over another but rather the level of physical harm, violence and financial loss.

Reviewing the breakdown of residing residents from federal Institutions reflects a consistency with the increase of APR and DP release types. During the 2007-06 year GRP had 15 residents from Ferndale minimum Institution, the year prior only 8 clients arrived from this location, this is an increase as 26% of GRP's clients arrived from Ferndale. Additionally, GRP saw a decrease in releases from Matsqui, TD, Mountain and Mission all medium security prisons and a relatively stable release rate from Kent (Maximum) and out of province Institutions. Variations in the release from institutions can be attributed to individual client's needs, program availability and the client's commitment to applying for Conditional release.

Reviewing the data collected in regards to our client's ethnicity has highlighted concerns with how this information is obtained and how it can be interpreted. The majority of GRP client's ethnicity statistics are acquired through Correctional services of Canada file reports; however upon intake residents are asked to self report their ethnicity, often there are discrepancies between written reports and the individual's self identity. During 2006-07 GRP saw a decrease in

Caucasian residents, an increase in Metis, Afro American and Vietnamese residents. Just as in previous years some residents have identified a particular ethnicity that is not a standard category and therefore fit into the other grouping.

Lastly, reviewing residents with drug issues highlights a significant decrease in 2006-07, GRP residents who were identified as having substance abuse issues made up only 60%, in comparison 86 % of residents were identified with this area of need in 2005-06. During the year of 2006-07 GRP saw a decrease in residents who had issues with alcohol abuse and crack addictions these percentages decreased to 26% and 9% as compared to the year prior of 31% and 12%. GRP sta-

tistics reflect a significant decrease in residing clients having cocaine, heroin, and crystal meth addictions these numbers dropped in 2006-07 respectively to 9.5%, 14%, and 3%. As compared the year prior rates were 12 %, 60%, 6%. The significant drop in residents suffering from addiction issues in categories can be related to enhanced screening requirements and a drop in the mass population of inmates suffering from these types of addictions. Guy Richmond place continues to have a strict no drug policy and requires that residents be urine analysis tested based on reasonable grounds, if suspected for substance abuse. In addition clients residing at GRP with a known substance abuse issue are most often recommended for some form of community programming or support to assist with area of need.

Review of Last Years Goals

The goals set for Guy Richmond place for 2006-07 are as follows

Action	Outcome
Upgrade GRP physical environment	During the 2006-07 year GRP under went significant upgrades, New carpet was purchased for all main areas of the house, painting and crown mouldings were completed. All rooms received new dressers and some new Armoires, eight new mattresses were purchased. A new gas stove and fridge were purchased for the main kitchen area. New dining room furniture was donated as well as a large screen TV for the downstairs recreation room. Pictures, a chandelier and home decor item were also purchased to improve the over all ambiance of the house. The total cost for all upgrades was \$29,200.00.
Install cable in all bedrooms	Shaw cable installed cable in all bedrooms of the house. This has greatly improved the external appearance of the house as well as resolved issues with the quality of cable in the common areas of the house.
Install perimeter lighting on both sides of the house.	Perimeter lighting was installed on each side of the house this has improved staff safety while completing nightly perimeter checks as well as decreased drug paraphernalia being found in these areas.
Improve collection of client statistics and provide correlation data for individuals going UAL.	Over the past year client statistics were maintained by one person decreasing the room for missed or improper collection of information. Working with this information for the 2006-07 Annual report highlighted area's that still need to be worked on such as most serious crimes category, Ethnicity, and breakdown in substance abuse. Continually, concerns arise when trying to make correlations based on a small sample size.
Work with CSC to create an effective working case plan and update template	The Director of Programs has continued to work with CSC and has constructed a new template and update that is being used at Hobden House currently, Training will take place in 2007-08 at GRP on how to use this new tool effectively.
Continue to work with staff and OMS external staff on entering caseplans into OMSM	Due to the new Oracle based system with windows gui- interface, using and inputting information into OMSM has become more efficient. Staffs do not appear to have the same issues with errors thus allowing the reports to be entered without issue.
Review Rewrite and create new program policies	In collaboration with the director of programs, GRP/HH policies and procedures were reviewed, rewritten and some new ones were created. These policies have been implemented into practice and will be reviewed annually.
Meet 80 % of Carf standards	GRP has improved in meeting this goal and during the year 2006-07 has completed regular OSH reports, fire drills, first aid checks and practices are coherent with policies. In order to further meet this goal GRP will need to enhance the completion of file reviews, self survey's and monthly progress of outcomes data.
Meet CSC Contract Requirements	GRP continues to meet CSC contract requirements by attending Institutions by weekly, completing file audits quarterly, completing weekly screening, liaison with Parole officers, completing caseplans and updates. Ensuring that all necessary documentation for a client is complete as well as ensuring that all other requirements are met.
Increase both consumer and stakeholders participation and satisfaction levels with GRP	At this time this goal has not been met, however discussion are taking place as to how to improve the number of completed surveys and improve satisfaction.
Follow 2006-07 strategic plans	GRP met all goals of the 2006-07 strategic plan with exception to revising the staff orientation package and increasing the number of completed consumer and stakeholder surveys.
Create a 2006-07 training plan	With the assistance of the director of programs both federal houses followed the 2006-07 training plan. Staff received training in mental health, the on line Moodle site, Non Violent crisis Intervention, sex offender and first aid.

Implement a wellness program at GRP	This goal was unfortunately not met, differences in opinion as to what kind of wellness program would be beneficial for staffs was difficult to ascertain. In addition time constraints and location of staffing made it difficult to implement this goal.
Improve teamwork and Internal Communication	GRP successfully completed a one-day team building exercise where teams completed a scavenger hunt. All staff had a fun time and work collectively to get the tasks completed. Additionally, the methods and types of communication have improved between management and staff.
Incorporate the BCYHHA Moodle site training into staff training plan.	All full-time staff was asked to begin completing the BCYHHA moodle site training informally. New hired staff and practicum students are now required to complete this training as part of initial training. At this time it does not appear to have significantly impacted the training process.
Add an analysis of residence meetings to the annual report	Resident's meeting are now completed bi-monthly. Usually a meal is prepared with the assistance of the residents. Management was present for all residence meetings during the last year. Ongoing issues that are discussed at the meetings are food safe issues- such as labelling and dating food left in the fridge, House cleanliness/chores, information provided in sign in/out. These meetings continue to provide an opportunity for ongoing communication between staff and co-residents in a respectful manner and are an enjoyable opportunity to get all residents together for a relaxing meal and conversation.
Continue to improve the cleanliness of the house	During the past year GRP has had tremendous success with keeping the house clean. Residents appear to be taking pride in completing their chores. In addition having a manager present to delegate extra house chores to staff has improved the over all tidiness of storage rooms and closets.

Effectiveness and Outcomes

The need to assess effectiveness and outcomes for any program is essential, however when working with a population of individuals who represent a level of risk it is difficult to determine and assess our level of effectiveness on their individual success. Do we measure our effectiveness by how many individuals successfully depart from our program? What about those individuals who are able to successfully stay in the community for longer periods of time but still find themselves relapsing and being returned to custody? How do measure the improvement in someone's life skills, or ability to share openly their feeling of anger, frustration or happiness. GRP Staff continually work with individual residents who have individualized needs and skill sets. The program continues to measure the effectiveness and outcomes through individual clients momentum to stay substance free, find employment, continue schooling, reconnect with family, complete correctional planning, gain personal insight and successfully complete their sentence.

During the last fiscal year 17% of GRP clients were successful in re-integrating back into the community on Full Parole, Warrant Expiry or Statutory Release. Some of these clients potentially may not have been successful without the assistance, advocacy, support and structure of GRP, however it appears prudent to believe that some of these individuals would not have been successful with or without the support of our resource but rather were mandated to reside there. Another 13% of residents were successful at GRP but transferred to Circle of Eagles Lodge for cultural familiarises or Hobden house to be in closer proximity to community supports and employment. Continually, another 21% of our clients were residing at GRP and were suspended. 8 of these individuals were suspended due to relapsing into substance abuse, 2 were returned to custody for being in possession of drugs for the purpose of trafficking, 1 for increase in risk and another for breaching a condition not linked to substances.

While critics may say that these individuals were unsuccessful it is hard measure the effectiveness and outcomes. Working with individuals who have multiple areas of need and barriers necessitates that staff are creative and explore methods of working with each client.

GRP has been successful in working with a population of individuals released from federal institutions and again saw a decrease in UAL rates during the 2006-07 year. Better analysis of these individuals highlighted that All 10 of these individuals had substance abuse issues, 5 were diagnosed with mental health issues and another two individuals had medical issues. Over all GRP's UAL rate dropped 5% from the 2005-06 year. Attributing this figure to the success or failure of the program fails to take into account the clients personal level of accountability and the dynamics of CSC.

Unfortunately Gut Richmond place did not complete consumer satisfaction surveys this year, however the program is currently working with partners to assess the best way for these surveys to be completed so that a higher proportion of stakeholders take part.

Efficiency

Over the past year due to the changing dynamic of the correctional services of Canada, GRP in collaboration has requested to meet with the Vancouver Parole office to try and maintain a level of efficiency. Due to the separation of the Parole districts inefficiencies with screening requests as well as clients ability to travel on the lower mainland has been impacted. As well due to the fact that John Howard Society has two Community Residential facilities one in each district means that policies and expectations of the clients differ at time making it difficult for casual staff working at both house to remain effective and consistent in their practice.

GRP has continued to work with the BC Yukon Halfway House Association; collectively this group continues to work with CSC to enhance CRF practices. An example of this was our expectations of Duty Officers. After meeting with two Regional duty officers and discussing CRF concerns it was discovered that our expectations and understanding of their role was inconsistent with what they had authority to do. Finding efficiencies in how to work with our partners allows for us to work more effectively with our clients and provide an improved continuum of care. Additionally, working with the BCYHHA has provided GRP the ability to enhance training for new staff through the use of the Moodle site and as well to have a cost effective way of providing training to full/part time employees.

A source of frustration at GRP that was successfully resolved during the 2006-07 year the use of old electronic telecommunication systems. GRP invested in a new fax machine that allows for both letter and legal to be sent and received, in addition a new office printer was purchased creating efficiencies in time management and maintenance and repair costs. Additionally management received a new flat screen computer monitor to update and enhance Occupational health and safety in the workplace. While the obvious savings is in time, as staff does not need to call for repairs and try and find solutions to the problems, additional savings are apparent financially as well. All the equipment was purchased with warranties and is serviced regularly. The purchase of this new office equipment has also impacted the staff and management in a positive way by improving moral.

Over the past year having one manager has improved and maintained the efficiency of GRP. Both staff and residents have verbally expressed that having one person to ensure that quality control and concerns are address has assisted in the efficiency of how the house functions. Communication systems have improved as direction is given in a timely fashion and followed up on. It can also be suggested that having monthly staff

meetings with small team building activities has provided staff the opportunity to come together collectively to get to know each other skills, communicate concerns and have these matters addressed.

Additionally, residents have an opportunity to meet with the manager on a regular basis and take part in bi-monthly residents meetings.

GRP staff and management look forward to working with partners, stakeholder and clients during the 2007-08 year to continue try and improve our practice and find efficiencies so that all those impacted by our program see excellence.

Next years Goals

- Continue to meet with Vancouver Parole regularly to maintain communication and improve services provided.
- Meet 80% of CARF standards
- Complete quarterly program reports
- Complete monthly fire drill/and first aid supplies checklist
- Revise staff orientation package
- Work with OMSM External connectivity to enhance services/ security
- Replace Kitchen counters/cupboards
- Purchase light covers for all bedrooms
- Install new furnace and air conditioning system
- Install secondary electricity panel.
- Complete painting of fire escape and back stairs
- Continue to improve on facilities cleanliness
- Provide training to acting manager
- GRP staff and management to incorporate Com Vida into program human resources, scheduling and statistics
- Improve collected client statistics
- Increase number of completed consumer/client satisfaction surveys
- Attend Institutions bi-weekly
- Facilitate two team building events for staff to participate in and increase staff moral.

Recent Photos



Vancouver Apartments

Justine Taylor – Acting Residence Manager
Jen 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; and
- Job interviews.

Admission Criteria

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

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.

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); and
- 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 five CLBC adults participated in the program. All have a developmental disability. In addition, one has bi-polar disorder, anxiety disorder, behavioral issues, one was living in a proprietary care home, one transitioned from youth services and one transitioned from youth forensic services. Four of the residents were male and one is female. One was Indo-Canadian, and four were Chinese.

Changes in Service

In 2005 we introduced a new program called Individual Care Network (ICN). This new model is a form of adult foster care where individuals are placed in a family care home or alternate models in order to foster more semi-independent living. The agency's role is to provide monitoring and guidance to our dedicated care providers, providing on-call supports as well as regular home visits and reporting/planning tools that ensure that people are receiving the level of care attention that is required. This past year we contracted with two care providers. We also updated the Individual Care Network handbook that is given to each care provider. The challenge with this program is the agency does not have an infrastructure to hire staff to work more closely with these individuals, nor to manage a more significant caseload of contracts. This has been a concern amongst other agencies with similar models that there

is a lack of funds approved and attached to clients that would facilitate ICN contracts with CLBC. However, with the advent of this year's Residential Options Project and the resulting closure of many group homes throughout the province, ICN placements may be more of an option explored by CLBC in the years to come.

The past year we have been placing more emphasis on transitioning our clients to more independent living. The goal is to find an appropriate model that fits the needs of the client and to support them in having the level of independence that they desire. The Individual Care Network Program and the opening of the Miller Block Apartments have provided more alternatives for our clients. Another hope for the future is to transform the outreach office in the basement of Vancouver Apartments into a bachelor suite that could be an alternative for a more independent client who could still have access to around the clock staff. One of our clients successfully prepared for and transitioned to Miller Block this year. Another client decided to return to his family home; his placement at Vancouver Apartments was held for several months while he made this transition however the client decided to remain in his family home. He continues to receive our support through the Outreach program.

Community Needs Assessment

Two years ago the government transferred responsibility for supports and services for individuals with developmental disabilities from the Ministry of Children and Family Development to a provincial authority known as Community Living British Columbia (CLBC). This past year CLBC completed the transformation of its service delivery model as the role of the social worker was separated into two components: service planners, called facilitators, and those in charge of funding and operations, known as quality service analysts. Clients are no longer assigned to specific social workers, but instead go through an intake process to meet with a facilitator and design a new plan for support when new needs for services are identified. Once a plan has been put together, it is submitted to the quality service analyst who determines eligibility for funding based on the proposed plans and within determined eligibility guidelines and policies. The objective with this move away from case management is that there will be more opportunity for individuals, families, and other service providers in the planning of the services they receive.

Another change with this transformation that may affect our client population is the notion of individualized funding. It is an option that may form all or part of a

personal support plan. With individualized funding, the government gives the money directly to the individual/families 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 power to decide what services are best for them. Individualized funding is said to take effect in 2008, and the effects on the apartment program are unknown at this time. Potentially, there could be multiple impacts on the program, including level of staffing in place as well as opportunities for social/recreational activities for clients, as clients are assessed as having varying levels of need for support.

The awareness of one particular gap in existing services became increasingly apparent this year. The need for a social group where individuals with disabilities who also identify as gay, lesbian, bisexual or trans-gendered could gather to meet with others in a safe environment was identified. As a result, the residence manager organized and facilitated a community forum for any clients, advocates, and service providers interested in developing such a group. Though the event was fairly readily publicized there was an extremely low turnout and thus no allies were identified. However, ongoing work with a sexual health therapist who contracts through West Coast Mental Health has proved effective in continuing to pursue this endeavor.

Program Goals

Vancouver Apartments provides a safe home environment where Community Living adults can acquire the independent living 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 where by they begin to learn social and life skills to prepare them to learn to be as independent as they are capable.

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, and 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 behaviours, 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 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 our existing program.

Review of Last Year's goals

The program implemented a strategic plan to improve areas of effectiveness, efficiency and consumer satisfaction. These areas contain goals that will enhance the quality of the program through annual evaluations and future outcomes.

One of the goals this past year was to develop a strategic plan for staff training that involved all members of the team, and for all regular staff to attend a minimum of three training opportunities throughout the year. One of the areas that the team expressed a need for training was on mental health and developmental disabilities. A psychologist contracting with the agency was invited to attend and speak at a Vancouver Apartments staff meeting to share his expertise and recommendations in working with one of our residents who has complex mental health issues. Several staff attended a workshop on psychiatric illnesses and medications put on by Fraser Valley Mental Health support team. Other training opportunities that were provided were in-services on anaphalaxis and use of an epi-pen and management of diabetes, information relevant to current clients, both from Health Services for Community Living nurses. First aid and non-violent crisis intervention certifications were also kept up to date by all staff this year.

Another strategic plan for Vancouver Apartments was to continue to upgrade the physical structure of the apartments. This year we painted the main floor office and had the hardwood floors on the main floor refinished. Air conditioning was installed in the house as well. Electrical upgrades to the resource are ongoing, in order to facilitate the possibility of turning the basement office into a bachelor apartment for a client moving on to a greater level of independence. The yearly Occupational Health and Safety Committee inspection resulted in a few minor repairs around the house taking place, such as re-caulking in the bathrooms and the purchase of curtains for the upstairs apartment living room.

In June 2004 we were awarded a three-year CARF accreditation certificate. 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, maintain personnel files, staff evaluations, outcome surveys, and building maintenance. The past year we have continued to update and review our current forms and handbooks to reflect the changes in our program. We ensured that consumer and stakeholder surveys were issued bi-annually, and discussed feedback at staff meetings. A team member also continued to implement a safety awareness and transit program developed last year for a client who requires more support and 24hr supervision, and augmented the program with additional transit training. This requires a step by step approach that includes pictorials. To date, this client has gone on several walks without staff supervision and rides the bus with staff on a regular basis. At times the unsupervised walks have had to be put on hold due to concerns with behavior in public but the program has been an overall success.

Vancouver Apartments has also emphasized group activities within the program to encourage social interaction amongst peers instead of 1:1 outings with key workers. For most of the year, Vancouver Apartment residents went bowling every Thursdays with residents from the Miller Block Apartments. Two clients also participated in weekly line dancing lessons at a local community center. It is an ongoing goal to facilitate different group activities to encourage social interaction amongst peers.

Additional goals from last year were to update the program brochure and to thoroughly revise and update the program's policies and procedures manual. Both of these goals were met.

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 06'	July 06	Oct 06'	Jan 07
1	148	145	NA	NA
2	194	197	199	153
3	180	186	191	189
4	186	NA	NA	NA
5	NA	NA	NA	125

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. The current results show improvement on overall skills for some of the clients, with some fluctuations. It is an ongoing goal to support clients in improving their scores and to help them identify and overcome barriers to doing so. There are a few clients who have had a few minor setbacks this year resulting from struggling to balance work, time management and domestic responsibilities or behavioral concerns.

Over the last year Vancouver Apartments has maintained an average 75% occupancy rate, and fluctuated between two and four clients. 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 (as demonstrated by incident reports). The incidents that were reported this past year involved a client breaking curfew, behavior, a neighbour in distress seeking assistance, and three reports of an unknown visitor being on the property without approval and being found on two of those occasions leaving the basement laundry room, presumably after interacting with a resident. Each incident was handled in an appropriate manner. The results are as follows:

Client Served	MCFD Incident Reports	In-House Incident Reports	Reasons
1	0	2	Non-compliance, broke curfew
2	2	4	Smoking in bedroom; unknown visitor admitted to basement (X2); unknown visitor invited to property
3	0	0	No incidents
4	0	0	No incidents
5	0	0	No incidents

In addition, anecdotal evidence suggested that the residents have formed positive relationships with the staff by the way they interact and respond to direction.

Efficiency

One of our goals at Vancouver Apartments is that referrals will be handled in a timely manner. During the last year Vancouver Apartment received three new referrals. CLBC referred a young lady living in a family care home who seemed to require the added structure and support that the VA staff and environment could provide her with. This referral process was handled within the

time frame outlined; the client was accepted and is now a resident at Vancouver Apartment. The other two referrals were males, one who decided he did not yet want to leave his family home and the other who was not assigned funding from CLBC due to his case being managed in the Fraser Region. The process of receiving referrals when there were vacancies this year was noticeably longer than has been typical in previous years. The timeliness with which facilitators and analysts adjusted to the new system of planning and funding approval for clients whom they were not acquainted with was not optimal, and vacancies at Vancouver Apartments were open longer than is desired. To avoid the continued delay in receiving referrals, a goal has been set for the upcoming year to improve communication with the agency's liaison analyst and to continually orient her to our program and clients, through regular telephone contact as well as face-to-face meetings.

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 resident responded, "to help find a place to live independently".

The following is an example of types of questions consumers were asked on the surveys and the average score compared to last year's results:

Questions	2004 - 2005	2005- 2006	2006- 2007
Level of hope for the future	6.5	5.5	4
Level of trust with staff	5.25	5.5	6.3
Level of safety at VA	5.75	6.5	6.3
Staff's ability to address your concerns	4	5	6
Your ability to live independently	4.25	6	4

Clients have submitted few written complaints or suggestions over the past year. The complaints that were submitted were handled in a timely matter. Meetings were scheduled and issues were addressed with third party involvement. Weekly house meetings and client suggestion box continues to provide an opportunity to monitor client satisfaction.

An agency stakeholder survey was mailed out twice this year, in September 2006 and again in March 2007. In September twenty four surveys were sent out and only four were returned (16.6%); however March saw a much better response rate with 36%. 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 survey are compared to last year's response are as follows:

Questions Asked	2004 - 2005	2005-2006	2006-2007
To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner?	6.6	6.5	6.6
How satisfied are you with the JHSLM?	6.6	6.4	6.3
In light of your experience, please rate the accessibility of our program for your son/ daughter or clients.	5.7	6.5	6.6

Some comments and additional feedback included: "Keep up the good work!" and "Clients seem well supported."

Employees at VA were asked to complete an employee satisfaction survey of the program at Vancouver and their overall experience with the organization. The following is an example of types of questions that appeared on the survey and a comparison to the last 2 year's results:

On a scale of 1 - 5 , with 5 being the highest, how would you rate the following:	2004 - 2005	2005-2006	2006-2007
Job Satisfaction	4.1	4.0	3.9
Personally, how well are you treated by JHSLM	4.4	4.5	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:	2003-2004	2005-2006	2006-2007

job training	3.4	3.7	4.1
physical environment	4.4	4.2	4
problems are quickly and properly solved	3.9	4.1	3.7
Team Effectiveness : 1 – strongly disagree 5 - strongly agree	2004-2005	2005-2006	2006-2007
Team goals are well communicated	4.0	4.0	3.8
Team members communicate well with each other	3.7	3.8	3.6
Roles and responsibilities for team members are clearly defined	4.3	3.8	4.3
Team members can count on each other	4.2	4.1	4
Each team member demonstrates sense of shared responsibility for success of the team	3.85	3.9	3.8

The results indicate that employees at Vancouver Apartments are generally satisfied with the program. One employee responded that what they like best about the agency is "the generally congenial atmosphere between/among staff and with management and general level of professionalism." Another employee responded what s/he liked best about working at JHSLM is the "having the opportunity to provide assistance to those in need, in a supportive and safe environment. The honesty, transparency, and direction provided by management". The results indicated that there are opportunities for personal growth and job mobility within the agency, as well as improvement in the area of job training. One employee suggested "Create a day program, i.e. woodworking, cooking, recycling, etc. for clients." The team atmosphere at Vancouver Apartments has shown improvement over the years but continues to strive to improve team effectiveness. Job training continues to be priority in moving forward.

Analysis

Effectiveness

Although the staff has adopted the Adaptive Functioning Index as a tool to measure outcomes, there continues to be many obstacles. Clients continue to rate their skill level higher than their actual functioning level. Also, client behavior and functioning fluctuates during certain periods therefore reflected in the scores. Overall, it has been a success and clients are now able to better understand the areas that they may need more improvement and to put that understanding towards making goals in their individual care plans.

The clients also 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. Three of our clients have maintained employment in the community. One continues to attend a day program. One client attends a job ready program called Jobs West and is currently working at Safeway for his work experience. One of these clients is able to menu plan and grocery shop independently, with minimal supervision preparing meals as measured by the adaptive functioning index; three others have made significant progress in this domain and are knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision.

Last year a strategic plan to develop a sexuality policy for clients was developed. The need for the development of such a policy was brought to light following a workshop on sexuality and disability, which staff attended in November 2005. In addressing this need, the residence manager contacted agencies throughout the community and accessed literary resources in order to research how other agencies approach the issue and the kinds of tools that need to be in place for staff and residents. Though a comprehensive policy was developed for the program, the agency decided that adopting the policy was not appropriate for the time being. However, should the issue be revisited in the future, there is now a great deal of information on hand for any policy development.

Efficiency

The Ministry referred three new clients to Vancouver Apartment this year, one of which resulted in an intake. One client chose to return to his family home yet receives outreach support through the program; another transitioned to Miller Block independent living with outreach support.

This year Vancouver Apartments was successful in administering medication with only two errors using the MAR system that was implemented a few years ago. We currently only have two clients who are administered medication daily by staff. The remaining clients receive medication as needed when prescribed by a physician for ailments.

Consumer Satisfaction

Clients were encouraged to be involved in creating and revising the outcome questionnaire last year. It was discussed openly at a house meeting to provide a forum for discussion regarding the questions on the outcome questionnaire. This year the clients were satisfied with

the questions on the outcome survey and chose not to make any changes. Consumer surveys provide clients with an opportunity to express their concerns and satisfactions with the program. Weekly house meetings and client complaint forms is another indication of the level of client satisfaction at Vancouver Apartments.

Stakeholder surveys that were returned by March 31st, 2007 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 Vancouver Apartment.

In previous years, stakeholders commented towards a need for other, similar, resources. This is a cross sectional issue, as there is always a need for more housing for our client population. In December 2005, Miller Block Apartments opened its doors to community living clients. Miller Block is based on a cluster home model of flexible housing and we provide twelve self-contained units for Community Living BC adults with developmental disabilities. This building is staffed with one full-time outreach worker and one 2/5th worker. Support that is provided for clients living in this building is individualized and on an as-needed basis. Miller Block was developed as a response to the need for safe, affordable housing for developmentally disabled individuals at risk of homelessness. This will create opportunities for independent living for our current and future client, and one of the Vancouver Apartments residents did make a successful transition to Miller Block this year.. Also, our new Individual Care Network Program has also created further opportunities for semi-independent living for future and present clients into a less structured environment.

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 team at Vancouver Apartments is striving to improve relationships amongst staff and agency. We continue to discuss goals, strategic plans, open communication, team code of conduct, and team effectiveness during staff meetings. The past year the team was involved in team building exercises before staff meetings, as well as regular potlucks. The goal of team building exercises is to build team morale, strengthen working relationships amongst team members, and to improve team dynamics. The outcome of team building exercises has been positive in building and maintaining relationships amongst team members, and to help integrate new employees to the Vancouver Apartments staff team.

Although several training options were offered and available to staff this year there is still a. 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 - 75% of the residents will increase their scores on the AFI by at least 3 points.
- Maximize its occupancy through visits and placement - Vancouver Apartments will maintain a minimum occupancy rate 75% each quarter.
- 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.
- Ensure consumer surveys are reviewed and evaluated with client participation. Also to ensure they are completed two times a year.
- Ensure stakeholder surveys are revised if necessary with stakeholder input and completed bi-annually
- To improve team performance through job training and team building exercises at staff meetings. The goal this year is to provide 5 training opportunities for team members.
- To review and revise if necessary current forms for programming, in accordance with CARF standards and recommendations.
- To make changes to in-house programming to improve our quality of services and meet the individual needs of our client.
- To develop a transitional plan for clients leaving our services for more independent living that includes budgeting, housing, programming and life skill support.
- 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.

- To further develop and implement the Individual Care Network Program. To recruit appropriate care providers to support individuals in our program.
- Quarterly audits of all files to ensure quality standards.

Summary

The level of energy and commitment our staff team exhibit points to their dedication to continuous improvement and to providing the highest quality of services for persons with disabilities within the challenges they are presented with. This year, the program has seen a significant amount of change: the new model of service delivery was fully implemented, a sexuality policy was designed and put on hold; an attempt to establish a support network for disabled individuals who are gay and lesbian was met with little response. Additionally, the house saw a turnover in residents and both staff and clients were faced with new positive dynamics as well as challenges. The program and its staff continue to respond to new situations with creativity and flexibility to ensure our clients' needs are best being met.

Program effectiveness and progress towards outcomes are key quality assurance items essential for this program. The program continues to measure outcomes and to evaluate programs effectiveness on a quarterly basis. The team at Vancouver Apartments is committed to continuous improvement and to providing the highest quality of standards. We are committed to improving the quality of our services not just to be achieved, and then maintained, it is something to be continually improved upon. In June 2007 CARF surveyors will re-evaluate our programs to ensure that we have continued to stay on the path of using CARF standards. We are anticipating the re-accreditation process with a positive sense of excitement as our diligent efforts to maintain the utmost in service provision will be put to the test.

Recent Photos



Outreach Program

Justine Taylor – Acting Residence Manager
Jen 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.

Miller Block Outreach

Miller Block, a John Howard Society of the Lower Mainland apartment building with twelve suites (two are shared, ten are bachelor suites) for fourteen 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 also 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. The building is staffed with one full-time outreach worker and one 2/5 worker. Outreach staff provides support to clients in the same areas as the Vancouver Apartments outreach program.

Admission Criteria To All Outreach Services

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

- Clients must be from the Vancouver Office of Community Living.
- Must have an IQ 50 – 70.

- Clients can be of either gender.
- 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 suitable for living independently, and must be willing to accept some outreach support, even if minimal.

Population Served

This year our Outreach team supported 31 people living independently. The Vancouver Apartments outreach program served 18 clients, an decrease of four clients since last year (22 were also served in 2004-2005). The Miller Block outreach program served 13 clients. The following are breakdowns of the gender, ethnicity and disability type.

Miller Block Outreach

Gender	Number 2006-07	Percent of Total 2006-07	2005-2006	2004-2005	2003-2004
Male	10	55.5%	68%	61%	59%
Female	8	44.5%	32%	39%	41%

Race	Number 2006-07	Percent of total 2006-07	2005-2006	2004-2005	2003-2004
Caucasian	10	55.6%	63.5%	55.5%	54.5%
Asian	3	16.7%	9.25%	5.5%	14%
Aboriginal	3	16.7%	18.25%	28%	18%
Vietnamese	-	0%	4.5%	5.5%	9%
Indo-Canadian/Caucasian	2	11.1%	4.5%	5.5%	-
Cambodian	-	-	-	-	4.5%

These statistics indicate that 44.5% of the clients are from Non-European backgrounds.

Miller Block Outreach

Gender	Number 2006-07	Percent of Total 2006-07	2005-2006
Males	7	53.8%	55.5%
Females	6	46.2%	44.5%

Race	Number 2006-07	Percent of Total 2006-07	2005-2006
Caucasian	7	53.8%	66.5%
Aboriginal	3	23%	22%
Aboriginal/Jamaican/African	1	7.6%	11.5%
Hispanic/Honduran	1	7.6%	-
Chinese-Canadian	1	7.6%	-

These statistics indicate that 46% of clients at Miller Block are from Non-European backgrounds.

Disability Type

The different disability types of clients are as follows:

Developmentally delayed	Fetal alcohol syndrome (FAS)
Mild mental retardation	Fetal alcohol effect (FAE)
Schizophrenia	Psychotic depression
Drug and alcohol addiction	Attention Deficit Hyperactivity Disorder (ADHD)
Depression	Mild dementia
Diabetes	Mitotic Dystrophy
Hearing Impairment	Learning disability
Heart Disease	Paranoid schizophrenia
Epilepsy	Post-traumatic stress disorder
Dyslexia	Tourette's syndrome
Head injury	Cerebral Palsy

Changes in Service

This year the effects of the structural changes to Community Living British Columbia were realized within the outreach program. Due to the shift away from case management and an apparent adjustment period within the system, referrals were fewer and took longer to process than in recent years. This is evidenced in the decrease in number of clients involved in the outreach program throughout the year. There were also some difficulties in filling vacant suites at Miller Block with CLBC clients, resulting in one of the ten reserved 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 to the community and service providers to determine and advocate for individual client needs. As social workers are no longer involved in individual client

case management, the onus to identify changing needs of clients and to contact intake workers when new programming is required for said clients falls primarily on the individual's support network in the community. The referral and intake process also is more of a collaborative effort amongst an individual's existing support network to identify goals and create care plans accordingly. The barriers within this new system arise when there are sudden or urgent client needs and 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. Where the client contracts were once developed by Community Living social workers, goals are now set out largely through meetings between outreach staff, the outreach manager, and the client.

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 and cleaning, maintain hygiene, create community connections and supports, role model appropriate social behavior, assist with development of personal boundary setting skills, and manage health care among other things. 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 the 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, and gives them continued access to one-to-one support as well as 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.

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.

Review of Last Year's Goals

The program continues to focus diligently on preparing for the renewal of our accreditation in June of 2007. Commission on Accreditation of Rehabilitation Facilities surveyors evaluated our services on June 7th & 8th of 2004 and awarded us with a three-year accreditation certificate. The outreach team worked very hard to ensure the services we provide were 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.

Furthermore, the program continues to implement a strategic plan to improve areas of effectiveness, efficiency, consumer satisfaction, and accessibility. These areas contain goals that require the program to meet specific criteria. By regularly reviewing the goals set out at the start of the year, progress is assessed and outcomes are continually being measured.

It is an ongoing goal to provide training opportunities to staff wherever possible. This year the outreach staff participated in a training workshop put on by S.A.F.E.R., an agency which provides suicide intervention to individuals in the community. Outreach staff also registered for a spring workshop on Aging and Developmental Disabilities which will take place in May. Additionally, all outreach staff updated their Non-Violent Crisis Intervention and First Aid certification.

Outcomes

Effectiveness

The focus of this program continues to be assisting clients acquire the life skills needed to continue living in their own place in a community setting. The client, the facilitator and the outreach worker determine goals at intake (though these goals are somewhat more flexible

and less structured for most 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 18 clients (a decrease of three from last year), and the Miller Block outreach program served 13 clients.

The statistics show that we have maximized our occupancy rate with Vancouver Apartments Outreach. Despite some difficulty coordinating referrals with CLBC under their new system of client intake, the outreach team achieved last year's goal of maintaining a minimum 80% caseload. Outstanding vacancies in each worker's caseload took longer to fill this year however the minimum of 80% was at all times maintained. Since its opening in December of 2005 Miller Block has maintained an occupancy rate of nine CLBC clients, with some turnover. The turnover in tenants this year was as follows:

- Two clients moved in and then decided to live elsewhere and moved out. These two individuals are now being supported by our Outreach team in their new living arrangement.
- One tenant moved back with her family in Calgary.
- One tenant moved into a senior's complex.
- One tenant moved from Vancouver Apartments into the Miller Block.
- Two tenants moved in after being referred by CLBC.

Ten of the fourteen suites were reserved for clients referred by CLBC. In the beginning the effects of the restructuring within CLBC resulted in a lack of referrals as vacancies arose but this situation has now turned around and we have a wait list of CLBC clients.

Consumer Satisfaction

This year the goal of issuing Consumer Satisfaction Surveys bi-annually was met, as surveys were returned in both September 2006 and March 2007. A total of 17 clients completed the March Consumer Satisfaction Survey, ten 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. Comments: "The staff have a good relationship with us so we work as a team to get things done".

“Staff is always willing to listen and understand like a sister.” The following is an example of the survey and a comparison from previous years’ results:

Question	April 2007	April 2006	April 2005 (VA only)
1. Today, how serious is your disability that brought you to the outreach program?	Miller Block: 3 V.A. Outreach: 6	Miller Block: 4 V.A. Outreach: 4.9	3.9
2. Today, how are you able to cope with your disability that brought you to the outreach program?	Miller Block: 3.2 V.A. Outreach: 5	Miller Block: 2.8 V.A. Outreach: 4.3	3.9
3. What is your level of hope for the future?	Miller Block: 6.2 V.A. Outreach: 6.1	Miller Block: 5.3 V.A. Outreach: 5.2	4.4
4. Your level of trust with the staff is:	Miller Block: 6 V.A. Outreach: 6.5	Miller Block: 6 V.A. Outreach: 6.6	6
5. How satisfied are you with staff’s ability to address your concerns?	Miller Block: 6.6 V.A. Outreach: 6.2	Miller Block: 6.7 V.A. Outreach: 6.3	6.1
7. Are you satisfied with the supports that are provided with your outreach worker?	Miller Block: 6.4 V.A. Outreach: 6.3	Miller Block: 6.7 V.A. Outreach: 6.3	-
8. Your ability to live independently is:	Miller Block: 6.8 V.A. Outreach: 6	Miller Block: 4.7 V.A. Outreach: 4.6	- 4.1
9. Are you satisfied with the life skills you are learning to be more independent?	Miller Block: 6.6 V.A. Outreach: 5.8	Miller Block: 6.9 V.A. Outreach: 5.7	-
10. Are you able to get along with others?	Miller Block: 6.2 V.A. Outreach: 6.3	Miller Block: 6.4 V.A. Outreach: 6.2	4.4

This year, the Miller Block Client Outcome questionnaire was revised and included the following questions in addition to the above:

11. How satisfied are you with the group activities offered at Miller Block (i.e. cooking, bowling, movie night)?	6.6
12. How satisfied are you with the level of staffing at Miller Block, including coverage on weekends and holidays?	6.2
13. What is your level of safety at Miller Block?	6.4

Analysis

Effectiveness

The broad range of contract goals set for Outreach clients makes statistical analysis of this goal difficult. Also, as many of the goals set are long term, it is not always realistic to project their achievement in the short period 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, though this has been slightly more difficult this year as the new CLBC systems of operation were being put into practice and there were more barriers to communication between the facilitator and analyst teams, resulting in a less timely response to vacancies in the program. However, both outreach workers have maximized their caseload in the last six months. The goal for the upcoming year is to further improve our response rate and maximize client caseload for the outreach program through continued collaboration with CLBC. One strategy for ensuring this goal is met is 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.

Consumer Satisfaction

This year the stakeholder satisfaction survey was issued twice (via mail and fax), in both September of 2006 and again in March of 2007. Response rates were 20% and 36% respectively, a significant improvement from no responses last year. In September, consumers responded with an overall satisfaction with the program services rating of 5.5 out of 7, with 7 being complete satisfaction. In March, the rating increased to 6.3.

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 complicates 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 be considered as accomplished, with the caveat that improvement is always possible. Our goal for the upcoming year is to continue issuing the surveys biannually and to further increase response rates.

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.
- Complete stakeholder and consumer surveys biannually.
- 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 and developmental disabilities.
- Invite staff to identify areas of training that would be beneficial, and develop a strategic plan to provide appropriate training opportunities.
- Improve team performance.
- Establish a positive working relationship with other community agencies to support our clients in their progress towards community integration.

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

- Maintain CLBC client occupancy rate at a minimum of nine.
- 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.

Summary

The outreach program has seen some changes over the current reporting year, as the structural changes to Community Living B.C. were realized. 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 brainstorm creative solutions to the new gaps in service that are resulting, 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.

There was only one critical incident in the Vancouver Apartments Outreach program this year, which involved a stranger approaching an outreach worker and her client as they were getting into the worker's vehicle and striking them unprovoked. The two left the scene without further incident and no injuries were sustained. At the Miller Block, there were five critical incidents reported related to injuries and illnesses sustained by residents. None of these incidents was life threatening. The most serious was when a tenant cut his finger while cooking and required stitches.

There was one change in staff this year in one of the Vancouver Apartments outreach positions, which admittedly may have had some impact on the clientele. However, the outreach team has remained dedicated and hard-working, and continues to work enthusiastically with clients and community stakeholders. There was also one change to the Miller Block staff outreach team as one worker moved into the VA Outreach position and another acted in the management position for a one-year maternity leave. The clients have had continued contact with all staff and both verbal feedback and responses to client satisfaction surveys continue to support the idea that this has not had adverse affects.

The outreach team is committed to staying on the path of using the CARF standards to achieve their mission of continuous improvement and to providing the highest quality of services. We are also committed to addressing the recommendations noted in the CARF survey summary report. We plan to further develop approaches towards measuring program effectiveness; to further staff development and time management skills and to ensure the quality of our service is reflected in the satisfaction of our clients, community contacts, and stakeholders.

Prison and Community Services

Shelley Power – Coordinator of Prison Services

Court Overgauw – Coordinator of Volunteer & Community Services

Description of Services

The mandate of the Prison Services and and Community Services Programs (formerly Adult Services) is to provide a viable support network for persons involved in the criminal justice system that will promote successful community reintegration. This objective is met through out community and prison services programs.

The Prison Services and & Community Services Programs address inquiries generated from the individuals who have been impacted in some way by the criminal justice system. The scope of the programs is broad and clients include individuals going through the judicial system, individuals currently incarcerated, individuals released from custody as well as friends and family members of those who have been impacted to some degree. These clients are served through emails, letters and telephone calls by the Coordinator of Volunteer and Community Services or during one-on-one contacts within the two provincial institutions facilitated by the Coordinator of Prison Services.

The information, referrals, advocacy and support services offered to members of the community are extended into the prisons, particularly the provincial institutions, as part of our Prison Services Program. North Fraser Pre-trial and Fraser Regional Correctional Centers are visited weekly. We continue to focus on matters relating to clients' parole applications, release plans and successful community reintegration. Similarly, in the Community Services Program, clients can request information by mail, a phone call, or during one-on-one meetings with agency staff and volunteers.

The types of issues we address in the prisons and the community is as varied as our clients. Some of the issues the programs respond to include: information about legal services, reintegration, pre-release plans, pardons, drug and alcohol related issues, housing, income assistance, income taxes and a wide variety of other matters of sincere importance to the community functioning of our clients. Through these programs we are able to lend significant support to our clients and connect them to various community agencies.

Admission Criteria

There are few set admissions criteria for these programs. Although our mandate is to assist individuals at risk or who have had involvement with the criminal justice system, our open-door policy means that we will do our utmost to assist anyone who requests it.

Inmates in North Fraser and Fraser Regional can put in requests for a visit with the Coordinator of Prison Services through their living unit officer, or contact the community service program directly via phone or by mail.

Population Served

*combined stats for Prison and Community Services

This past year, prison services met with a total of 2076 individuals. Community Services provided support to the 108 office walk-in clients and 577 telephone calls in addition to the referrals generated through Prison Services. The charts below outline the means by which Prison Services and Community Services receive inquiries and the nature of the inquiries submitted.

	Inquiry Locations			Total Inquiries
	Phone	Institution	Office	
Total YTD '06-'07	577	2076	108	2761
Total %	20.90%	75.19%	3.91%	100%
Total YTD '05-'06	670	907	401	1978
Total %	33.9%	45.8%	20.3%	100%
Total YTD '04-'05	978	0	577	1555
Total %	62.9%	0%	37.1%	100%
Total YTD '03-'04	592	505	458	1555
Total %	38%	32.5%	29.5%	100%

As the chart shows our total inquires are up 177.6% or 1206 inquires from 2003 and have been steadily increasing since that time. However, office walk-ins has decreased by 350 people, institution requests has increased by 1571 and phone inquires has decreased by 15 since 2003. However, it must be noted that when Adult Services was split into two program areas the Volunteer & Community Services Program did not keep accurate statistics on the number of referrals being made to this program from the Prison Services Program skewing the statistics collected.

Total Inquiries	# Inquiries by Subject							
	Prison issues, parole, property	Pardon, Waivers	Legal, Police	I/D (Note: ID & Legal were combined for years -03-'06)	Employment, Education	Health, Sub Abuse, Anger	Housing, Money, Food, clothing	Outreach
Total YTD 2761 2006-07	234	37	131	565	192	276	819	507
Total %	8.48%	1.34%	4.74%	20.46%	6.95%	10.0%	29.66%	18.36%
Total YTD 1978 2005-06	210	42	546		129	299	379	231
Total %	10.6%	2.1%	27.6%		6%	15.1%	19.2%	11.7%
Total YTD 1555 2004-05	158	70	225		140	171	330	461
Total %	10%	5%	14%		9%	11%	21%	30%
Total YTD 1555 2003-04	196	85	303		148	286	340	197
Total %	13%	5%	19%		10%	18%	22%	13%

As the chart indicates requests for support in housing, food and clothing has increased by 479 requests and outreach support by 310 requests since 2003. Assistance with ID, legal and the police has increased by 393 requests and support with employment and education by 44 requests since 2003. These increases in requests reflect what is happening in society at large, especially for the demand of scarce resources like housing, clothing, food and outreach services.

Prison Services

The employment preparation program at Fraser Regional Correctional Center assists clients to obtain employment, maintain positive interpersonal relationships and overcome self-defeating behaviours. The program provides concrete tools to expand employment opportunities for multi-barriered clients and assists clients in planning for their release and in identifying relevant community resources. The program facilitator assists clients to develop personalized resumes and cover letters. Throughout the course of the program the facilitator stresses the importance of developing personal plans that will contribute to the client's overall stability, finding and maintaining employment. The employment program is comprised of three sessions, each session being a full day (8:00-14:00). The program consists of three modules, which are designed to stand alone, allowing an individual to join the programs at any time. The employment program is offered to men currently incarcerated at the Fraser Regional Correctional Center. Currently staff at FRCC are responsible for putting a class of ten inmates together each week.

Currently the program is only being offered to men at FRCC. In order to participate in this program, men must be considered "open custody/minimum security" inmates. They are also within thirty days of their release date, thus the information will be provided to them at an appropriate time. The inmates vary in race and ethnicity and come from all educational backgrounds.

Changes In Service

In the past Prison and Community Services were coordinated together as one program known as Adult Services. Over time however, as new oppor-

tunities within the provincial institutions required more attention from the program coordinator, it became apparent that adult services could not handle the requests for support coming from the institutions and the community. It was decided to hire a Coordinator of Prison Services and a Coordinator of Volunteer and Community Services. Inquiries gathered within the provincial institutions are tended to not only by the Coordinator of Prison Services but also by the Coordinator of Volunteer and Community Services with the assistance of volunteers and practicum students.

The newest change in the Prison Services program is teaching this program to the protective custody population on Tuesdays of every second month.

Consumer Satisfaction Surveys

Consumer satisfaction surveys were not completed this past year in the Volunteer and Community Services Program, but will be in the upcoming year. Clients who participate in the employment preparation program were asked to fill out surveys evaluating the effectiveness of the program, the handouts and the facilitator. Over the last fiscal year, over 200 individuals completed and returned the surveys to us. Although not all the clients answered each question, the following reflects the information we have gathered:

The participants were asked:

Was the presentation...

N = 207

BORING	0 1 (.48%)	1 2 (.97%)	2 3 (1.45%)	3 14 (6.76%)	4 33 (15.94%)	5 74 (35.75%)	6 80 (38.65%)	INTERESTING
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N = 202

TOO SLOW	0 1 (.50%)	1 3 (1.48%)	2 3 (1.48%)	3 106 (52.48%)	4 57 (28.22%)	5 26 (12.87%)	6 6 (2.97%)	TOO FAST
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N = 203

USELESS	0 1 (.49%)	1 2 (.99%)	2 1 (.49%)	3 13 (6.44%)	4 12 (5.94%)	5 55 (27.22%)	6 119 (58.91%)	HELPFUL
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As the charts indicate 90.34% of the clients gave the employment program a score of 4 or above out of 6 stating they found the presentations interesting with only 9.66% stating the presentations were of little interest. Fifty-two percent thought the presentations was paced just right while 44.06% thought the presentations were paced too fast and 3.46% felt the presentations were paced too slow. In rating how helpful the employment program was to them 98.51% of the participants felt the program was helpful while 1.97% felt the program was of no use to them.

What was the best part of the program?

- The candy
- Learning new skills
- Learning how to set goals
- Goals
- Stages of Change
- Learning about interview process
- Learning from a great teacher
- Video
- Different perspective on ideas and new info
- Do's and Dont's
- Graduation
- Small group; everybody helpful
- Opening up to a new learning experience
- Knowledgeable teacher
- References
- Getting help
- Learning something new and helpful
- How to make resumes
- Dealing with Criminal Record
- Thank you letters

What was the worst part of the program?

- Too long to sit still and listen
- More Handouts
- Not enough time
- Getting frustrated with other inmates
- Resource Mapping
- Going back to my cell
- Looking Within
- Sometimes teaching was too fast
- Lunch
- Too slow
- Sitting in these chairs
- Room was too cold
- Inmate Interruptions
- Inmate Cross-talk
- Forced to attend by jail
- The Video

What would you add to the program?

- Computer Skills
- Simulated Interviews
- Videos
- Mock Interviews
- Networking Skills
- More candy
- More breaks

Will you use the handouts? N = 206

Yes 175 (84.95%)	No 31 (15.05%)
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Will you keep the handouts? N = 205

Yes 155 (75.61%)	No 50 (24.39%)
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Do you understand the handouts? N = 204

Yes 197 (96.57%)	No 7 (3.43%)
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The results show that 84.95% of the participants stated they will use the handouts with 75.61% stating they will keep the handouts and 96.57% stating they understood the handouts.

To rate the Presenter in the following areas:

N = 208

SPOKE CLEARLY	3 201 (96.63%)	2 6 (2.88%)	1 1 (.48%)	0 0 (0%)	MUMBLED
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N = 203

ANSWERED QUESTIONS	3 190 (93.60%)	2 8 (3.94%)	1 5 (2.46%)	0 0 (0%)	HAD NO ANSWERS
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N = 207

WAS ORGANIZED	3 198 (95.65%)	2 5 (2.42%)	1 4 (1.93%)	0 0 (0%)	FUMBLED A LOT
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As the questions show 96.63% of the participants felt the presenter spoke clearly, 93.60% felt the presenter

answered their questions and 95.65% felt the presenter was well organized.

Would You Recommend This Presentation To Others? N = 202

Yes 198 (98.02%)	No 4 (1.98%)
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Ninety-eight percent of the participants stated they would recommend the program to other inmates in the institution.

What Topic Ideas You Would Like To See Added?

- Keeping a job after you get it
- Internet Job Search
- Trades/ Education
- Employment Agencies/Opportunities
- Residential Placements
- Self Employment

Program Objective

*Review of Last Years Goals Adult Services (Now Separated Into Prison Services & Volunteer and Community Services)

Adult Services met 2 of 3 goals related to direct services to prisons this year:

- To teach the course to inmates in protective custody.
- To partner with Douglas College and RDK employment center to help assist our clients find appropriate training and employment upon their release.

The program did not achieve its goal of establishing supports in Surrey Pre-trial and Ford Mountain Institutions.

Goals related directly to Community Services Included:

- To hold one community forum designed to fulfill our mandate of providing public education and soliciting community involvement.
- To produce another publication that can be distributed province wide.

These goals were not met in the 2006-2007 fiscal year, and will be moved ahead into the 2007-2008 year. Possible reasons for these goals not being met will be discussed in the section of this report titled 'effectiveness'.

Next Year's Goals (Prison Services)

- Have our telephone number added to the inmate's free calling list.
- Gain access to Surrey Pre-trial and Ford Mountain institutions to help inmates with pre-release plans.
- Separate Prison Service statistics from Community Services statistics.
- Keep statistics on ethnicity, age and mental health issues.
- Keep more accurate statistics by separating some categories like health, substance abuse, housing, food and clothing into their own category.
- Complete consumer satisfaction surveys.
- Try to revise the format of the program to include some of the suggestions made by the participants.

Next Year's Goals (Community Services)

As stated earlier Community Services and Prison Services was one program last year under Adult Services, with the same goals. This year's goals are as follows:

- Hold one community forum.
- To obtain funding to increase the Coordinator's position to full time.
- To complete consumer satisfaction surveys.
- To separate Community Services statistics from Prison Services statistics.
- To assess if there is a need to publish another pamphlet, in what area, and obtain funding for the same.
- Keep statistics on ethnicity, age and mental health issues.
- Keep more accurate statistics by separating some categories like health, substance abuse, housing, food and clothing into their own category.

Data And Analysis

Consumer Satisfaction

Consumer satisfaction surveys were not carried out this past year in the Volunteer & Community Services Program, but will be next fiscal year.

The surveys in the Prison Services Program indicated that 98.02% of the client's in the employment preparation program were satisfied with the program and would recommend this program to others inmates in the institution. Many of the clients' who previously had no communication with the John Howard Society, are now

writing to us, coming to meet with a JHS representative at FRCC and calling the JHS office to ask for help.

Effectiveness

The prison services program assists individuals by providing information, referral, advocacy and support to people who are seeking to make changes in their lives. Anecdotal evidence indicates that these individuals appreciate speaking to someone who understands and can explain the system to them and help them maneuver through the system by the number of requests received.

Although the statistics from the past three years indicate a reduction in the number of inquiries generated through the Volunteer & Community Services Program through walk-ins, emails, letters and telephone calls this trend might be a result of splitting the Adult Services Program into two programs and the physical relocation of the office from Broadway to Kingsway which is more difficult to access by public transit. In addition, many of the institutional referrals became clients of the Volunteer & Community Services Program upon release which is not reflected in the statistics. Lastly, the re-organization of Adult Services into two new separate departments, staff turnover (two new Coordinators were hired, a new director in addition to having an interim Coordinator last summer) has negatively impacted the service provided over the past fiscal year.

Efficiency

Currently the staff at FRCC put together a group of inmates from the general population who are within 30 days of being released and for the protective custody population, inmates who are within 30-60 days of being released. This system appears to be working well as shown by the number of participants taking the program over the past year.

In addition, the number of clients that the Prison Services Program assisted in the institution who continue to seek assistance upon release from the Volunteer and Community Services Program (although this number has not been accurately captured in the statistics kept) due to their need for housing, clothing, food, identification, anger management and substance abuse programs indicates that splitting the Adult Services Program into two programs is more efficient and better able to assist more people.

Choices and Consequences

Courtney Overgaauw - Coordinator of Volunteer and Community Services

Description of Service

Choices and Consequences is a restorative based educational program for youth. The volunteers who make the program successful are people who have been directly involved in the criminal justice system, often having served lengthy prison terms. They volunteer their time to go to mainstream schools, alternative schools, colleges, universities and the youth detention centre to talk to youth about what their own experiences have been with the criminal justice system, the choices they made, and what the short and long term consequences of those choices were not only for themselves, but for those around them. They talk about how a criminal lifestyle can have a long-term impact on every facet of a person's life, as well as what made the difference for them in turning their life around. The volunteers encourage the youth to ask questions and promote open and honest group discussions.

The youth that attend the talks are given a wallet sized resource card that lists services that are available in the community to assist them with some of the issues that they may be facing.

Admission Criteria

The Choices and Consequences program is offered on a self-referral basis. Administrators and/or teachers contact the agency to schedule a date for the Coordinator and a speaker to visit their group. Youth range in age from 12 to 18 years old. Schools are requested to provide a donation to the program for which they receive a tax receipt.

Population Served

This past year the Choices program conducted 23 talks in 8 locations and spoke to 328 youth. We spoke predominately to youth between the ages of 13 and 18 years old. They varied in race and ethnicity and came from all educational backgrounds. On March 27, 2007, the CHOICES program delivered it's first talk to a post secondary institution, speaking with a group of 35 Criminology students at Simon Fraser University. Bringing the total number of program participants to 363.

	Locations Visited	Presentations Given	Total Youth Served
Alternative Programs	5	8	88
Mainstream Programs	1	2	50
Post Secondary Institutions	1	1	35
Youth Detention Centre	1	12	190
TOTAL	8	23	363

As demonstrated from the chart below, 2006/2007 saw a marked reduction in all statistical areas for the CHOICES program. Due to staff turn over, new training, and the summer break the program experienced a reduction in service delivery. CHOICES engagements resumed in October 2006, and have been steadily increasing from that time to the present. It is anticipated that the numbers for 2007/2008 will more closely resemble previous statistics.

	'04/'05	'05/'06	Difference	'06/'07	Difference
Locations Visited	11	16	+5	8	-8
Presentations Given	45	53	+8	23	-30
Total Youth Served	842	719	-123	363	- 356

Changes in Service

In February of 2007, the Coordinator of Youth services left her position and moved on to a new position with the Vancouver Police Department. From that time forward the program has been administered by the Coordinator of Volunteer and Community Services, a new position created to reflect changing dynamics and needs within the agency.

Community Needs Assessment

The Choices and Consequences program is an invaluable way to reach youth who may be at risk for involvement in a criminal lifestyle. Feedback given in the participant evaluations consistently states that the youth appreciate, and are more receptive to hearing the message from someone who has personal experience with the criminal justice system. They feel the presentations have far more impact and relevance coming from Choices Speakers, than had the message come from someone who had not had personal involvement in a criminal lifestyle. The program also allows youth to meet and hear from someone who has a real experiential knowledge of the criminal justice system and who is able to dispel stereotypes about who and what an offender is. It also provides an opportunity for the speakers to use their experiences to positively influence others and give back to the community.

Program Objectives

- Offer educational talks to youth about the realities of a life of crime.
- Have a sufficient pool of volunteers from different ethnic backgrounds to reflect the population we are speaking to.
- Speak to as many youth from as many backgrounds as possible
- Challenge people's stereotypes of what 'a criminal' is all about.
- Provide an opportunity for speakers to use their experiences positively and give back to the community.

Review of Program Goals from 2005/2006

Last years goals that were achieved:

- A talk was delivered this year to fourth year criminology students at Simon Fraser University, which marked the achievement of a long standing program goal. Feedback from the students was very positive, with many students indicating that the talk gave them a much needed "real world" perspective on the Canadian criminal justice system. It is hoped that such talks can become a regular occurrence.
- Core funding was secured by a grant of \$22,000 dollars from Direct Access grants through gaming through the solicitor general.

Last Years Goals that were not achieved:

- A Policy and Procedure's manual to cover booking talks, donations, the recruitment of new speakers and the supervision of speakers.
- Increase the Number of Youth we talk to by 20%

Effectiveness Outcomes

The Choices and Consequences program's ability to attract speakers that have or are changing their lives around is another indication of successful achievement of outcomes.

As one of the speakers said, he "is walking back down the path that many of the youth are walking up". It is important for these volunteers to be able to reach out to the youth in their communities and share their personal experiences.

In regards to the youth we speak to, feedback has been overwhelmingly positive. Below are some of the comments received from presentations this year:

"I learned a lot and I like hearing and having people come in that have actually been through it all 'cause they can relate and it's nice to see them successful 'cause it helps us realize that we can do it too". – Youth Detention Centre

"It meant a lot to me because I completely relate to a lot of stuff that the speaker talked about" – Kwantlen Park Secondary School

"This gives you an idea of what kind of decisions you should make in life. You also understand the consequences for your actions." - Total Education Alternative School

Efficiency

Generally teachers and/or administrators contact the Coordinator of Volunteer and Community Services. At that time, a mutually suitable time and date will be established for the Coordinator and a speaker to attend their program. Typically, the process of booking a talk is completed within a week's time. In recent months many speakers who previously made themselves available for talks have moved on to full time employment, or made other changes in their lives which has limited their availability as volunteers, and has made it more difficult to provide variety. It will be an important goal in the upcoming year to recruit and train new volunteers.

Consumer Satisfaction

Generally, youth who observe the presentation are asked to fill out surveys evaluating the effectiveness of the program and the speaker. In preparing this annual report, the current program coordinator has been unable to recover the completed surveys from the previous year. Verbal feedback received by the current coordinator, both from youth observing the presentations, as well as teacher/administrators, continues to be positive, and the CHOICES program continues to be contacted for multiple engagements, indicating a high level of satisfaction among those receiving services. Reports have been extremely positive for this program.

Next Year's Goals

- Recruit four (4) new CHOICES volunteers to deliver presentations.
- Create a Policy & Procedure Manual to cover booking talks, donations, the recruitment of new speakers and the supervision of speakers.
- Secure core funding.
- Increase emphasis on the completion of program evaluations by those observing the presentations.
- Increase the number of youth we speak to by 20%.
- Increase community awareness of the CHOICES program, and the John Howard Society.
- Deliver 40 talks in the 2007/2008 fiscal year.

Restorative Conferencing

Courtney Overgaaauw - Coordinator of Volunteer and Community Services

Description Of Service

Services Offered

The Restorative Conferencing Program is an initiative that brings together all parties affected by an incident in order to repair the harm caused. The philosophy of restorative justice views criminal behaviour as a violation of people and relationships, yet views the resultant conflict as an opportunity for positive transformation for all. Through this process all people impacted by conflict and crime have the opportunity to hear what happened, hear how everyone has been affected, and decide how things may be made better. Conferencing benefits the victim, the offender, and the community by providing a constructive and meaningful response to crime and conflict. A formal Memorandum of Understanding has been established with the Vancouver Police Department for the referral of clients.

The Conference Facilitator:

- Identifies sources of conflict in a system of relationships.
- Brings people in that system together.
- Asks questions that foster a greater understanding of the effects of the conflict.
- Guides the process as participants experience the transformation of conflict into cooperation.
- Assists with the development of a written resolution to repair past harm and minimize future harm.

Admission Criteria

The program admission criteria were developed by the John Howard Society of the Lower Mainland in conjunction with the Vancouver Police and the Vancouver School Board.

Children and youth who exhibit offending behaviour.
The individuals affected by this behaviour.
The child/youth acknowledges being involved in the incident (admission or at least no denial).
The child/youth agrees to participate in the Restorative Conferencing Program.
The child/youth lives in the Greater Vancouver Area.

Population Served

The Restorative Conferencing Program served 55 participants over this past year, a slight increase over the 50 participants served last year. It should be noted that the program did receive slightly more referrals for service this year, but that not all referrals were suitable for the process resulting in numbers similar to the year previous. There are numerous reasons why certain referrals would not be considered suitable for Restorative conferencing, including:

- The individual perceived to have received the most harm was unwilling to participate and was removed from the regular school system by his mother.
- The school had already given one individual numerous consequences; therefore it was inappropriate to add a restorative conference as well. She was referred to counseling.

Changes in Service

Despite the fact that the Restorative Conferencing Program is under funded, The John Howard Society of the Lower Mainland continues to receive referrals from the community and was able to continue the program with a residual budget to coordinate and facilitate conferences on a limited basis. In February of 2007, the Coordinator of Youth Services resigned from the agency, and the position consolidated into a newly created position of Coordinator of Volunteer and Community Services, who will oversee the program in the future. Sustainability and growth of this program continues to be a struggle given its lack of funding. However, the agency remains committed to the principles of restorative justice, and to this program, and will continue to maintain it so long as it is possible to do so.

Comparison of Referral Numbers over the past three fiscal years.

From the chart you can see that our overall numbers are down 20% from 2004/2005, but increased 10% in 2006/2007 over the 2005/2006 numbers. The number of male and female participants has remained relatively consistent over the past two fiscal years.

Year	Total Participants	Difference	Male	Difference	Female	Difference
'04/'05	69	————	26	————	43	————
'05/'06	50	-19	23	-3	27	-16
'06/'07	55	+5	25	+2	30	+3

Community Needs Assessment

The accompanying chart outlines the data collected from the program for 2006/2007.

Type of Offence	Age	M/F	Ethnicity	Family/Community Supports	School	Program Referrals
Bullying	6*13	Male	Caucasian/Asian/ Aboriginal	Yes	Yes	Restitution
Assault	15	Fem	Filipino	None	Yes	Anger Mgmt.
Theft under \$5000	17	Fem	Filipino	Yes	Yes	Restitution/ Counselling
Theft under \$5000	16	Male	Chinese	Yes	Yes	Letter of Apology
Assault	9*12	Male	Chinese/ Korean/ Vietnamese Persian/ East Indian/ Hispanic	Yes	Yes	Counselling/ PLEA/ Leadership program/ After school program
*Assault	2*16	Male	Filipino/ Asian	Yes	Yes	RJ not appropriate
*Mischief	4*15	Male	Caucasian	Yes	Yes	Restitution Complete
*Assault w/ weapon	14	Fem	Caucasian	Yes	Yes	None
*Assault	15	Male	Caucasian	Yes	No	Needs Psych Assessment
*Mischief	15	Fem	Caucasian	N/A	N/A	Unable to contact

Program Goals

The program will continue to strive to achieve all of the goals outlined in last year's report which speak mainly to the programs principles and underlying beliefs. Namely:

- Provide a fair and democratic process for all participants.
- Allow all who attend the opportunity to have their viewpoints heard.
- Ensure equality so that all opinions are considered.
- Allow for deliberation so all ideas have been talked through.
- Ensuring non-tyranny so that no one dominates the process.
- Provide for a greater sense of participant satisfaction.
- Allow for greater levels of social support within the affected communities.

- Reduce rates of recidivism.
- Allow for all persons impacted by an incident to have the opportunity to contribute to the process.

As always, obtaining a secure funding source for this program will remain a key priority. Additionally, the program will continue to develop partnerships in the community, and have become members of the newly formed, Vancouver Association of Transformative Justice Programs.

Review of Last Year's Goals

The primary goal of last year was to continue to provide this valuable service to the community with the intention of securing funding to ensure that the program is sustainable long term. While this has not yet happened, positive steps have been taken, and we remain optimistic that obtaining secure funding for this program is an achievable goal.

Effectiveness

Data that has been collected from participant evaluation surveys and follow-up interviews indicate that in a majority of cases conferencing has been able to generate: a greater sense of participant satisfaction, greater levels of social support within the affected community, and reduced rates of repeat behaviour. Generally there have been high levels of adherence to the restorative conference agreements. Agreement terms have ranged from: formal apologies, reparations, restitution, and action plans for counselling and community service. By providing a meaningful and effective response to offending behaviours conferencing improved the quality of damaged relationships and helped to build a stronger and safer community.

Efficiency

Over the past year 11 cases met the admission criteria for the program, 8 of which resulted in a conference, agreement, and follow-up. Acceptance rates indicate that out of 11 referrals (contact made with all participants, pre-conferencing) only 3 cases were not completed. It remains a goal of the program that where possible, the time from referral through to conference will not exceed 8 weeks, and will typically require between 8 to 12 hours of work on the part of the coordinator. It is important in our opinion that conferencing take place as soon as possible following a harm being done in order to best address needs both the victim and the offender.

Analysis

Overall the Restorative Conferencing Program has undergone another year of challenge and growth. The program has continued to survive and has even managed to grow a little over the past year. Due to The John Howard Society's commitment to the values of restorative justice, the program continues to service the needs of the community by providing a meaningful and effective response to crime and conflict.

The agency continues to research potential funding options with the hope that the Restorative Conferencing Program will be sustainable long term.

Prostitution Offender Program BC

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 youth and women.

The John Howard Society of the Lower Mainland has facilitated the program since September of 1999. Our operating agreement with the Vancouver Police Board has been renewed to March 31 2008 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.

Referral Criteria

Clients are referred from various jurisdictions with 61% 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 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. They may also volunteer to participate in a research project which has been run by the University of British Columbia, Department of Psychology since the inception of the program.

Client Population:

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

Average Age	38	Age Range	18-89
Married or common law	51.6%	Steady partner	5.6%
Caucasian	50.2%	Asian	39.4%
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	\$46,000	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 now 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. Prince George will not be referring to the program any more as they started their own school based on the POPBC model in June 2006. The Prince George school is facilitated by The John Howard Society, Northern Region in Prince George.

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 that they have not previously had. This option 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. The philosophy is that 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 they will change their behaviour. What they choose to do with the information at the end of the day, however, 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 sent to POPBC a second time.

Program Goals

The primary goal of the program is to educate johns (consumers) as to the realities of the commercial sex industry and its impact on exploited 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 youth and women.

The recruitment and exploitation of youth cannot be separated from adult prostitution. The average age of entry into prostitution for women 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 2010 winter Olympics.

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.

More specific goals for the 2007/2008 year are to continue to increase referrals from outside jurisdictions and to increase revenue for distribution to our community partners.

Outcomes

For the year ended March 31 2007, POPBC held eight schools for 266 clients. These are the same totals as the previous year. At March 31, 2007 a total of 1507 clients had completed the program since its inception. The reported recidivism rate is extremely low at less than 1% as reported by the referring jurisdictions.

Twenty percent of POPBC revenues are deposited into a prevention fund which is distributed annually to agencies, from referring jurisdiction, which assist exiting from prostitution or which educate youth about prostitution and recruitment from a prevention perspective. Due to the significant increase in revenues over the last two years, additional excess funds have also been added to the prevention fund. In 2006/2007 we were able to add excess funds of \$18,700 to the prevention fund to bring the total to \$44,000 which represents 35% of revenues. This amount has been distributed to agencies throughout the province and represents a 25% increase over distributions for the previous year and brings our three year total for distribution to \$100,000.

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 entitled “Attitude Change Following a Diversion Program for Men Soliciting Sex” can also be seen on the John Howard website

www.jhslmbc.ca. Further research and publications are forthcoming as UBC is currently revising the research directions for POPBC. 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 leads 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.

The success of The Prostitution Offender Program of British Columbia during the 06/07 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 at JHSLM 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
Dennis , Community presentation
Jenn, Jean, Amanda and Kelly, Survivor presentations
Carolyn, UBC research and presentation
Jim Kenney, Brian Sanders,
Brett Farragher, Terry Lynn George
Mark Chernoff, Michelle Holm, VPD vice presenters

The POPBC Advisory Committee during 2006/2007 included the following:

Diane Sowden	Children of the Street Society
Jack Cooper	BC Borstal Association
Dr. Boris Gorzalka	UBC Dept of Psychology
Doug Lang	Sergeant VPD Vice (retired)
Matt Kelly	Sergeant VPD Vice
Jim Kenney	Detective VPD vice
Tim Veresh	Exec. Dir, John Howard Society
Ian Mitchell	Coordinator POPBC

The Vancouver City Police Department:

Inspector Dave Nelmes	Vice and Drugs Section
Sergeant Matt Kelly	Vice Section
Detective Jim Kenney	VPD Co-coordinators – POPBC/Presenters

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:

Abbotsford Municipal police, Ridge Meadows RCMP, Surrey RCMP and the Victoria Police Department

Other John Howard personnel:

Shelley Cook	South Okanagan John Howard Society/ Kelowna
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This has been a cooperative program and could not exist without the support and input from all of the above.

Staff and Board Members

Staff List as of August 21, 2007

Regional Office

Tim Veresh	Executive Director
Dale Lutes	Director of Programs
Jo-Anne Pilkey	Director of Finance & Administration
Tim Power	Director of Community Services
Ian Mitchell	Manager, Prostitution Offender Program
Elaine Allan	Director of Communications & Development
Shelley Power	Coordinator of Prison Services
Kim Kaufmann	Management Assistant
Court Overgaaauw	Coordinator of Community, Volunteer & Youth Services

Guy Richmond Place & Hobden House

Albert, Velma	Casual/Relief Worker
Cindy Allan	Casual/Relief Worker
Eliza Bate	Casual/Relief Worker
Brandon Chalmers	Residence Worker
Ron Dan	Residence Worker
Darryl Flasch	Residence Worker
Brooke Fochuk	Casual/Relief Worker
Pat Gilbert	Residence Manager
Roger Gill	Casual/Relief Worker
George Gould	Casual/Relief Worker
Melissa Howard	Residence Manager (Maternity)
Ryan Jamieson	Residence Worker
Melanie Jarvis	Residence Worker
Barb Kendall	Residence Worker
Tony Kennedy	Acting Residence Manager
Andrea Klatt	Casual/Relief Worker
Louise LaFleur	Casual/Relief Worker
Jenni Martin	Casual/Relief Worker
Ramandeep Sandhu	Casual/Relief Worker
Ernie Simpson	Residence Worker
Sarah Waters	Residence Worker
Marcy Zweikaft	Casual/Relief Worker

Outreach Workers

Barry Skinner
Jean Gray
Joelle Barriero
Alanna Parker
Nathan Lee

Vancouver Apartments

Nic Anderson	Casual/Relief Worker
Christina Beaupre	Residence Worker
Michael Connerly	Residence Worker
Ryan Grubb	Casual/Relief Worker
Jen Hirsch	Residence Manager
Marvin Laternus	Residence Worker
Bud Lehman	Residence Worker
Steven Morris	Residence Worker
Robert Pasion	Residence Worker
Patrick Semple	Residence Worker
Robert Syms	Casual/Relief Worker

Board of Directors 2006 – 2007

Dave Phillips	Past President
Michael Johnson	Treasurer
Shelley Johnson	Director
Pamela Smith Gander	President
Ryna Witt	Secretary
Laura Glover	Director
Sara Dewar	Director
Joan Braun	Director
Jayce Henderson	Director

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.

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

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
Shirley & JP Van der Hoop
The Law Foundation of British Columbia
United Way
VanCity Savings Credit Union
Al Roadburg Foundation
JHSBC

Friends of the JHSLM

Kersti Krug
Douglas Stewart
Anne & Paul Hegele
Kim Capri

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

Vancouver, B.C.

FINANCIAL STATEMENTS

March 31, 2007



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, 2007 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, 2007 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 31, 2007

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2007

	Operating Fund \$	Capital Fund \$	2007 \$	2006 \$
Revenue, Schedule 1	2,342,006	-	2,342,006	2,212,661
Property rental	7,326	240,373	247,699	172,962
	<u>2,349,332</u>	<u>240,373</u>	<u>2,589,705</u>	<u>2,385,623</u>
Expenditures				
Staffing				
Employee benefits	262,958	-	262,958	278,365
Salaries	1,141,328	2,795	1,144,123	1,077,374
Training and development	51,222	-	51,222	33,974
Travel	36,724	167	36,891	32,918
	<u>1,492,232</u>	<u>2,962</u>	<u>1,495,194</u>	<u>1,422,631</u>
Operating				
Accommodations	293,867	33,791	327,658	230,914
Client support	40,784	-	40,784	39,911
Food and supplies	89,034	-	89,034	84,443
Furnishings	31,873	1,459	33,332	39,904
Insurance	21,240	7,881	29,121	25,791
Interest	-	66,629	66,629	71,199
Miscellaneous	11,079	-	11,079	(1,772)
Programme needs	74,410	-	74,410	103,824
	<u>562,287</u>	<u>109,760</u>	<u>672,047</u>	<u>594,214</u>
Administration				
Advertising	3,697	-	3,697	1,661
Audit and banking	9,185	-	9,185	9,015
Board	9,780	-	9,780	6,028
Office and miscellaneous	30,927	678	31,605	34,535
Purchased services	58,512	2,871	61,383	48,905
Telephone	17,620	-	17,620	18,425
Volunteer programme	30,773	-	30,773	36,031
	<u>160,494</u>	<u>3,549</u>	<u>164,043</u>	<u>154,600</u>
	-	-	-	-
Total expenditures	<u>2,215,013</u>	<u>116,271</u>	<u>2,331,284</u>	<u>2,171,445</u>
Excess of revenues over expenditures before non-cash items	134,319	124,102	258,421	214,178
Amortization	-	(115,307)	(115,307)	(125,765)
Forgiveness of debt (Note 6)	-	91,133	91,133	-
Excess of revenues over expenditures	134,319	99,928	234,247	88,413

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

STATEMENT OF FUND BALANCES

For the year ended March 31, 2007

	Operating Fund \$	Capital Fund \$	2007 \$	2006 \$
Balances, beginning	330,546	1,616,679	1,947,225	1,858,812
Excess of revenues over expenditures	134,319	99,928	234,247	88,413
Purchase of capital assets	(100,371)	100,371	-	-
Repayment of mortgage principal	(45,627)	45,627	-	-
Interfund transfer	124,102	(124,102)	-	-
Forgiveable loans received	50,400	(50,400)	-	-
Balances, ending	493,369	1,688,103	2,181,472	1,947,225

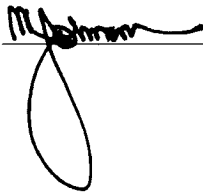
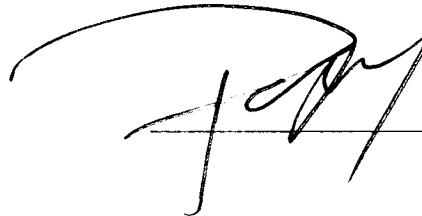
**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

BALANCE SHEET

March 31, 2007

	2007 \$	2006 \$
ASSETS		
Cash	751,873	591,877
Grants and other receivables	131,241	162,557
Investments (Market value: \$73,034) (Note 2)	50,000	50,000
Prepaid expenses and deposits	60,360	12,208
	<u>993,474</u>	<u>816,642</u>
Tangible capital assets (Note 4)	3,502,286	3,517,222
	<u>4,495,760</u>	<u>4,333,864</u>
LIABILITIES		
Accounts payable	107,810	88,482
Accrued wages, salaries and holiday pay	246,653	253,975
Accrued employee relations fund	45,314	58,491
Deferred revenue	100,328	85,148
Mortgages payable (Note 5)	1,226,150	1,271,777
Forgiveable loans (Note 6)	588,033	628,766
	<u>2,314,288</u>	<u>2,386,639</u>
FUND BALANCES		
Capital Fund	1,688,103	1,616,679
Operating Fund		
Internally restricted (Note 7)	292,885	276,699
Unrestricted	200,484	53,847
	<u>2,181,472</u>	<u>1,947,225</u>
	<u>4,495,760</u>	<u>4,333,864</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, 2007

	2007 \$	2006 \$
Cash flows related to operating activities		
Cash receipts from funding agencies and fundraising	2,603,448	2,197,994
Cash paid to suppliers and employees	(2,313,977)	(1,882,034)
Interest received	32,752	17,629
	<u>322,223</u>	<u>333,589</u>
Cash flows related to investing activities		
Purchase of tangible capital assets	(100,371)	(835,346)
Cash flows related to financing activities		
Interest paid	(66,629)	(71,199)
Mortgage repayments	(45,627)	(39,730)
Forgiveable loans received from government agencies	50,400	628,766
	<u>(61,856)</u>	<u>517,837</u>
Net increase in cash	159,996	16,080
Cash, beginning	591,877	575,797
Cash, ending	<u>751,873</u>	<u>591,877</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2007

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.

Investments

The investments are recorded at the lower of cost or market value.

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, 2007

Note 3 Financial Instruments

The fair value of all items that meet the definition of a financial instrument approximate their carrying values. These items include cash, grants and other receivables, investments, accounts payable, accrued wages, salaries, and holiday pay, accrued employee relations fund, mortgages payable and forgivable loans. Unless otherwise stated, it is management's opinion that the Society is not exposed to significant credit, currency or interest rate risk arising from these financial instruments.

Note 4 Tangible Capital Assets

	Cost	2007 Accumulated Amortization	Net	Cost	2006 Accumulated Amortization	Net
	\$	\$	\$	\$	\$	\$
Guy Richmond Place						
Land	206,231	-	206,231	206,231	-	206,231
Building	507,480	487,219	20,261	507,480	482,509	24,971
	<u>713,711</u>	<u>487,219</u>	<u>226,492</u>	<u>713,711</u>	<u>482,509</u>	<u>231,202</u>
Vancouver Apartments						
Land	247,288	-	247,288	247,288	-	247,288
Building	75,083	13,819	61,264	75,083	11,266	63,817
	<u>322,371</u>	<u>13,819</u>	<u>308,552</u>	<u>322,371</u>	<u>11,266</u>	<u>311,105</u>
Hobden House						
Land	265,090	-	265,090	265,090	-	265,090
Building	177,855	28,618	149,237	177,855	22,399	155,456
	<u>442,945</u>	<u>28,618</u>	<u>414,327</u>	<u>442,945</u>	<u>22,399</u>	<u>420,546</u>
Miller Block						
Land	457,173	-	457,173	457,173	-	457,173
Building	2,177,957	207,665	1,970,292	2,167,302	125,792	2,041,510
	<u>2,635,130</u>	<u>207,665</u>	<u>2,427,465</u>	<u>2,624,475</u>	<u>125,792</u>	<u>2,498,683</u>
Equipment	161,367	66,070	95,297	95,442	50,487	44,955
Computer	46,562	32,534	14,028	38,896	28,165	10,731
Software	16,125	-	16,125	-	-	-
	<u>4,338,211</u>	<u>835,925</u>	<u>3,502,286</u>	<u>4,237,840</u>	<u>720,618</u>	<u>3,517,222</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2007

Note 5 Mortgages Payable

	Current \$	Long-term \$	2007 \$	2006 \$
Canadian Western Bank Payable in monthly instalments of \$1,895 including principal and interest of 5.45% per annum, due March 1, 2008, secured by a first charge on Guy Richmond Place.	9,717	233,736	243,453	252,802
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.	8,202	197,985	206,187	215,035
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.	21,395	497,052	518,447	538,737
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.	7,536	250,527	258,063	265,203
Total long term debt	46,850	1,179,300	1,226,150	1,271,777

Principal repayments of mortgages payable required, assuming similar terms of refinancing, are:

	\$
2008	46,850
2009	49,410
2010	52,110
2011	54,957
2012	57,960
	<u>261,287</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2007

Note 6 Forgiveable Loans

	\$
Canada Mortgage and Housing Corporation	313,600
Human Resources Development Canada	274,433
	<u>588,033</u>

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 (2006: \$Nil) 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 (2006: \$Nil) was forgiven.

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	168,144
Transfer from unrestricted fund	-
Interest earned	6,560
	<u>174,704</u>

The Sick Pay Fund balance is as follows:

Opening balance	108,555
Transfer from unrestricted fund	5,224
Interest earned	4,402
	<u>118,181</u>

Total internally restricted funds	<u>292,885</u>
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**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

NOTES

For the year ended March 31, 2007

Note 8 Subsequent Event

On January 24, 2007, the Society entered into a contract to purchase land and building located at 32160 Tims Avenue, Abbotsford, BC for \$1,120,000. The property purchased will be partly financed by BC Housing in the form of a forgivable loan in the amount of \$1,000,000, which is currently held in trust with the Society's lawyers. The purchase will be completed on June 28, 2007.

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

Schedule 1

REVENUES

For the year ended March 31, 2007

	2007	2006
	\$	\$
Provincial Government	857,445	750,118
Federal Government	1,048,882	1,009,447
United Way of Lower Mainland	77,167	79,744
Charitable Gaming	24,904	-
Grants and other income	333,608	373,352
	2,342,006	2,212,661