

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

- ❖ **People have the right to live in a safe and peaceful society as well as the responsibility to accept humane consequences when this right is infringed.**
- ❖ **Every person has intrinsic worth and must be treated with dignity, equity, fairness and compassion before the law.**
- ❖ **All people have the potential to become responsible citizens.**
- ❖ **Every person has the right and the responsibility to be informed about and involved in the criminal justice process.**
- ❖ **Justice is best served through measures that resolve conflicts, repair harm and restore peaceful relations in society.**
- ❖ **Independent, non-profit, non-government organizations have a vital role in the criminal justice process.**

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Pamela Smith Gander- President

Once again, the Board of Directors is pleased to report to our members, funders, donors and the public that we experienced another 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 continuing to deliver relevant and needed programs. Our strength remains in the area of Community Living services and Federal programs. The JHSLM will continue to use these strengths to develop progressive services within the community.

The Board has complete confidence in management's ability to use funds wisely, to operate efficiently, and to lead effectively to deliver valuable programs for the criminal justice community. Our confidence in management has allowed us to plan effectively for the organization.

We have been able to purchase two new properties to add to our growing portfolio of assets as a result of the sound financial management and the timely exploitation of opportunities. We anticipate that opportunities will continue to arise as we strengthen our reputation as sound managers of public funds who deliver high quality community programs at both the provincial and federal level. We are able to fund and operate programs that meet community needs independent of traditional institutional funder support through the innovative efforts of both the staff and Board.

We have established a set of performance criteria for our Executive Director and have formalized a bonus structure for staff as a clear and deserved reward for their excellent work. We continue to eagerly participate in board governance training and seek to improve our skills and knowledge. We remain vigilant to ensure that the monitoring processes that we have implemented sustain themselves year after year. Our current specific board goals are to refresh our long term plans for the direction of the organization and to

continue to develop our formal succession plan. We are very fortunate to be able to access cutting edge management and governance training through our ongoing relationships with organizations such as the Vancouver Board of Trade and Volunteer Vancouver.

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 we 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.

We are looking forward to the much anticipated opening of Vancouver's new Downtown Community Court. We remain hopeful that this and other restorative justice programs will meet with success. It is imperative to insure that the government recognizes the linkage between the success of these programs and the need for good quality sustainable housing for program participants.

We remain committed to providing our clients with effective and compassionate advocacy and our resolve is underscored by the clear understanding that, in order to 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.

Tim Veresh – Executive Director

The past year has seen the JHSLM engage in some exciting new initiatives, implement service improvements and further develop strategies to resolve outstanding matters impacting our ability to further our Mission.

In June, the Agency underwent an external review by Commission on Accreditation of Residential Facilities. I am pleased to report the Agency received another three year certification the maximum provided. The Agency also received Accreditation in Governance, one of the first organizations in British Columbia to receive such recognition.

In response to the immense need for housing the JHSLM in partnership with BC Housing opened Tims Manor in November 2007, an affordable housing apartment building in Abbotsford, BC. The Agency also partnered with Service Canada's Homeless Partnership Initiative to assist persons in Provincial Custody secure housing upon release reducing homelessness. To address the growing demand of Community Services a new office was opened at 752 Kingsway, Vancouver, establishing Community Services as a stand alone program from the administration office. We continued implementing strategies to reduce paper by implementing ComVida software system providing online scheduling and payroll. We upgraded our on site server, off site backup, wireless networks and will continue to establish an Information Technology plan for the Agency. Our residential programs also received many maintenance and repairs along with upgrading including new furnaces and air conditioners in all residential programs.

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

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

This year our organization supported 2,469 persons through 61,652 contacts. This breaks down as follows: Our Residential and Outreach programs supported 157 people each day or 57,305 contacts (each day counted as one contact); Community Services supported 1,168 clients through 3,090 contacts; the Homeless Partnership Initiative assisted 187 individuals through 300 contacts; Prostitution Offender Program provided five education seminars to 179 people; Restorative Seminars provided services to 37 clients and 741 people attended Choices and Consequences Sessions. The need for affordable supported housing remains our greatest need. This year we received 1,103 requests for our residential support programs leaving us unable to assist 946 people.

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

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

Pat Gilbert- Residence Manager

Description of Service

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

Hobden House offers a stable and supportive environment for men who are released to the Community from Provincial and Federal Institutions on Conditional Release. The program provides food, shelter, basic amenities such as laundry facilities and linens. In addition, residents have access to 2 communal televisions, a resident's phone line with voice messaging, a computer with internet access, a hobby room, and 24 hour access to staff that provides support, assistance and information regarding their reintegration to the Community.

Hobden House supports the safety of our Community with 24 hour awake staffing to monitor resident's whereabouts in the community. All residents who are in the community are required to call in from a land line to advise of the itinerary for the next 4 hours or when they change locations. Before a resident departs the facility he must sign out with the date and time he is leaving and the 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 the residents. Staff monitors for any increase in resident risk factors as well as monitors each resident's progress in the Community.

Hobden House Vision Statement

Several years ago the staff members of Hobden House constructed the Vision Statement. Each staff member contributed one word that summed up what was important to him or her in their work with our residents. This year the current staff reviewed the Vision Statement

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 skill, to invest in the very nature of good in all human beings, to promote equality and the importance of happiness recognizing the different paths one travels and to impart in our home, a place of comfort, a place of safety and a place of inclusion.

Admission Criteria

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

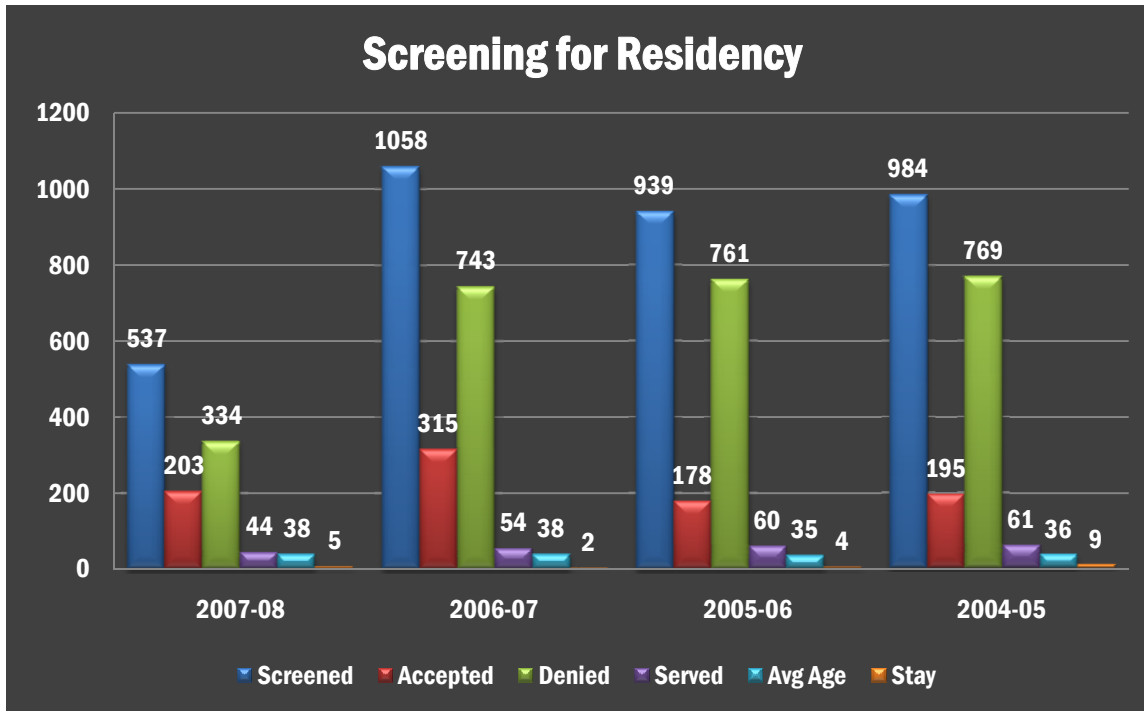
Hobden House will consider all referrals from Federal and Provincial Institutions that meet the following criteria:

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

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

- ❖ In need of wheel chair accessible
- ❖ Persons unwilling to receive assistance from the Hobden House Support Team
- ❖ Participating in significant and untreated substance use
- ❖ Refusing treatment for mental health issues
- ❖ Refusing treatment for Sexual abusing and Violence issues

Population Served



The occupancy rate for Hobden House for the fiscal year 2007-08 was 97.5% which is a slight increase of .02% from the 97.3% occupancy for the 2006-07 fiscal year. The bed day average for the 2007-08 fiscal year rose to 16.58 average bed days per month compared to 16.44 bed days per month in 2006-07. In addition, Hobden served 5 reporting centre clients this fiscal year.

We experienced a rise in the number of unlawfully at large (UAL's) in 2007-08 there were 10 UAL's compared to 6 UAL's for 2006-07 fiscal year with a rise of 4 UAL's. It is difficult to pinpoint the true reasons why residents go UAL, however, the following is a brief profile of those who went UAL's.

- ❖ All the UAL's for the fiscal year had substance abuse histories, 3 methamphetamine users, 1 heroin, 2 marijuana and 2 cocaine/ crack and two alcohol.
- ❖ 3 UAL's were residents released on Accelerated Day Parole (ADP)
- ❖ 2 were on Full Parole with Residency (FPR)
- ❖ 3 were on Stat Release with Residency (SRR)
- ❖ 2 were on Day Parole (DP)

After review of the statistics for suspensions and UAL's it is clear substance use is the overwhelming cause of UAL's and criminogenic factor relating to offending. This year's

statistics show a high number of persons with problematic substance use such as crystal methamphetamine, heroin, crack and cocaine.

Accelerated Day Parole and Statutory Release with Residency are correlated as the release conditions with the most UAL's from Hobden House. Below are some of the characteristics of this population:

- ❖ Many ADP inmates do not take recommended institutional programs due the waitlist and length of the programs prior to their release to the community.
- ❖ Many APD inmates have had a series of convictions and periods of Provincial incarceration and/or Youth convictions. At the Federal level because the offender is a first time federal offender serving a sentence for a non-violent crime they are eligible for accelerated release.
- ❖ Many Statutory Release inmates did not come to the community on Day Parole because they either did not take programs to address their risk factors or they have addictions and issues that make them susceptible to going UAL.

Last year the Vancouver Parole District was divided into the Vancouver Parole District and the New Westminster Parole

HOBDEN HOUSE CRF

District. This year brought a major change to way screenings are done. In previous years Hobden House and Guy Richmond Place screening were completed on a bi-weekly basis.

One week the Residence Manager from Hobden House would do the screenings for both CRF's and the following week Guy Richmond Place Residence Manager would complete the week's screenings. Since the parole boundaries have changed New Westminster Parole and Vancouver Parole now

complete separate weekly screenings of the Inmates who identify either Vancouver or the Westminster area as their preferred area of release. Guy Richmond Place screened 517 individuals and Hobden screened 537, totaling 1054 individuals screened to both areas for the fiscal year.

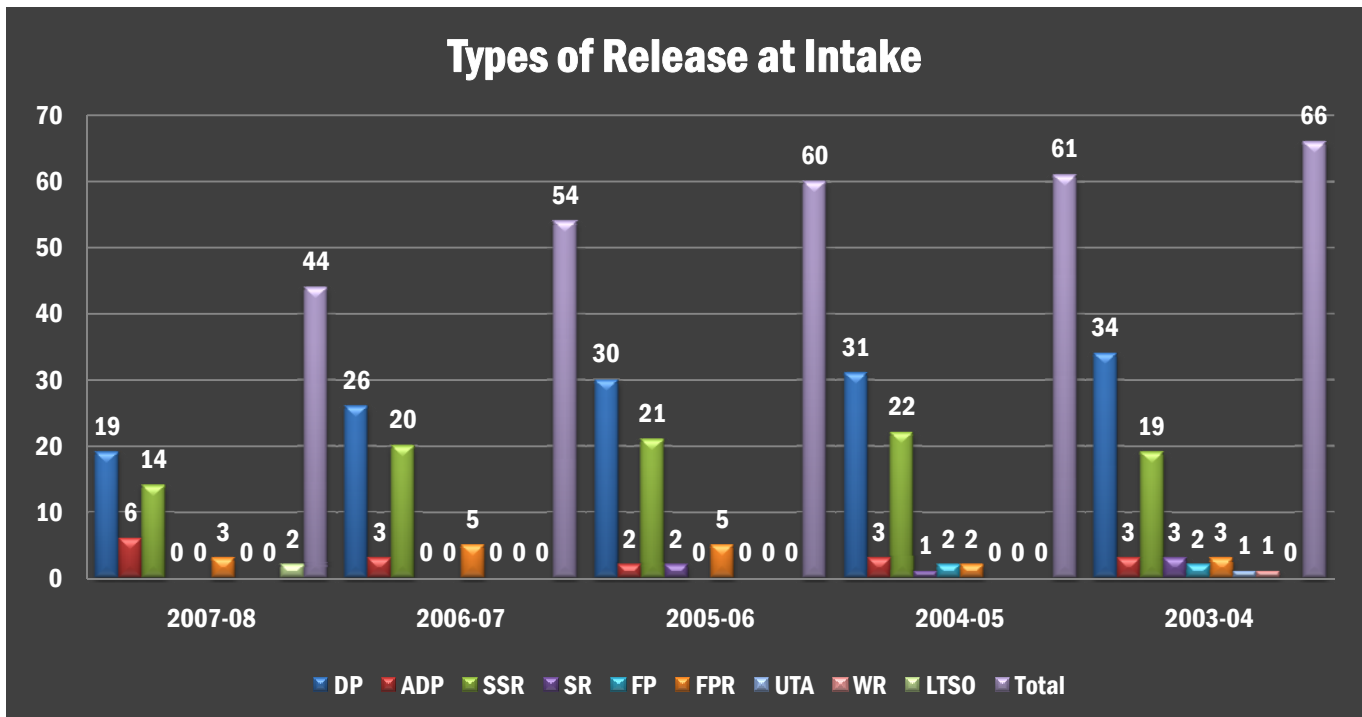
The average length of stay is the highest of the last three years. This rise in the average is reflected in the lowest turnover to date of clients who were residing at Hobden House and left between April 1st 2007 and March 31st 2008.

| Categories | 2007-8 | 2006-7 | 2005-6 | 2004-5 | 2003-4 | 2002-3 |
|---|------------------|--------|--------|--------|--------|--------|
| Total amount of inmates screened for HH and GRP | 537 (HH ONLY) | 1058 | 939 | 964 | 1400 | 1600 |
| Total amount of inmates accepted to HH | 203 | 315 | 178 | 195 | 844 | 700 |
| Total amount of inmates not accepted to HH | 334 | 743 | 761 | 769 | 556 | 900 |
| Total amount of clients served at HH | 44 | 54 | 60 | 61 | 66 | 66 |
| Average age | 38 | 38.5 | 35 | 36.3 | 36 | 36 |
| Average length of stay at HH (months) | 5.1 (154 days) | 2.01 | 3.6 | 9 | 8 | 6 |

Terms of residency at Hobden House for the fiscal year April 1st 2007 to March 31st 2008:

- ❖ Shortest stay: .25 hours
- ❖ Longest stay: 877 days
- ❖ Average stay: 154 days

The bed shortage continues to be of concern for the Pacific region. With the addition of Provincial Day Parolee's there does not appear to be any lowering of the amounts of screening requests to the New Westminster area over the previous year.



HOBDEN HOUSE CRF

This year there was a drop in the number of people who resided at Hobden House. In 2007-08 Hobden served 44 residents compared to 54 2006-07. As the chart shows there has been a steady decline in the number of people served each year over the past five years. The release type that had the biggest change was the amount of Accelerated Day Parole doubled from 3 to 6 ADP residents 2007-08.

The addition for LTSO (Long Term Supervision Order) denotes another type of release. Offenders on a LTSO are attached to in custody sentences and are imposed by the court at the time of sentencing. There continues to be a shortage of bed space in the Pacific Region and Hobden House continues to operate at capacity with a wait list.

| Category | 07-08 | 06-07 | 05-06 | 04-05 | 03-04 | %07-08 | %06-07 | %05-06 | %04-05 | %03-04 |
|-------------------------------|-------|-------|-------|-------|-------|--------|--------|--------|--------|--------|
| Day Parole | 19 | 26 | 30 | 31 | 34 | 42.2 | 48.15 | 50 | 50.58 | 51.5 |
| Accelerated Day Parole | 6 | 3 | 2 | 3 | 3 | 13.6 | 5.6 | 3.3 | 4.9 | 4.5 |
| Stat Release with Residency | 14 | 20 | 21 | 22 | 19 | 31.8 | 37.04 | 35 | 35.3 | 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 | 3 | 5 | 5 | 2 | 3 | 6.8 | 9.26 | 8.3 | 3.2 | 4.5 |
| Unescorted Temporary Absences | ---- | ---- | ---- | ---- | 1 | ----- | ----- | ----- | ----- | 1.5 |
| Work Release | ---- | ---- | ---- | ---- | 1 | ----- | ----- | ----- | ----- | 1.52 |
| LTSO | 2 | ---- | ---- | ---- | ---- | 4.5 | ----- | ----- | ----- | ----- |
| Total- | 44 | 54 | 60 | 61 | 66 | | | | | |

Ethnicity

| Category | 07-08 | 06-07 | 05-06 | 04-05 | 03-04 | %07-08 | %06-07 | %05-06 | %04-05 | %03-04 |
|----------------|-------|-------|-------|-------|-------|--------|--------|--------|--------|--------|
| Caucasian | 31 | 35 | 41 | 39 | 45 | 70.5 | 64.81 | 70.69 | 66.10 | 68.18 |
| Filipino | 0 | 1 | 0 | 0 | 0 | ----- | 1.85 | 0 | 0 | 0 |
| Aboriginal | 3 | 6 | 8 | 9 | 8 | 6.8 | 11.11 | 13.79 | 15.25 | 12.12 |
| Afro-Canadian | 2 | 4 | 3 | 0 | 2 | 4.5 | 7.41 | 5.00 | 0 | 3.03 |
| Portuguese | 0 | 1 | 0 | 0 | 0 | ----- | 1.85 | 0 | 0 | 0 |
| Latin-American | 0 | 1 | 0 | 0 | 0 | ----- | 1.85 | 0 | 0 | 0 |
| Indo-Canadian | 5 | 2 | 2 | 7 | 4 | 11.4 | 3.70 | 3.33 | 11.86 | 6.06 |
| Lebanese | 0 | 1 | 0 | 0 | 0 | ----- | 1.85 | 0 | 0 | 0 |
| Asian | 2 | 3 | 1 | 2 | 4 | 4.5 | 5.56 | 1.67 | 0 | 6.06 |
| Caribbean | 0 | 0 | 1 | 0 | 3 | ----- | 0 | 1.67 | 3.39 | 0 |
| Middle Eastern | 0 | 0 | 0 | 2 | 0 | ----- | 0 | 0 | 3.39 | 0 |
| French/Italian | 1 | 0 | 1 | 0 | 1 | 2.3 | 0 | 1.67 | 0 | 0 |
| Hispanic | | 0 | 1 | 0 | 3 | ----- | 0 | 1.67 | 0 | 4.55 |
| Total | 44 | 54 | 60 | 61 | 66 | | | | | |

As the chart indicates the ethnicity of the house has remained about the same for the last five years with Caucasians being the largest ethnic group at between 64% and 70% over this five year span and other ethnic groups comprising between 30% and 36% during this time. One of the goals for next year will be to compare this data with staff ethnicity to ensure our workforce ethnicity is appropriate for the client population we serve.

Releasing Institutions

| Category | 07-08 | 06-07 | 05-06 | 04-05 | 03-04 | %07-08 | %06-07 | %05-06 | %04-05 | %03-04 |
|-------------------------|-----------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|--------|
| Ferndale | 11 | 15 | 16 | 16 | 17 | 25 | 27.8 | 26.67 | 26.23 | 25.76 |
| Kent | 5 | 5 | 3 | 3 | 1 | 11.4 | 9.3 | 5.00 | 4.92 | 1.52 |
| Kwi | 2 | 5 | 4 | 2 | 3 | 4.5 | 9.3 | 6.67 | 3.28 | 4.55 |
| Matsqui | 6 | 11 | 11 | 13 | 8 | 13.6 | 20.4 | 18.33 | 21.31 | 12.12 |
| Mountain | 5 | 4 | 4 | 9 | 7 | 11.4 | 7.4 | 6.67 | 14.75 | 10.61 |
| Mission | 2 | 4 | 5 | 4 | 8 | 4.5 | 7.4 | 8.33 | 6.56 | 12.12 |
| William Head | 2 | 0 | 1 | 1 | 1 | 4.5 | 0 | 1.67 | 1.64 | 1.52 |
| RTC | 0 | 1 | 0 | 0 | 0 | ----- | 1.9 | 0 | 0 | 0 |
| Out of Province | 2 | 3 | 7 | 7 | 6 | 4.5 | 5.6 | 11.67 | 11.48 | 9.09 |
| TD | 3 | 4 | 9 | 6 | 9 | 6.8 | 7.4 | 15.00 | 9.84 | 13.64 |
| Provincial Institutions | 2 | 1 | 0 | 0 | 0 | 4.5 | 1.9 | 0 | 0 | 0 |
| Transfers | 2 | 1 | 0 | 0 | 0 | 4.5 | 1.9 | 0 | 0 | 0 |
| Treatment Facility | 1 | 0 | 0 | 0 | 0 | 2.3 | 0 | 0 | 0 | 0 |
| RRAC | 1 | 0 | 0 | 0 | 0 | 2.3 | 0 | 0 | 0 | 0 |
| Total | 44 | 54 | 60 | 61 | 66 | | | | | |

- ❖ This year we added an additional releasing Institution identified as a Treatment Facility. The Treatment Facilities accept Federal Offenders on Parole. The Treatment Facilities are but not limited to Maple Ridge Treatment Centre, Kinghaven, Valley of Miracles, Harbour Light 90 day program. As the chart shows over the past five years approximately 25% to 28% of the residents came from a minimum security institution, with maximum going from approximately 1% five years ago to 11% this year and medium (Mission, Mountain & Matsqui) bouncing around from 22% to 34%. Lastly, the

number of residents from the TD Unit has steadily declined from a high of 9 residents five years ago to 3 this year (with the exception of the 2005-06 fiscal year).

- ❖ Parolee's who breach their Conditions of Release are first sent to Surrey City Cells and are transferred to the Temporary Detention Unit (TD) located within Matsqui Institution. When the TD Unit does not accept the suspended person from the community or the unit is at capacity the next stop would be another institution with a Temporary Detention stipulation.

Residents Most Serious Charge at intake

- ❖ 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 year the addition of Possession of stolen property has been added to reflect Provincial sentences. As only the most serious charges are tracked for Federal Offenders Property Offences are more prevalent in Provincial Courts as primary charge.
- ❖ Robbery continues to be the most common offence over the past 5 years.
- ❖ Break and entering charges had the biggest change with B&E down by to 3 this year from 12 five years ago.
- ❖ All other offence types have stayed fairly constant.

| Category | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 | 2003-2004 |
|------------------------|-----------|-----------|-----------|-----------|-----------|
| Arson | 0 | 1 | 0 | 0 | 0 |
| B+E | 3 | 10 | 6 | 7 | 12 |
| Drug Trafficking | 8 | 8 | 5 | 13 | 5 |
| 1st/2nd degree murder | 4 | 7 | 3 | 5 | 8 |
| Manslaughter | 0 | 1 | 4 | 3 | 3 |
| Fraud | 4 | 3 | 3 | 3 | 2 |
| Import Schedule 1&2 | 1 | 3 | 0 | 0 | 0 |
| MV Offence | 1 | 7 | 1 | 0 | 0 |
| Non-Culpable murder | 1 | 1 | 0 | 0 | 0 |
| Robbery | 11 | 12 | 6 | 14 | 19 |
| Sexual Assault | 4 | 4 | 5 | 5 | 6 |
| Theft | 4 | 2 | 2 | 0 | 0 |
| Aggravated Assault | 2 | 0 | 3 | 3 | 4 |
| Counterfeiting | 1 | 0 | 0 | 0 | 2 |
| Extortion | 0 | 0 | 1 | 1 | 0 |
| Kidnap | 0 | 0 | 1 | 0 | 1 |
| Possession of Property | 1 | 0 | 0 | 0 | 0 |
| Total | 44 | 59 | 60 | 61 | 66 |

Changes in Service

The relationship between the Hobden House and New Westminster Parole continues to evolve. There are regular meetings to discuss, changes issues and concerns from the CRF and NWP. These meetings are a valuable platform for all parties involved to discuss problems but more importantly to find solutions to the problems and obstacles we face in our work.

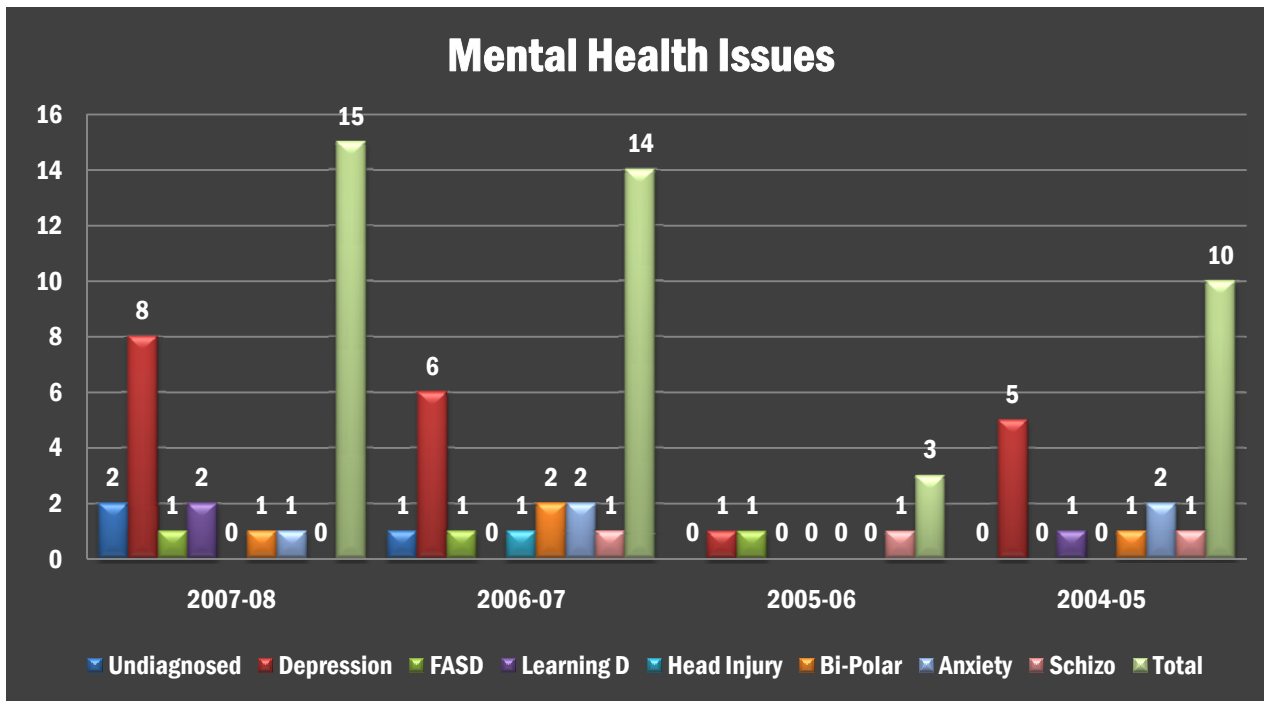
This year brought changes to the way the New Westminster Parole Area CRF complete inmate screenings. We have returned to the screening model that has the three New Westminster CRF's meeting every Thursday at New Westminster Parole to do the weekly screenings. The members of the screening meeting includes CRF Reps, a Parole Office Supervisor, a member of the Community Advisory Committee, Psychologist, the Manager of Programs, BC Borstal Employment Program, and other PO's and interested parties. The new screening process is still evolving but it is becoming a positive asset in the way we screen potential residents. The new screening process and the regular meetings are allowing more dialogue and a better flow of information passing between the CBRF's and NWP.

Community Needs Assessment

The data illustrates drug and alcohol use continues to be a major issue that our clients and community continues to grapple with the effects. Our statistics for illegal substance charges have been rising at a continuous pace for the last four years and this year shows a jump in charges of trafficking and statistic's reveal those clients that are suspended or UAL have drug issues in their charges or their struggles on release to the community. For the other physical needs identified the statistics do not truly reflect all the physical health concerns as the disclosure of all physical needs and issues are not a requirement. The individual has a choice whether to disclose his medical issues or not. The statistics reported in the physical needs section only reflect problems that the residents have disclosed.

Medical Issues faced by residents

| Categories | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 | 2003-2004 |
|--------------------------------------|-----------|-----------|-----------|-----------|-----------|
| Missing limb | -- | -- | 2 | 1 | -- |
| Allergies | -- | 1 | 1 | -- | 2 |
| Cancer | 1 | 1 | -- | -- | -- |
| Hep-c | 3 | 3 | 11 | -- | 19 |
| Back, knee or shoulder problems | 3 | 2 | 3 | 3 | 1 |
| Epilepsy | -- | 1 | -- | -- | -- |
| Alcohol and drug issues | 34 | 56 | 42 | 40 | 44 |
| Emphysema | -- | 1 | --- | 2 | --- |
| Methadone | 4 | 6 | 7 | 5 | --- |
| Kidney problems | -- | 1 | --- | --- | --- |
| Sleep apnea | 2 | 1 | --- | --- | --- |
| Pacemaker | 1 | 1 | 1 | --- | --- |
| Sleep issues | -- | 1 | 6 | 2 | 0 |
| Allergy to codeine | -- | 1 | --- | --- | --- |
| Nerve damage | -- | 1 | --- | --- | --- |
| Blood pressure | 3 | 3 | 1 | 2 | --- |
| Diabetic | 2 | 2 | 1 | 2 | 3 |
| Seizures | -- | 1 | --- | --- | --- |
| High cholesterol | | 3 | --- | --- | --- |
| Axis 11 APD | | 1 | --- | --- | -- |
| Heart problems | 1 | 2 | --- | --- | --- |
| HIV | -- | -- | 1 | --- | --- |
| HIV/Hep-c | -- | 1 | --- | --- | --- |
| Hep-A | -- | -- | --- | 1 | --- |
| Hep-B | -- | -- | --- | 1 | --- |
| Migraines | 1 | --- | 3 | 1 | --- |
| Leg problems | 1 | -- | --- | 2 | --- |
| Asthma | -- | -- | 1 | 2 | -- |
| Hearing | -- | -- | --- | 1 | --- |
| Total reported medical issues | 62 | 90 | 84 | 73 | 63 |



- ❖ The category of undiagnosed indicates residents who exhibit mental health issues but have not been diagnosed prior to or during incarceration.
- ❖ The statistics do not clearly recognize all residents with mental or cognitive issues.
- ❖ Two new categories will be added to next years annual report and begin tracking persons with FASD and learning disabilities such as ADD and ADHD.

| Mental Health Issues | 07-08 | 06-07 | 05-06 | 04-05 | %07-08 | %06-07 | %05-06 | %04-05 |
|----------------------|-----------|-----------|----------|-----------|--------|--------|--------|--------|
| Undiagnosed | 2 | 1 | --- | --- | 4.5 | 1.9 | --- | --- |
| Depression | 8 | 6 | 1 | 5 | 18.2 | 11.1 | 1.7 | 7.6 |
| FASD | 1 | 1 | 1 | --- | 2.3 | 1.9 | 1.7 | --- |
| Learning Disability | 2 | --- | --- | 1 | 4.5 | --- | --- | 1.5 |
| Head Injury | | 1 | --- | --- | --- | 1.9 | --- | --- |
| Bi- Polar | 1 | 2 | --- | 1 | 2.3 | 3.7 | --- | 1.5 |
| Anxiety | 1 | 2 | --- | 2 | 2.3 | 3.7 | --- | 3.0 |
| Schizophrenia | | 1 | 1 | 1 | --- | 1.9 | 1.7 | 1.5 |
| Total | 15 | 14 | 3 | 10 | | | | |

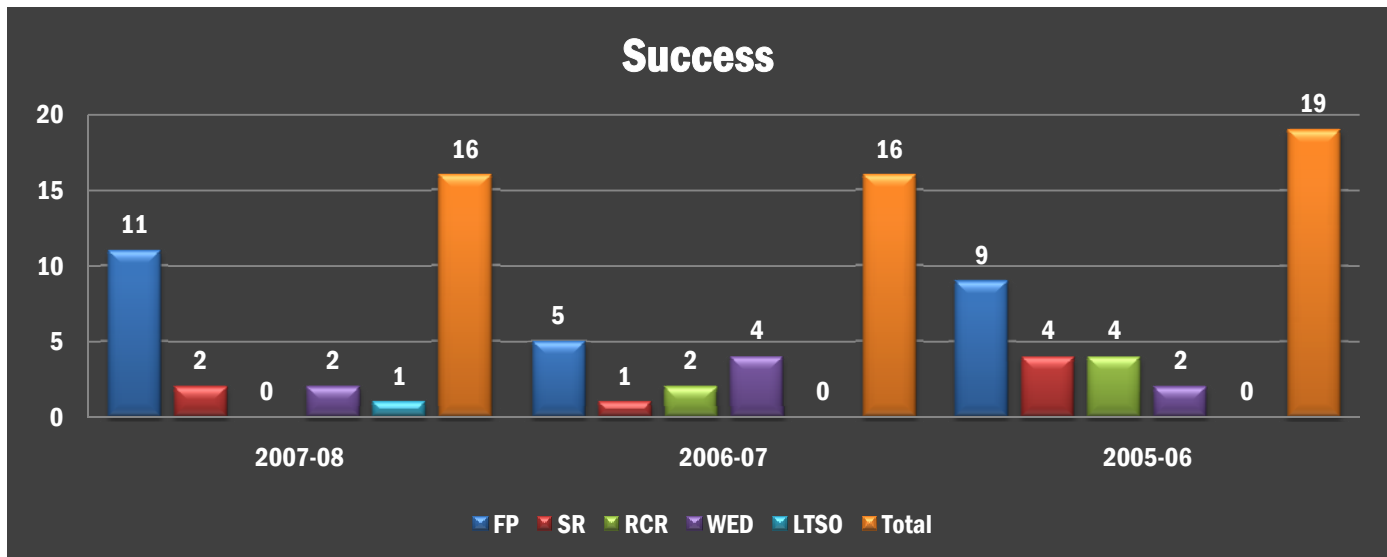
Permanent Program Goals

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

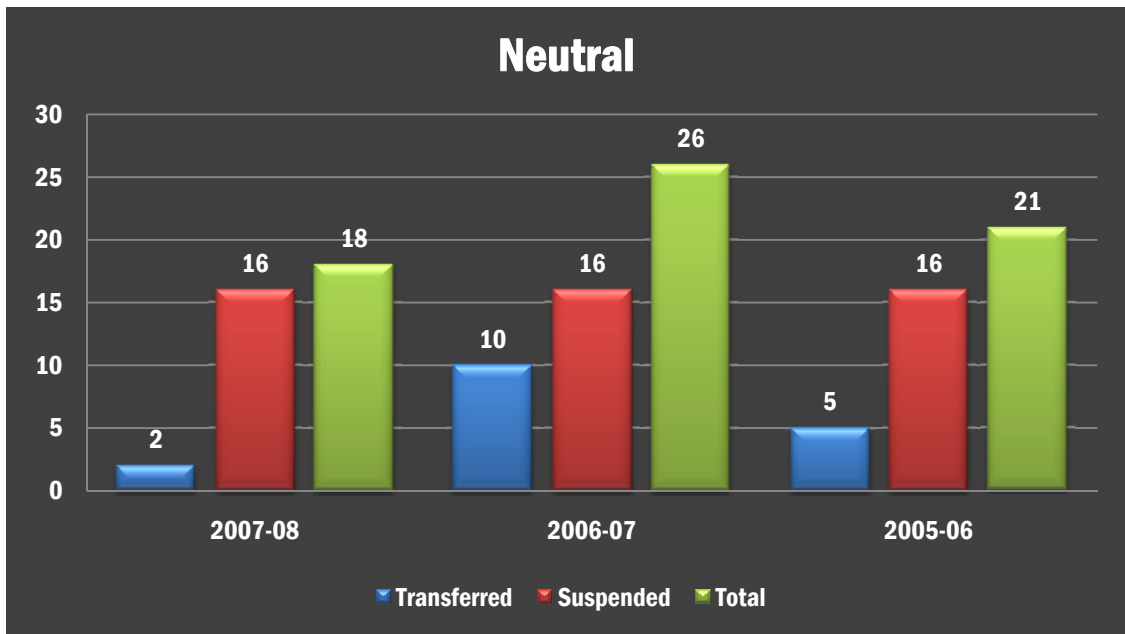
Review of last years goals

| Action | Outcome |
|---|--|
| To attend institutions bi-weekly | This goal was not met as for factors not identified re: lock downs, vacations, info fair attendance. This goal will be modified next year to reflect the obstacles re: bi-weekly institutional visits. |
| To meet 80% of the CARF Standards | This goal has been achieved. |
| To paint and repair bedrooms at Hobden House | This goal is not complete as there are four bedrooms that still need repair and painting |
| Develop a case plan format that can be entered into OMS | The case plan and update has been developed and is being entered into OMS |
| Staff , consumer and stakeholders surveys | The staff and consumer surveys have been completed. The stakeholder's survey was not completed for this year. |
| All staff trained on Comvida | All staff has been trained on Comvida with the exception of the newly hired. New staff is trained on Comvida during their Orientation shifts. |
| All staff to complete BCYHHA training on the Moodle website | This is an ongoing goal as new staff is hired. |
| Revise staff orientation package | This goal is completed and the new orientation package is in use. |
| Landscape grounds | This fiscal year the west side of the facility between the house and fence, running from the front of the house to the back fence was dug up, leveled and landscape material and crushed rock was added. The hedges that surround the front yard have been trimmed and the oversized shrubs along the front walkway have been removed. |
| Attend all New Westminster Parole and CRF meetings | This goal has been attained with Director of Programs and Hobden House Residence Manager in attendance. |
| Completion of staff evaluation on time | Evaluations have been completed but not within the time frames set in our strategic plan. |

Effectiveness, Outcomes and Satisfaction

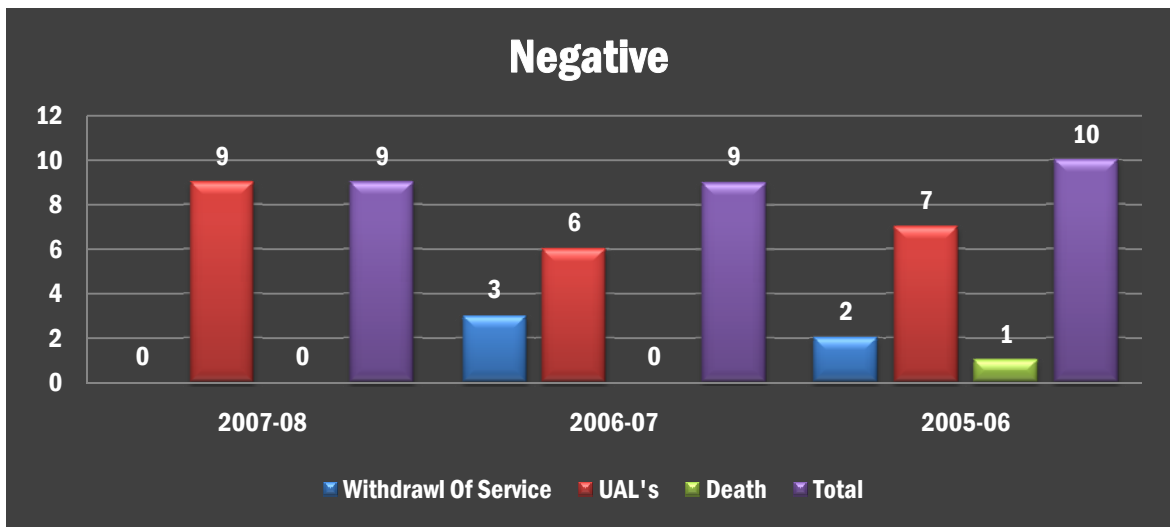


| SUCCESS | 07-08 | 06-07 | 05-06 | %07-08 | %06-07 | % 05-06 |
|----------------|-------|-------|-------|--------|--------|---------|
| FULL PAROLE | 11 | 5 | 9 | 25 | 9.3 | 15.0 |
| STAT RELEASE | 2 | 1 | 4 | 4.5 | 3.7 | 7.0 |
| RCR | | 2 | 4 | ---- | 3.7 | 7.0 |
| WARRANT EXPIRY | 2 | 4 | 2 | 4.5 | 11.1 | 3.0 |
| LTSO | 1 | ---- | ---- | 2.3 | ---- | ---- |
| TOTAL | 16 | 16 | 19 | 36.4 | 26% | 32% |



| NEUTRAL | 07-08 | 06-07 | 05-06 | %07-08 | %06-07 | %05-06 |
|-------------|-------|-------|-------|--------|--------|--------|
| TRANSFERRED | 2 | 10 | 5 | 4.5 | 18.52 | 8.33 |
| SUSPENDED | 16 | 16 | 16 | 36.4 | 29.62 | 26.67 |
| TOTAL | 18 | 26 | 21 | 40.9 | 48.15 | 35 |

The number of suspension cases for 2007-08 (residents who breached one of their Conditions of Release) was 16 suspensions. Of the 16 suspensions 11 suspensions were for breach of abstain conditions (the use of illegal substances or alcohol). One suspension was for deterioration of behavior, 1 for uttering threats, 1 for spousal abuse, 1 accrued new charges and 1 for being apprehended outside of his boundaries. The 5 residents who were suspended for other reasons all have past issues with substance use. One reason for the high amount of suspensions remains the same as for the previous year, that is, Hobden House and the New Westminster Parole Officers are proactive in identifying possible breaches in the resident's condition of release. This proactive approach can assist with correcting a breach by interventions before the resident gives up trying to cope with life or addiction and goes UAL.



| NEGATIVE | 07-08 | 06-07 | 05-06 | %07-08 | %06-07 | %05-06 |
|------------------------|-------|-------|-------|--------|--------|--------|
| WITHDRAWAL OF SERVICES | 0 | 3 | 2 | ----- | 5.56 | 3.33 |
| UAL'S | 9 | 6 | 7 | 20.5 | 11.11 | 11.67 |
| DEATH | --- | --- | 1 | --- | --- | 1.67 |
| TOTAL | 9 | 9 | 10 | 20.5 | 16.7 | 16.7 |

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

Efficiency

- ❖ From April 1st 2007 to March 31st 2008 the representatives of Hobden House screened 537 potential residents
- ❖ Of these inmates 203 were accepted for residency
- ❖ Of these inmates 334 were not accepted to Hobden House
- ❖ The occupancy rate for Hobden House for the fiscal year 2007-2008 was 97.5%, this is a slight rise from last years occupancy rate of 97.3% and within the target set within our strategic plan.

Consumer Satisfaction

This year of the fifteen current residents five returned their Consumer survey or 33%. The residents who completed the 8 question survey rated various aspects of the experience at Hobden House on a scale from 1 to 7 with one the lowest and 7 the highest.

Resident Survey Results Averaged

| Question | 2007-2008 |
|--|-----------|
| What is your level of trust with staff? | 6.2 |
| What is your level of safety at Hobden House? | 6.4 |
| Are you satisfied with staff's ability to address your concerns? | 6.2 |
| Are you satisfied with the meals provided by Hobden House? | 6.8 |
| Are you satisfied with the intervention plan | 5 |

For what do think we can improve one response identified "*hobby equipment*".

For the question what do you think we do well at Hobden? One response stated "*good food and staff*".

For the question of what can we do differently to help you reach your goals? One response was that "*staff are doing what they can to help reach my goals*."

And the final question of please comment on the questionnaire or anything you would like to add. On response "*I would just like to say Thanks. I do appreciate you guys helping me with my concerns, goals and future plans. You all seem to come from the best place when it comes to helping all of us. From the heart thanks for being there for me*"

Employee's Satisfaction Survey

Six members of the Hobden House Team returned the Employee survey out of approximately 10 staff members or 60% return rate.

| | |
|--|------------|
| On a scale of 1 - 5 , with 5 being the highest, how would you rate the following: | |
| Job Satisfaction | 4.1 |
| Personally, how well are you treated by JHSLM | 4.8 |

| | |
|--|------------|
| Please indicate the extent to which you agree or disagree with the following statements in regards to your immediate superior. 1=strongly disagree and 5-strongly agree | |
| Is honest in his/her dealings with me | 4.5 |
| Is concerned about my well being | 4.8 |
| Takes time to listen to me | 5 |
| Does not take credit for my contributions | 5 |
| Gives me fair reviews | 3.3 |
| Is willing to train me | 4.6 |
| Knows what I am doing | 4 |
| Backs me up | 4.8 |
| Tells me where I need improvement | 3.5 |
| Is a mentor | 4.5 |
| Values my work and tells me so | 3.6 |
| Wants me to be part of his/her team | 4.8 |
| Keeps promises made to me | 4.3 |

| | |
|---|------------|
| 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: | |
| job training | 3.8 |
| wages | 3.3 |
| physical environment | 3.3 |
| Quality of equipment | 4.6 |
| problems are quickly and properly solved | 4.5 |

| | |
|--|------------|
| Team Effectiveness : 1 – strongly disagree 5 - strongly agree | |
| Team goals and objectives are clear and well communicated | 3 |
| Participation in program goals is a team responsibility | 4.1 |
| Team members trust each other to be open and honest | 4.5 |
| Team members can count on each other | 4.3 |
| Personal objectives do not get in the way of team effectiveness | 4.1 |
| Team members communicate well with each other | 4.3 |
| Team meetings are focused | 3.5 |
| The right people are assigned to the right tasks | 3.5 |
| Roles and responsibilities for team members are clearly defined | 3.6 |
| If individual team members were asked to list team priorities our lists would be very similar | 3.6 |
| Team members fulfill their commitments | 3.6 |
| Each team member demonstrates a sense of shared responsibility for success of the team | 4 |

As the results show the staff are generally satisfied in the areas evaluated. However, the results also show there are some areas that need improvement (i.e. specifically scores between 3 and 4). In addition the staff was asked the following questions and gave the following responses:

1. What do you like best about working for the JHSLMBC?

- ❖ You are allowed to be yourself & your idea's & opinion carry weight, lots of room for prof./pers. Growth.
- ❖ Their attitudes on the criminal justice system, inmates, relationships and employment are reasonable and supportive. The agency cares about their employees and frequently shows this by the quality of bosses etc.
- ❖ Most employees goals are similar in terms of how to rehabilitate offenders and transition from institution to community.
- ❖ Supervisors/Head Office are very supportive of front line workers.
- ❖ Managerial/Supervisors accept and respect front line workers opinions when making decisions that are relevant to front line workers.
- ❖ Enjoying the people I work with, both the residents and the staff
- ❖ Supportive staff/management.
- ❖ Benefits

2. What areas would you like to see improved at the JHSLMBC?

- ❖ More contact with Manager's to graveyard staff and casuals.
- ❖ More employee training in mental health.
- ❖ It would be nice to bbe able to help residents outside of the house more (i.e. take them to meetings etc.).
- ❖ ComVida training on the first or second day would have been helpful. It has been one month so far, but staff was more than happy to show me.

3. Please make any suggestions for improving team effectiveness.

- ❖ Stay on track with amazing race outside of work activities.
- ❖ It is difficult to give an answer so soon after being employed. I guess just finding ways of keeping staff motivated is always good. One on one meetings between boss and staff or frequent evaluations, things like that that keep staff feeling connected/important. Positive reinforcement and verbal praise maybe?
- ❖ Having more casual workers at staff meetings would improve team effectiveness.
- ❖ Have Team Functions outside of work so that everyone gets to meet each other in a neutral environment.
- ❖ Team activities and a little more communication between shifts.

4. What are the top two things the JHSLMBC could do to foster a better place to work that models a restorative justice approach?

- ❖ Mediation instead of punitive consequences for not doing chores, etc.
- ❖ Have representatives in the community explain what it is with participating offenders.
- ❖ It is difficult to help offenders outside of the house because there is only one staff at a time working.
- ❖ Try to better educate the public on what a CRF is and how it relates to CSC and offenders.
- ❖ Implement an annual sports day or summer softball league between CRF's to encourage clients to be active and included in community events.
- ❖ We are restorative justice, don't mess with a good thing.
- ❖ Getting staff/client out in the community more. All interactions are in the house which is like an institution. Might be nice to see the relationships built inside these houses to extend beyond the house walls and reach within the community.

Seven staff out of ten or 70% completed the survey on violence in the work place. Following are some of the results:

| Violence In The Work Place | |
|--|------------|
| On a scale of 1 to 10 (1=not worried, 10=very worried), how concerned are you about your personal safety at work? | 3.1 |
| On a scale of 1 to 10 (1=not prepared, 10=very prepared), how prepared do you feel you are to handle a violent situation (i.e. physical injury, threat or harassment)? | 5.3 |
| On a scale of 1 to 10 (1=not committed, 10=very committed), how would you rate your employer's commitment to preventing workplace violence? | 8.4 |

When asked what do you consider to be the three biggest risk factors for violence in your workplace, staff stated: 1. Inadequate or ineffective training, 2. Staffing shortages and 3. Overcrowding. The results show, staff feel the employer is committed to preventing workplace violence but needs to improve on making staff feel better prepared to handle violent situations that do occasionally occur.

Analysis

This is the 5th year of statistical information. And we are noticing:

- ❖ The average age of the residents of Hobden House has consistently stayed in the mid to high thirties
- ❖ The amount residents on day parole and stat release with residency have continued to drop.
- ❖ This year saw the total of aboriginal residents drop.
- ❖ It is becoming more common for inmates to attend a treatment program prior to release to the community and this year is the first time statistic for release from a community substance abuse treatment program
- ❖ There is a drop in the number of reported physical health issues and amount of diagnosed and undiagnosed mental health issues remains consistent.
- ❖ This year saw the most full parole release to the community, eleven which is more than double from the previous year of 5 moving to the community on full parole.

Next year's goals

- ❖ To attend institutions at a minimum of 10 visits per fiscal year.
- ❖ To install new flooring in the downstairs east side hobby room.
- ❖ To repaint kitchens and bedrooms.
- ❖ To complete staff, stakeholders and consumer surveys and increase the return rate
- ❖ To complete staff evaluations within set time frames
- ❖ To purchase outdoor furniture.
- ❖ To complete one CARF self-evaluation
- ❖ Decision to be made on whether to implement the CAMS database system.

Tony Kennedy- Residence Manager

Description of Service

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

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 Correctional Service of Canada Vancouver Parole Office with potential clients

screened on a weekly basis. A local community representative reviews all accepted files providing recommendations for community safety and resident success.

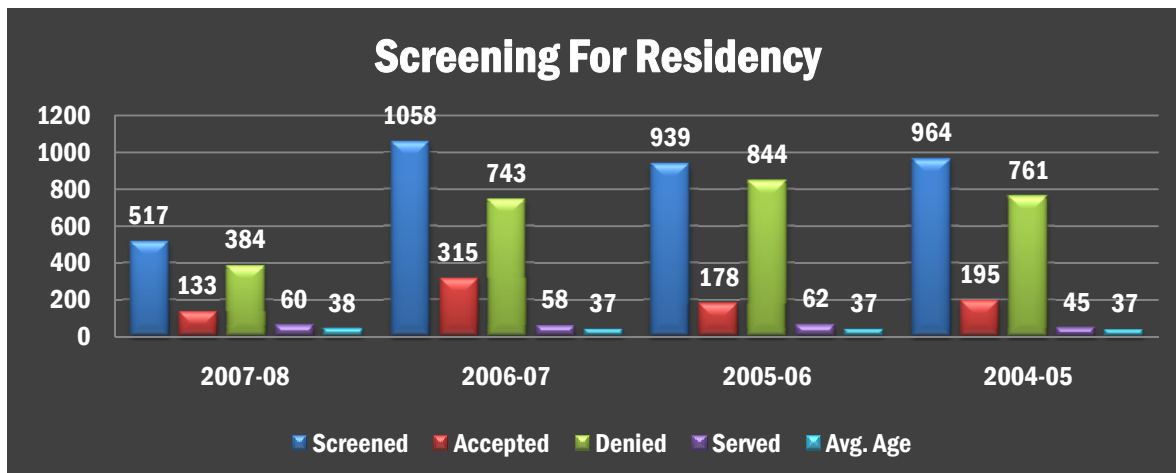
Guy Richmond Place will consider all referrals that meet the following criteria:

- ❖ The resident must be on Conditional Release from a Federal or Provincial Correctional Facility
- ❖ Residents must be accepted to GRP the Consultation Committee after a review of their Correctional File.
- ❖ Must be able to live in a group setting
- ❖ Must have made progress addressing criminogenic factors
- ❖ Must take responsibility for their actions and be motivated to improve his life
- ❖ Must be willing to work with the Case Management Team

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



GUY RICHMOND PLACE CRF

The fiscal year 2007-2008 reduction in referrals was the result of the Vancouver and New Westminster Parole Areas being separated in March of 2007 creating two districts. The total referrals screened by both parole districts were 1054, slightly down from 1058 the previous year.

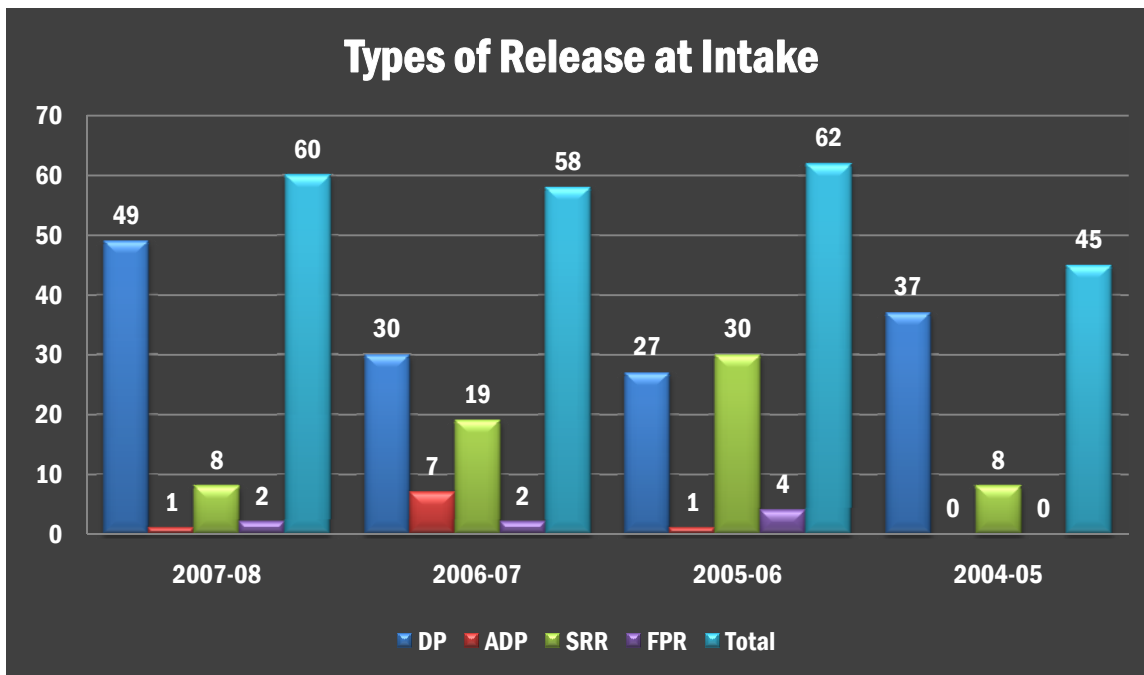
Over the past year Guy Richmond Place had a 93% occupancy rate. This was slightly lower than 2006-2007 when occupancy was at 96% yet greater than 2005-2006 when occupancy was 89.4%. In 2007-2008 the average monthly bed count was 16.8 residents, compared to 2006-2007 at 17.3 and 2005-2006 at 16.1.

GRP provided service to 60 residents and 20 reporting centre clients this year for a total of 80 clients. The number of reporting center clients doubled from 2006-2007. Out of the 20 reporting center clients 2 did not report at all and one

reported 42 times The total of number of visits was 126 with the average number of visits per client being 6.3.

During the 2007-2008 year Guy Richmond Place had 5 residents go unlawfully at large (UAL). In 2006-07 10 residents went UAL and 20 in 2005-06. Analysis of data on individuals who went UAL during the 2007-08 year reflect that all 5 individuals struggled with problematic substance use and were suspected of departing due to this area of need. None of these individuals had a diagnosed mental health issues or suffered or any other documented medical issue. The length of stay at GRP prior to going UAL ranged from 75 days to 2 days, residents going UAL had an age ranging from 26 to 34 years old and were released on the following types of release; 3 on Day parole and 2 on Statutory Release with residency.

| Categories | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 |
|---------------------------------|-----------|-----------|-----------|-----------|
| Total Residents screened at GRP | 517 | 1058 | 939 | 964 |
| Total Accepted | 133 | 315 | 178 | 195 |
| Total Not Accepted | 384 | 743 | 844 | 761 |
| Total Residents Served | 60 | 58 | 62 | 45 |
| Average age | 37.9 | 37 | 37 | 37 |



As the chart shows the majority of residents residing at GRP over the past four years have been on day parole or statutory release with residency. Persons on SRR have decreased in 2007-08 with an increase in residents on day parole.

GUY RICHMOND PLACE CRF

| Category | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 | %07-08 | %06-07 | %05-06 | %04-05 |
|-----------------------------------|-----------|-----------|-----------|-----------|--------|--------|--------|--------|
| Day Parole (DP) | 49 | 30 | 27 | 37 | 81.7 | 51.7 | 43.5 | 82.2 |
| Accelerated Day Parole (ADP) | 1 | 7 | 1 | 0 | 1.7 | 12.1 | 1.6 | ----- |
| Stat Release with Residency (SRR) | 8 | 19 | 30 | 8 | 13.3 | 32.8 | 48.4 | 17.8 |
| Full Parole with Residency (FPR) | 2 | 2 | 4 | 0 | 3.3 | 3.4 | 6.5 | ----- |
| Total | 60 | 58 | 62 | 45 | | | | |

Ethnicity 2007-2008

| Ethnicity | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 | % 07-08 | % 06-07 | % 05-06 | % 04-05 |
|---------------|-----------|-----------|-----------|-----------|---------|---------|---------|---------|
| Caucasian | 38 | 30 | 41 | 23 | 63.3 | 51.7 | 66.1 | 51.1 |
| Aboriginal | 2 | 7 | 7 | 9 | 3.3 | 12.1 | 11.3 | 20 |
| Métis | 3 | 3 | 1 | 2 | 5 | 5.2 | 1.6 | 4.4 |
| Afro Canadian | 1 | 3 | 1 | 1 | 1.6 | 5.2 | 1.6 | 2.2 |
| Indo Canadian | 2 | 1 | 1 | 0 | 3.3 | 1.7 | 1.6 | ---- |
| Chinese | 6 | 5 | 4 | 10 | 10 | 8.6 | 6.5 | 22.2 |
| Vietnamese | 3 | 3 | 0 | 0 | 5 | 5.2 | --- | --- |
| Other | 5 | 6 | 7 | 0 | 8.3 | 10.3 | 11.3 | --- |

Other includes- Fijian, Italian, Portuguese and Mexican

As shown Caucasian remains the largest ethnic group over this four year period. The chart also shows a steady decrease in Aboriginal offenders over the past four years with other groups showing little change.

Releasing Institutions 2007-2008

| Releasing Institutions | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 | % 07-08 | % 06-07 | % 05-06 | % 04-05 |
|------------------------------|-----------|-----------|-----------|-----------|---------|---------|---------|---------|
| Ferndale | 16 | 15 | 8 | 14 | 26.7 | 25.9 | 12.9 | 31.1 |
| Matsqui | 12 | 4 | 12 | 8 | 20 | 6.9 | 19.4 | 17.8 |
| TDU | 9 | 9 | 9 | 6 | 15 | 15.5 | 14.5 | 13.3 |
| RTC | 1 | 1 | 2 | 0 | 1.7 | 1.7 | 3.2 | ----- |
| Pacific | 1 | 2 | 2 | 0 | 1.7 | 3.4 | 3.2 | ----- |
| Mountain | 2 | 3 | 8 | 5 | 3.3 | 5.2 | 12.9 | 11.1 |
| Kwikwexwelhp | 2 | 6 | 1 | 1 | 3.3 | 10.3 | 1.6 | 2.2 |
| Mission | 1 | 5 | 10 | 8 | 1.7 | 8.6 | 16.1 | 17.8 |
| Kent | 0 | 2 | 2 | 3 | ---- | 3.4 | 3.2 | 6.7 |
| William Head | 4 | 1 | 4 | 0 | 6.7 | 1.7 | 6.5 | ----- |
| Out of province | 6 | 10 | 4 | 0 | 10 | 17.2 | 6.5 | ----- |
| Transferred from another CRF | 4 | ---- | ---- | ---- | 6.7 | ---- | ---- | ---- |
| MRTC | 1 | ---- | ---- | ---- | 1.7 | ---- | ---- | ---- |
| North Fraser | 1 | ---- | ---- | ---- | 1.7 | ---- | ---- | ---- |

The chart shows that the majority of residents this fiscal year came from Ferndale, Matsqui and the Temporary Detention Unit with Kwikwexwelhp and Mission intakes declining.

Residents Most Serious Charge at Intake

| Residents most serious charge on intake | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 |
|--|-----------|-----------|-----------|-----------|
| Murder | 9 | 9 | 5 | 6 |
| Manslaughter | 2 | 4 | 4 | 4 |
| Attempted murder | 2 | 2 | 2 | 0 |
| Assault | 3 | 1 | 1 | 9 |
| Sexual offence | 3 | 2 | 6 | 2 |
| Robbery | 9 | 11 | 17 | 28 |
| Fraud | 1 | 3 | 2 | 1 |
| B&E | 6 | 3 | 8 | 4 |
| Theft | 2 | 3 | 6 | 0 |
| Dangerous operation of Vehicle | 1 | 3 | 2 | 2 |
| Position for the purpose of Trafficking | 11 | 9 | 17 | 16 |
| Possession of property obtained by crime | 5 | 0 | 0 | 0 |
| Unlawful Confinement/Kidnapping | 4 | 2 | 1 | 0 |
| Laundering proceeds of crime | 1 | 0 | 0 | 0 |
| Production of controlled substance | 2 | 0 | 0 | 0 |
| Conspire to commit indictable offence | 3 | 2 | 1 | 2 |
| Impaired driving causing death | 1 | 1 | 0 | 0 |
| Transporting human cargo | 1 | 0 | 0 | 0 |
| Arson | 1 | 0 | 0 | 0 |
| Extortion | 1 | 0 | 0 | 0 |

The table depicts the single most serious conviction per resident at time of intake for which they are serving as a current sentence. The majority of residents admitted this year were charged with Murder, Robbery, Trafficking and Break and Enter.

Changes In Service

During the 2007-08 fiscal year GRP operated under the direction of Residence Manager Melissa Howard for 4 months and Acting Residence Manager Tony Kennedy for 8 months.

The JHSLM management team has continued to build on previous years of strategic planning and GRP was successful with meeting most of 2007-08 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.

GRP staff was able to enter case plans using the Offender Management System. This year there was an increase in the amount of training sessions being offered by OMS connectivity, so there has been more opportunity to get new staff trained. As well, OMS connectivity has been efficient in working with staff and management to resolve any problems we may have had.

All new staff complete 16 hours of on line training using the Moodle site. The site has several modules that cover a verity of areas for staff working in a half way house. In November 2007 the Moodle site was updated and now has 6 modules and all new staff is spending 8 hours of training using this site. The feedback from both staff and management is that the site is a useful addition to our training process. Managers are able to mark all assignments and print a certificate of completion.

In 2007 The Correctional Services of Canada divided the Vancouver and New Westminster areas into two separate districts. Now offenders must decide what specific district they want to live in before they leave the institutions and there IPO must put them up for screening for a specific district. So far this has not lead to many significant problems or an increase or decrease in screenings. However, at times a resident will end up at GRP because he was not accepted in an area of his first choice. We sometimes hear a resident say, "I never wanted to come here in the first place I was suppose to go to New West, Kelowna or Vancouver Island but they didn't accept me". These residents usually transfer to another CRF; this may be another reason for the high rate of transfers we experienced this year.

Another change that occurred this year was the National Parole Board now being responsible for Provincial Offenders. The result is all provincial offenders on parole are now supervised by the Correctional Service of Canada. GRP is again accepting provincial offenders for residency. It is difficult to use the same screening criteria for provincial offenders as these referrals have not had access to the same programming as federally sentenced offenders. Provincial Sentences and are less than 2 years. In 2007-08 we had 2 provincially sentenced residents. One resident went UAL after 2 days and the other found employment and housing and successfully completed the program.

Community Needs Assessment

GRP plays an active role in assisting offenders transition from prison to the community. We have responded to 28 letters from offenders writing to us from inside institutions. Often they seek information about services available in Vancouver and how the GRP program is structured. We also attend informational fairs in all the institutions 2 times a year. In addition, a representative from The John Howard Society meets with inmates in the institution up to 26 times a year. We also keep in contact with residents after they have left GRP to live on their own.

Residents of Guy Richmond Place typically face many barriers while re-integrating back into the community from

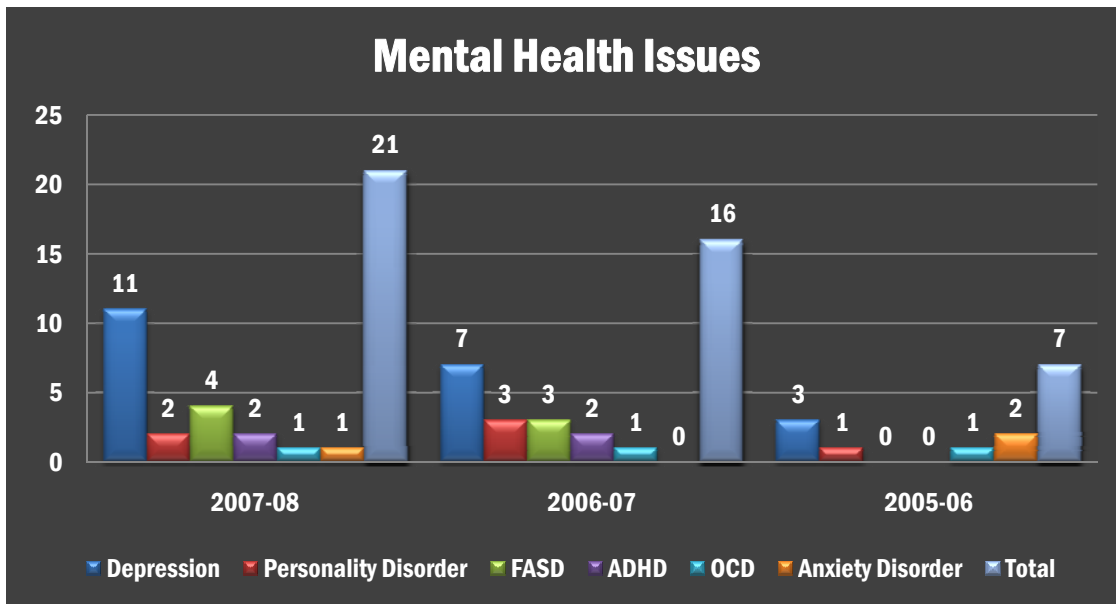
the correctional system. Some of these obstructions include completing taxes, finding employment with limited skills, obtaining medical services, recovering destroyed identification, transportation costs, learning new technology, re-establishing relationships with family and friends. Additional difficulties such as physical, medical and mental health issues continue to challenge clients trying to access limited community services. Upon completion of the program obtaining affordable housing remains a barrier.

The following three graphs show a breakdown of client's medical needs, mental health issues and types of problematic substance use. It should be noted that many clients often suffer a concurrent disorders meaning both a mental health issue and a substance use dependency. Providing assistance for those with concurrent disorders is complex with limited resources and the clients entrenched lifestyle. Guy Richmond place continues expand community resources and partnerships to assist residents with options for treatment for their medical needs. Addressing the dynamic needs of our clients greatly improves their success and community safety.

Medical Physical Issues Faced by residents

| Types of conditions | 2007-2008 | 2006-2007 | 2005-2006 | 2004-2005 |
|---------------------|-----------|-----------|-----------|-----------|
| HepC | 3 | 5 | 10 | 12 |
| HepC/HIV | 0 | 2 | 0 | 3 |
| Hearing Impaired | 1 | 3 | 0 | 0 |
| Sleep Apnea | 2 | 2 | 0 | 0 |
| Diabetes | 1 | 3 | 1 | 0 |
| Crones | 2 | 0 | 0 | 0 |
| Methadone | 4 | 3 | 8 | 9 |
| Substance issues | 27 | 35 | 59 | 32 |
| Kidney Problems | 1 | 1 | 1 | 1 |
| Arthritis | 0 | 0 | 4 | 1 |
| HIV | 1 | 0 | 0 | 6 |
| Heart Problems | 0 | 1 | 1 | 0 |
| Back problems | 1 | 1 | | |
| Eye Ulcers | 1 | | | |

The above chart reflects this past year 45% of our residents had a drug use issue; this is down considerably from the year prior when 60% of residents had a drug issue and the 2005-2006 year when 95% of clients had a substance abuse issue with 71% in 2004-05.



The above chart shows approximately 35% of residents experienced diagnosed mental health or self reported condition during the 2007-2008 year. In comparison 27.6 % of the population from 2006-2007 had a mental health issue and 11.3 % in 2005-2006.

| Mental Health Issues | 2007-2008 | 2006-2007 | 2005-2006 | % 07-08 | % 06-07 | % 05-06 |
|----------------------|-----------|-----------|-----------|------------|--------------|--------------|
| Depression | 11 | 7 | 3 | 18.3 | 12.1 | 4.8 |
| Personality disorder | 2 | 3 | 1 | 3.3 | 5.2 | 1.6 |
| FASD | 4 | 3 | 0 | 6.7 | 5.2 | --- |
| ADHD | 2 | 2 | 0 | 3.3 | 3.4 | --- |
| Obsessive Compulsive | 1 | 1 | 1 | 1.7 | 1.7 | 1.6 |
| Anxiety Disorder | 1 | 0 | 2 | 1.7 | ---- | 3.3 |
| Total | 21 | 16 | 7 | 35% | 27.6% | 11.3% |

Types of Substance

| Types of Substance | 2007-2008 | 2006-2007 | 2005-2006 | % 07-08 | % 06-07 | % 05-06 |
|--------------------|-----------|-----------|-----------|---------|---------|---------|
| Alcohol | 13 | 15 | 13 | 21.7 | 25.9 | 21 |
| Cocaine | 13 | 5 | 5 | 21.7 | 8.6 | 8.1 |
| Heroin | 6 | 8 | 25 | 10 | 13.8 | 40.3 |
| Crack | 1 | 5 | 5 | 1.7 | 8.6 | 8.1 |
| Speed | 0 | 1 | 1 | ---- | 1.7 | 1.6 |
| Crystal Meth | 2 | 2 | 3 | 3.3 | 3.4 | 4.8 |
| Unspecified | 0 | 2 | 1 | ---- | 3.4 | 1.6 |
| All | 0 | 3 | 5 | ---- | 5.2 | 8.1 |
| THC | 3 | 5 | 3 | 5 | 8.6 | 4.8 |
| GBH | 0 | 0 | 1 | ---- | ---- | 1.6w |

GUY RICHMOND PLACE CRF

The above chart breaks down by category the substances identified as problematic. 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 client's Correctional file.

Analysis

This year's data indicates GRP continues to promote success on conditional release. Fifteen residents were granted Full-Parole, four reached warrant expiry and two were departed on statutory release. Thirteen residents transferred to other CRFS. This is double the amount of transfers from previous years and most likely has to do with low risk offenders being transfer out of GRP to make room for higher risk offenders that other CRFs have denied.

The number of suspensions was further reduced again this year. There were only nine and two of these individuals returned back to the program shortly after being suspended. There were a total of 5 UALS this year. Again a significant decrease from previous years, 10 UALS in 2006-07 and 15 UALS in 2005-06.

The overall success of the residents in the program and the decrease in suspensions and UAL's is due to a combination of factors. Guy Richmond offers individualized care and builds healthy relationship with its residents. There is a graduated curfew at GRP this allows the resident to spend more time with the staff when they first arrive and helps the resident feel accepted and integrate into the culture at GRP. The facility is clean and has a home like atmosphere which helps residents feel more comfortable at GRP. This year we continued making improvements to the facility by adding air conditioning a new furnace and several cosmetic improvements. We have undertaken several best practices as we prepare for accreditation including person centred client services, suggestion box, client satisfaction surveys, stakeholder surveys and constant quality improvement. Other factors are that we are reluctant to accept untreated substance abusers and residents with an extremely poor release history. Another factor is that 49 of the 60 residents we had this year were on Day Parole and only 8 residents were on statutory release with a residency clause. In general residents who are on day parole have participated in there correctional plan and are motivated to address their risk factors. Whereas statutory release with residency cases may have done little to address there risk factors and are unhappy with having an imposed residency clause and therefore are more likely to go UAL or get suspended.

The ethnicity of the residents has remained consistent over the past four years and the only significant change is we only accepted 2 aboriginal offenders this year. In previous years we have accepted between 7 and 9 aboriginal offenders.

The majority of our residents came from either Ferndale or Matsqui and this year we had 14 residents come from Matsqui which is the highest number since 04-05 when we had 18 residents from Matsqui. The number of residents from the temporary detention unit has remained consistent at 9 but the number of out of province cases has decreased from 10 last year to only 6 this year.

The most serious charge at the time of intake seems to cover a more diverse range of offences then in previous years. For example, such offences as transporting human cargo, kidnapping, money laundering, extortion and the production of a controlled substance seem to be making an appearance for the first time. The most common offences are trafficking, murder, robbery, B&E, possession of property obtained by crime and assault.

Thirty three of our residents reported that they had no problems with their physical health and the most common concern was substance abuse in which 27 residents expressed concern. Surprisingly only one person said they had a back problem. Another interesting fact is that we only had 1 resident who was officially diagnosed with depression this year as opposed to 7 people last year.

The two most common problematic substances used by residents continues to be alcohol and cocaine followed by heroin. This year we witnessed an increase in cocaine use this compared to previous years and a slight decrease in heroin use. We accepted 27 fewer residents with problematic substance use as compared to 36 in 06-07. But the residents we did accept had the same type of dependencies. UAL's and suspensions were significantly reduced this year as residents were able to apply the new skills they learned and manage their behaviour more effectively.

During the past year Guy Richmond Place screened 517 potential clients and 133 were accepted that means 26% were accepted as potential residents. This represents a slight decrease from the previous year when 30% of screened files were accepted but an increase from the year before when only 19% were accepted. The total number of residents served was 60 and the longest stay was 907 days the shortest stay was 2 days. The average length of stay was a 154 days

Review of Last Years Goals

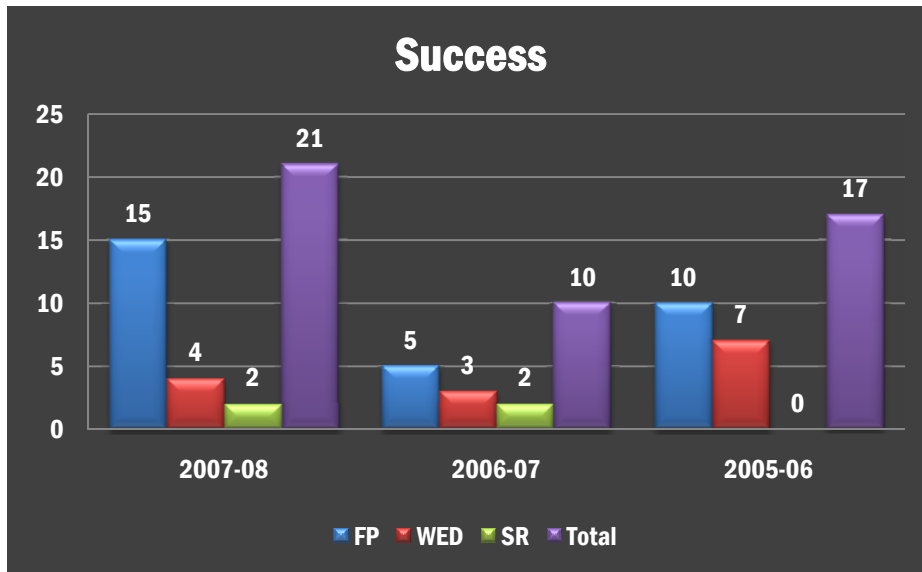
| Action | Outcomes |
|---|--|
| Continue to meet with Vancouver Parole regularly to maintain communication and improve services provided. | GRP has attended all meetings held with CSC this year and continues to use email as a way to communicate. |
| Meet 80% of CARF standards | During the year 2007-08 GRP has completed regular OSH reports, first aid checks, file reviews and self surveys. |
| Complete CSC bi annual program reports | Achieved |
| Complete monthly fire drill/and first aid supplies checklist | We have been checking the first aid kit monthly and have done bi-monthly fire drills |
| Revise staff orientation package | The new staff orientation package is in the finale stages of being completed |
| Work with OMSM External connectivity to enhance services/ security | During 2007-2008 the OMS has been greatly improved. More staff is using OMS; there have been fewer problems with acquiring codes and getting training for staff and better understanding of how to use the system. |
| Replace Kitchen counters/cupboards | This renovation has been put off for the time being as the kitchen is working well it is just that it could look a bit better aesthetically |
| Purchase light covers for all bedrooms | The light fixtures have been bought and installed |
| Install new furnace and air conditioning system | The air conditioning and furnace have been installed |
| Install secondary electricity panel. | Secondary panel has been installed/ new photocopier and printer have been purchased |
| Complete painting of fire escape and back stairs | Fire escape and back stairs has been painted |
| Continue to improve on facilities cleanliness | The facility is clean. |
| Provide training to acting manager | Acting manager was trained and successfully completed the term |
| GRP staff and management to incorporate Com Vida into program human resources, scheduling and statistics | ComVida is now being used for all scheduling and pay roll. |
| Improve collected client statistics | All stats are collected at the end of each month and entered into the Statistics log. |
| Increase number of completed consumer/client satisfaction surveys | This year 12 client surveys were returned. |
| Attend Institutions bi-weekly | We were not able to attend bi-weekly but did attend monthly |
| Facilitate two team building events for staff to participate in and increase staff moral. | We facilitated one event. However moral seems to be good and improving |

Effectiveness and Efficiency :

The program continues to measure the effectiveness and outcomes through individual client's momentum to stay substance free, find employment, continue schooling, reconnect with family, complete correctional planning, gain personal insight and successfully complete their sentence. In addition, GRP screened 517 individuals with screenings completed within the time frames set and had an occupancy rate of 93%.

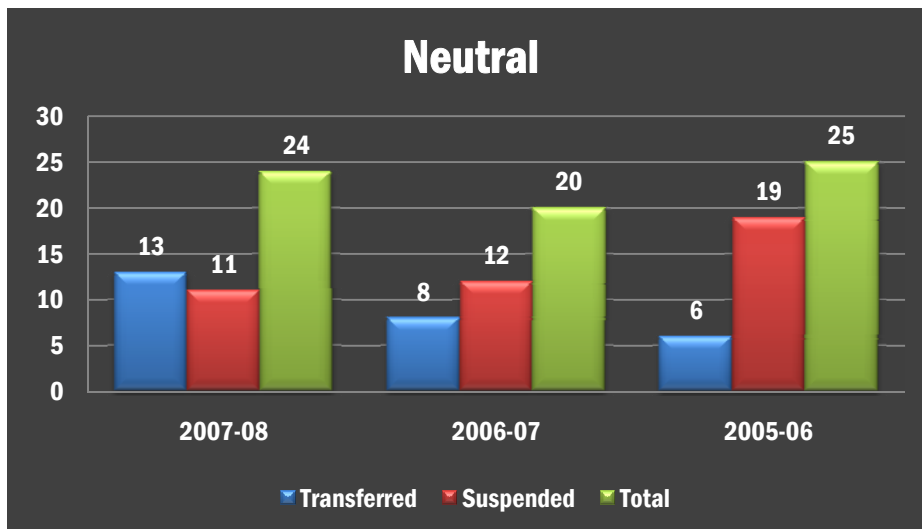
Conditions for departure of residents

| Success | 2007-2008 | 2006-2007 | 2005-2006 |
|----------------|-----------|-----------|-----------|
| Full Parole | 15 | 5 | 10 |
| Warrant Expiry | 4 | 3 | 7 |
| Stat Release | 2 | 2 | 0 |
| Total | 21 | 10 | 17 |



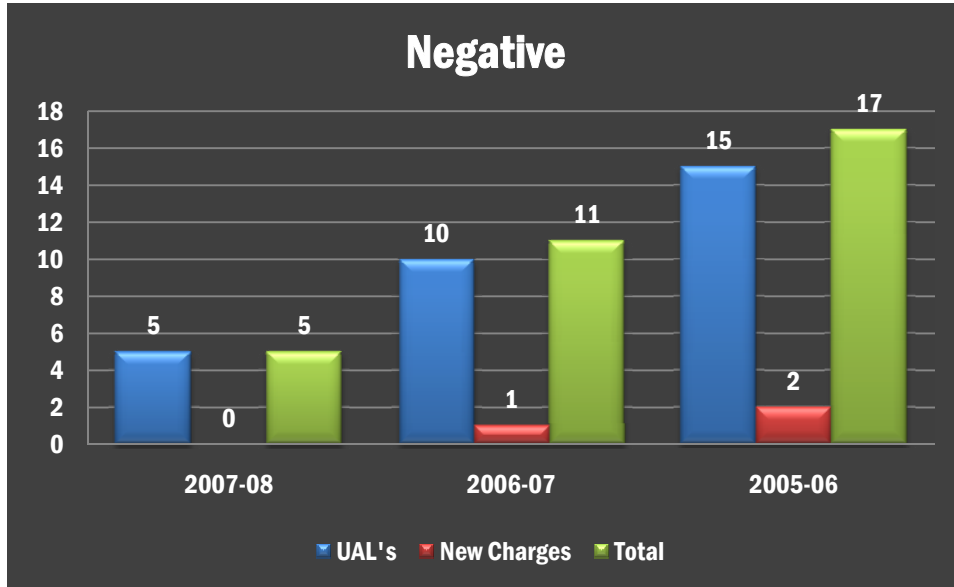
The chart above reflects that 21 residents or 35% of the total residents reached Full Parole, Warrant Expiry or Stat Release and succeeded in transitioning back into the community.

| Neutral | 2007-2008 | 2006-2007 | 2005-2006 |
|--------------|-----------|-----------|-----------|
| Transferred | 13 | 8 | 6 |
| Suspended | 11 | 12 | 19 |
| Total | 24 | 20 | 25 |



GUY RICHMOND PLACE CRF

The chart shows a steady increase over the past three years of residents being successful in meeting GRP program requirements and transferred to another CRF. This year 13 or 22% of residents were successful in meeting GRP program requirements compared to 8 or 14% in 2006-07 and 6 residents or 10% in 2005-06. In addition, suspensions have been declining over the same period. In 2007-08 11 residents or 18% were suspended compared to 12 residents or 21% and 19 residents or 31% in 2005-06. Terms of residence ranged from 2 days to 2.5 years. During 2007-2008 the average resident resided at GRP for 154 days. This statistic reflects an increase in time spent at GRP in comparison to 2006-2007 when residents on average stayed 132 days and significantly higher than 2005-2006 year when residents resided on average for 92 days.



| Negative | 2007-2008 | 2006-2007 | 2005-2006 |
|-------------|-----------|-----------|-----------|
| UAL's | 5 | 10 | 15 |
| New Charges | 0 | 1 | 2 |
| Total | 5 | 11 | 17 |

The above chart shows a steady decrease in UAL rates over the past three years. This year 5 residents or 8% went unlawfully at large compared to 10 residents or 17% in 2006-07 and 15 residents or 24% in 2005-06. In addition, there was a steady decrease in residents over the past three years having new charges.

Consumer Satisfaction

Residents were asked to rate the categories below on a scale of 1 to 7 with 1 being the lowest score and 7 the highest. Resident Survey Results have been averaged.

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

This year 12 resident surveys were completed and returned. Although the sample is small it appears that we are doing a good job at meeting the needs of our residents and they seem satisfied.

Residents have reported in their discharge questionnaire that some of their goals were to complete CSC programming, save money, secure employment, reintegrate into the community and stay drug free. They also report that they were able to achieve all of these goals while at GRP. Goals that were ongoing were such things as buying a car, finishing school and saving money. Supports needed once they were on their own included such things as psychological counselling, friends, work and parole officer support. Program benefits included housing, life stability, job placement skills, goal setting skills, health and identification obtained and staff support. What they did not like in the program were call in procedures, curfews and weekend pass restrictions. Residents also did not like having shared rooms. Residents said the one thing residents would tell new residents is to "take it slow and work with staff" and "be patient and stay focussed".

GRP staff and management look forward to working with partners, stakeholders and clients during the 2008-09 year to continue try and improve our practice and find efficiencies so that all those impacted by our program see excellence.

Next Years Goals:

- ❖ To attend the institutions at least 10 times during the year.
- ❖ Complete all staff evaluations on time.
- ❖ Meet 100% of CARF standards in preparation for accreditation.
- ❖ Complete consumer, stakeholder and employee surveys and increase the return rate.
- ❖ Decide whether to adopt the CAMS database system.

Jennifer Hirsch- Residence Manager

Description of Service

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

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

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

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

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

Admission Criteria

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

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 offence.
- ❖ The adult is at risk of victimization 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 four Community Living individuals lived at Vancouver Apartments, one was female and the other three are males. All individuals are of Asian descent, three Chinese and one Vietnamese.

Changes in Service

The past year we have been focusing more on adapting the way we provide service to predict a change that is needed or may occur in the future. An example of this is we supported two individuals at Vancouver Apartments who forged a relationship and may move out together in the future. Vancouver Apartments recognized that these individuals required a program that increased their opportunities for independence at the same time working on their relationship. Another example we recognized is that some individuals do not fit into the current programs that are available in the community due to their high needs and level of functioning. Therefore we are in the process of creating a day program within our current program offering individuals more opportunities to explore new things that are available in the community with more 1:1 support.

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. This past year we had another VA resident transition into Miller Block Apartments after seven years living at Vancouver Apartments.

Initially this individual moved to his parents residence and received outreach support but circumstances left him homeless. We are also in the process of transitioning another Vancouver Apartments resident into the Miller Block Apartments in June 2008.

This past year the Manager of Vancouver Apartments and Community Living BC Quality Assurance Analyst have improved the communication barrier that was faced in the beginning stages of the transformation. The manager attends regular meetings scheduled every six weeks with CLBC liaison, e-mails, and regular phone contact to discuss updates on clients and programs.

Community Needs Assessment

A change 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. There is an immediate need for individualized funding with two of our current residents at Vancouver Apartments. These individuals require a plan of support that is unconventional to the supports that are currently in place in the community. The challenges that have been faced in regards to receiving individualized funding is that it is only available to those who are very high on the priority list. This list involves a point system based on immediate needs. Therefore individuals that may receive individualized funding are those in immediate crisis situations. This becomes challenging for those individuals who are doing very well in their programs but are looking for less structured environments to accommodate their changing needs.

Vancouver Apartment program makes every effort to adapt its structure to meet client's needs, in an attempt to foster independence and determination. The awareness of one particular gap in existing services became increasingly apparent this year. There is a need for housing and support for individuals with a disability that are in a romantic relationship. The resources available for relationship counseling and other services are extremely challenging to access. This is where individualized funding would be

advantageous to the individuals who may require support with their disability and working on a healthy romantic relationship. This year we decided to adapt our program to accommodate a couple in a relationship to live in the upstairs apartments with minimal support. They were responsible for shopping, cooking, paying rent, and cleaning. The goal was to establish a more realistic environment to prepare them to live in the community. It was also mutually agreed upon that they would only pay the rental portion and it was their responsibility to budget their finances for food and miscellaneous. This change in programming was very challenging for the staff, other residents and the dynamic of the overall program at Vancouver Apartments. It was difficult to foresee the outcome of implementing a less structured program within the confines of an existing more structured program at Vancouver Apartments.

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 behaviors, as well as a time to learn and practice new skills for independence. Vancouver Apartments focuses on what the resident does successfully and believes that the resident can achieve unique solutions to 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.

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 07 | July 07 | Oct 07 | Jan 08 |
|--------|----------|---------|--------|--------|
| 1 | 181 | 173 | 172 | 172 |
| 2 | 160 | 151 | 156 | 156 |
| 3 | 184 | 184 | 171 | 183 |
| 4 | - | - | 146 | 146 |

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 fluctuations in scores due to a few clients who have had a few minor setbacks this year resulting from struggling to balance work, time management, relationships, domestic responsibilities or behavioral concerns.

Over the last year Vancouver Apartments has maintained an average 75% occupancy rate, and currently have been at 100% occupancy rate since July 2007. Additional indications of successful achievement of outcomes are that staff has been able to provide a safe environment for the residents, community and staff members. The incidents that were reported this past year involved a client's aggressive behavior, physical abuse, inappropriate behaviors in the community. Each incident was handled in an appropriate manner. The outcome from these incidents resulted in lost privileges and mandatory anger management therapy. The results are as follows:

| Client Served | MCFD Incident Reports | In-House Incident Reports | Reasons |
|---------------|-----------------------|---------------------------|---|
| 1 | 2 | 2 | Physical violence; disclosure of physical violence; aggressive posturing; aggressive behavior towards staff |
| 2 | 0 | 4 | Inappropriate behaviors in the community ie. Flashing private parts |
| 3 | 0 | 0 | No incidents |
| 4 | 1 | 0 | Disclosure of physical violence |

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 one new referral. This referral process was handled within the time frame outlined; the client was accepted under the condition that protocols were in place prior to his move in date. The client had difficulty with the process of leaving his family home and eventually was admitted to the hospital for assessment. 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 individual responded in regards to what Vancouver Apartments does well, "To reach a higher level and do more activities often, also the group meetings help me reach my goals." The feedback that was received included more group outings; learn more cooking, shopping and safety. 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:

Client Outcome Questionnaires

| Questions | 2007-2008 | 2006-2007 | 2005-2006 |
|--|-----------|-----------|-----------|
| Level of hope for the future | 6.5 | 4 | 5.5 |
| Level of trust with staff | 6.5 | 6.3 | 5.5 |
| Level of safety at VA | 7 | 6.3 | 6.5 |
| Staff's ability to address your concerns | 6.25 | 6 | 5 |
| Your ability to live independently | 4.75 | 4 | 6 |

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

An agency stakeholder survey was sent out in March 2008. Only ten surveys were sent out this year and seven were returned (70%). The results show that there was an increase in response rate this year from 36% in March 2007 to 70% response rate in March 2008. The reason for this increase may have resulted from surveys being sent out to stakeholders whom had direct contact with our clients this reporting year. Also, the accessibility of completing the surveys on-line may have also contributed to the increase in response rate. 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 | 2007-2008 | 2006-2007 | 2005-2006 |
|--|-----------|-----------|-----------|
| To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner? | 6.9 | 6.6 | 6.5 |
| How satisfied are you with the JHSLM? | 6.84 | 6.3 | 6.4 |
| In light of your experience, please rate the accessibility of our program for your son/ daughter or clients. | 6.75 | 6.6 | 6.5 |

VANCOUVER APARTMENT

Some comments and additional feedback included: “I really appreciate the perseverance of staff to work through difficult situations”, “JHS staff is represented with high level of professionalism and expertise. They liaise with community professionals with competence and continue to impress myself.”, “I appreciate a fast response from this agency to my requests for service. I would love to see an increase in home share families to place CLBC clients with”. Some of the feedback that we received in the report from CARF surveyors this year was that “funding sources have good relationships with the organization and a clear understanding of its strengths and staff members are committed to quality services, often going above and beyond as needed”.

Employees at VA were asked to complete an employee satisfaction survey of the program at Vancouver and their overall experience with the organization. Twelve out of fourteen surveys were submitted this year with an 86% response rate. The following is an example of types of questions that appeared on the survey and a comparison to the last 3 year’s results:

| On a scale of 1 - 5 , with 5 being the highest, how would you rate the following: | 2007-2008 | 2006-2007 | 2005-2006 |
|---|-----------|-----------|-----------|
| Job Satisfaction | 4.13 | 3.9 | 4.0 |
| Personally, how well are you treated by JHSLM | 4.42 | 4.2 | 4.5 |

| 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: | 2007-2008 | 2006-2007 | 2005-2006 |
|--|-----------|-----------|-----------|
| job training | 3.66 | 4.1 | 3.7 |
| physical environment | 3.83 | 4 | 4.2 |
| problems are quickly and properly solved | 3.5 | 3.7 | 4.1 |

| Team Effectiveness : 1 – strongly disagree 5 - strongly agree | 2007-2008 | 2006-2007 | 2005-2006 |
|--|-----------|-----------|-----------|
| Team goals are well communicated | 3.71 | 3.8 | 4.0 |
| Team members communicate well with each other | 3.63 | 3.6 | 3.8 |
| Roles and responsibilities for team members are clearly defined | 3.96 | 4.3 | 3.8 |
| Team members can count on each other | 3.71 | 4 | 4.1 |
| Each team member demonstrates sense of shared responsibility for success of the team | 3.54 | 3.8 | 3.9 |

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 “everyone feels comfortable expressing his/her view points and everyone cares” Another employee responded what s/he liked best about working at JHSLM is the “Competent management; clear job description and expectations; wonderful and challenging client base, program flexibility”.

The results also indicated that there are opportunities for personal growth and job mobility within the agency, as well as improvement in the area of purchasing an agency vehicle, better wages, faster follow through on generally agreed upon change that needs to be implemented from time to time and merging services with outreach program . One employee suggested “Create more in-house programming that enable staff to teach our residents real life skills that go beyond everyday life skills.” The team atmosphere at VA has shown improvement over the years but continues to strive to improve team effectiveness. Job training, clearly defined roles and responsibilities, and team building events continues to be priority in moving forward.

ANALYSIS

Review of last year's goals

| Action | Outcomes |
|---|---|
| Increase client's level of independence - 75% of the residents will increase their scores on the AFI by at least 3 points. | This goal was difficult to measure because there are many extenuating circumstances that resulted in the fluctuation of scores. This year scores fluctuated due to behavioral challenges and changes within the program. The goal for next year is to develop and implement a new tool for measuring outcomes that will address these barriers we have faced over the reporting year. |
| Maximize its occupancy through visits and placement - Vancouver Apartments will maintain a minimum occupancy rate 75% each quarter. | As of July 2007 Vancouver Apartments has maintained a 100% occupancy rate. |
| Referral to Vancouver Apartments will be handled in a timely manner. The manager will interview all referrals to VA within two weeks of receipt of documentation. | Vancouver Apartments had one referral in April 2007; the client was admitted to the hospital prior to intake and took several months before he was ready to transition into Vancouver Apartments. |
| Ensure consumer surveys are reviewed and evaluated with client participation. Also to ensure they are completed two times a year. | This was completed in March 2007 and March 2008 and minor revisions were made to the outcome questionnaire. The questionnaires were completed only once this year due to manager turnover and changes in the program. |
| Ensure stakeholder surveys are revised if necessary with stakeholder input and completed bi-annually | There was no feedback that was received this year in regards to survey revisions. This year Stakeholder surveys were available on survey monkeys website improving our accessibility, therefore our response rate. Vancouver Apartment receives informal feedback on an on-going basis from stakeholders. |
| 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. | The Vancouver Apartments team accomplished a few team building exercises this year, the challenge that we faced in team meetings was the need to utilize our time with issues and concerns regarding clients and programming. This year we met our goal of offering at least five training opportunities for team members. For example, workshops on epilepsy, FAS, boundaries, computer training, shop steward, cognitive behavioral interventions, aging and developmental disability, mental health, NVCI and first aid. |
| To review and revise if necessary current forms for programming, in accordance with CARF standards and recommendations. | All necessary forms were revised and updated in accordance with CARF standards. We also updated our website, brochures, casual orientation package, and client handbook. |
| To make changes to in-house programming to improve our quality of services and meet the individual needs of our client. | Our in-house programming changed drastically this year when we allowed a romantic relationship to live within our current program to provide opportunities for increased independence and working on relationship. |
| To develop a transitional plan for clients leaving our services for more independent living that includes budgeting, housing, programming and life skill support. | This goal was not achieved this year because the residents currently in the program required different supports to increase their independence. The goal for the following year is to have a transition plan in place with the support of a facilitator from Community Living BC. |
| Develop a social recreational program at the apartments that would involve group outings to community events, cultural festivities, sport days, library outings, camping, and hiking. | This year we accomplished our goal of having monthly outings or events. See below. |
| To further develop and implement the Individual Care Network Program. To recruit appropriate care providers to support individuals in our program. | This year we received several referrals for ICN's contracts but unfortunately we did not have the time or resources to accomplish this goal. |
| Quarterly audits of all files to ensure quality standards. | Quarterly audits were accomplished most of the year and it was decided that this would continue on a semi-annual basis in the future. |

In June 2007 we were awarded our second three- year CARF accreditation certificate. The staff team continues to work diligently to ensure that the program is in accordance with international quality standards. Staff and management perform quarterly file audits, ensure security of client information, and maintain personnel files, staff evaluations, outcome surveys, and building maintenance. The past year we have continued to update and review our current forms and handbooks to reflect the changes in our program.

Vancouver Apartments has also emphasized group activities within the program to encourage social interaction amongst peers instead of 1:1 outings with key workers. Vancouver Apartments residents went on a harbor cruise, PNE outing, snow tubing and go-carting this year as a group outing. This has always been a challenge faced at Vancouver Apartments due to different levels of functioning. Vancouver Apartments made an effort to celebrate cultural events to honor and appreciate cultural diversity. This year Vancouver Apartments hosted Sports Day, Chinese New Year, Christmas, and Halloween parties for residents at VA, Outreach and Miller Block. Two clients also participated in weekly pottery classes at a local community center. It is an ongoing goal to facilitate different group activities to encourage social interaction amongst peers.

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 levels fluctuates during certain periods therefore reflected in the scores. There have been challenges using this measuring tool due to very different levels of functioning amongst our current clients living at Vancouver Apartments. The goal next year is to develop a tool to measure outcomes based on person centered planning. Overall, it has been a success and clients are now able to better understand the areas 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. Two of our clients have maintained employment in the community. One continues to attend a day program. One client attends Douglas college electronics program. Two of these clients are able to menu plan and grocery shop independently, with minimal supervision preparing meals as measured by the adaptive functioning index; two others have made significant progress

in this domain and are knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. Two individuals that required 24hr staff supervision this year had opportunities to go for short daily walks independently with some success.

Efficiency

Community Living BC referred one new client to Vancouver Apartment this year, one of which resulted in a lengthy intake process due to the readiness of the individual. Vancouver Apartments displayed flexibility in transitioning this individual to the program and was willing to incorporate or implement what was needed for this individual to have a smooth and successful transition.

This year Vancouver Apartments had a few challenges with medication administration, several medication error forms were completed because an individual refused her medications seven times this year. Administering medication to this individual has been very difficult and many different approaches were taken to rectify the situation. Currently we have two clients who are administered medication daily by staff. The third individual self administers his own medication with only one error to report. 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. It was discussed openly at a house meeting to provide a forum for discussion regarding the questions on the outcome questionnaire and individually with house manager. This year the clients were satisfied with the questions on the outcome survey and chose not to make any changes. The resident manager met with each individual to discuss the outcome of the survey and for feedback regarding programming and staff. 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 2008 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. CLBC representatives commended the agency for flexibility

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

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

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

Next Year's Goals

- ❖ Increase client's level of independence – revise and implement a new tool to measure outcomes.
- ❖ Maximize 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.
- ❖ 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.

- ❖ Develop day programming for residents who do not have access to day programs due to level of functioning that would involve group outings in the community, recreational activities, art and crafts,
- ❖ Semi-annual audits of all files to ensure quality standards.
- ❖ Facilitate two team building events for staff to participate in and increase staff morale.
- ❖ To complete all staff annual evaluations on time this year.
- ❖ To increase our Individual Care Network program with one new referral.

Summary

This year, the program has seen a significant amount of change: the new model of service delivery was fully implemented, working with individuals with a developmental disability and involved in a romantic relationship living in a 24hr staffed residential home; more higher needs clients and an attempt to establish a support network for disabled individuals who are gay and lesbian that was met with little response. The program and its staff continue to respond to new situations with creativity and flexibility to ensure our clients' needs are best being met.

This year we were awarded with our second Three-Year Accreditation Certificate. In the survey summary, CARF surveyors acknowledged that the organization makes adaptations in the way we provide services when it predicts change coming. The example they acknowledge was supporting two people in a romantic relationship to increase their independence in our residential program to prepare them to move into the community together in the future. CARF also mentioned that the “staff are committed to quality services, often going above and beyond as needed”, and “persons served and funding and referring agencies express a high degree of satisfaction for services provided. It is apparent that the needs of the persons served are being met and that there is significant impact on the quality of life through services offered”. Some of the recommendations in the CARF summary report for service delivery are the following, review consumer rights and responsibilities annually, all service plans should include specific, measurable objectives and consent forms for holding money and medications.

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.

Jennifer Hirsch- Residence Manager

Description of Service

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

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

provided on an as-needed basis. Outreach support is available to tenants eight hours per day. The building is staffed with one full-time outreach worker and one 2/5 worker.

Admission Criteria

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

- ❖ 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 or may be at risk of victimization of by crime.
- ❖ 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 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 34 people living independently. The Vancouver Apartments outreach program served 21 clients, an increase of three clients since last year. The Miller Block outreach program served 13 clients. The following are breakdowns of the gender, ethnicity and disability type:

Vancouver Apartments Outreach:

Gender

| Gender | 2007-2008 | % 2007-2008 | % 2006-2007 | % 2005-2006 |
|--------|-----------|-------------|-------------|-------------|
| Male | 12 | 57% | 55.5% | 68% |
| Female | 9 | 42.9% | 44.5% | 32% |

Ethnicity

| Race | 2007-2008 | % 2007-2008 | % 2006-2007 | % 2005-2006 | % 2004-2005 |
|---------------|-----------|-------------|-------------|-------------|-------------|
| Caucasian | 12 | 57% | 55.6% | 63.5% | 55.5% |
| Asian | 2 | 9.5% | 16.7% | 9.25% | 5.5% |
| Aboriginal | 4 | 19% | 16.7% | 18.25% | 28% |
| Vietnamese | 0 | 0% | 0% | 4.5% | 5.5% |
| Indo-Canadian | 3 | 14.3% | 11.1% | 4.5% | 5.5% |

These statistics indicate that 43% of the clients are from Non-European backgrounds.

OUTREACH PROGRAM

Miller Block Outreach:

Gender

| Gender | 2007-2008 | % 2007-2008 | % 2006-07 | % 2005-2006 |
|---------|-----------|-------------|-----------|-------------|
| Males | 9 | 69% | 53.8% | 55.5% |
| Females | 4 | 31% | 46.2% | 44.5% |

Ethnicity

| Race | 2007-2008 | % 2007-2008 | % 2006-07 | % 2005-2006 |
|-----------------------------|-----------|-------------|-----------|-------------|
| Caucasian | 7 | 54% | 53.8% | 66.5% |
| Aboriginal | 3 | 23% | 23% | 22% |
| Aboriginal/Jamaican/African | 0 | 0% | 7.6% | 11.5% |
| Hispanic/Honduran | 0 | 0% | 7.6% | - |
| Chinese-Canadian | 1 | 7.7% | 7.6% | - |
| East Indian | 1 | 7.7% | - | - |
| Aboriginal/Caucasian | 1 | 7.7% | - | - |

These statistics indicate that 54% of clients at Miller Block are from Non-European backgrounds.

Disability Type

The different disability types of 34 clients in both Outreach programs are as follows:

Disability Type

| | 2007-2008 | % 2007-2008 |
|---|-----------|-------------|
| Developmentally delayed | 33 | 97% |
| Cognitive functioning disability | 1 | 3% |
| Fetal alcohol syndrome (FAS) | 3 | 8.8% |
| Schizophrenia | 1 | 3% |
| Vello-cardio-facial syndrome | 1 | 3% |
| Drug and alcohol addiction | 2 | 6% |
| Attention Deficit Hyperactivity Disorder (ADHD) | 1 | 3% |
| Depression | 1 | 3% |
| Diabetes | 1 | 3% |
| Miotonic Dystrophy | 1 | 3% |
| Hearing Impairment | 1 | 3% |
| Heart Disease | 1 | 3% |
| Paranoid schizophrenia | 1 | 3% |
| Post-traumatic stress disorder | 1 | 3% |
| Epilepsy | 1 | 3% |
| Dyslexia | 1 | 3% |
| Tourette's syndrome | 1 | 3% |
| Head injury | 1 | 3% |
| Cerebral Palsy | 1 | 3% |
| Fragile X Syndrome | 1 | 3% |
| Schizoid affective | 1 | 3% |
| Autistic Savant | 1 | 3% |
| Autism | 2 | 6% |
| Down syndrome | 1 | 3% |
| Memory loss | 1 | 3% |
| Asthma | 1 | 3% |

Changes In Service

This year the outreach team moved from Vancouver Apartments basement office to a new office called Community Services that is located across the street from the administration office. This new office provides outreach clients opportunities to access community service resources, internet and social networking.

The past two years the effects of the structural changes to Community Living British Columbia continue to be realized within the Miller Block outreach program. Due to the shift away from case management referrals were fewer and took longer to process than in recent years. This is evidenced in the decrease in number of clients referred to Miller Block, no wait list for referrals and the difficulties in filling vacant shared suites with CLBC clients, resulting in one of the 12 reserved suites being rented to a non-CLBC tenant and one shared suite with a high turnover.

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. The referral and intake process 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. There is still confusion in regards to roles and responsibilities of CLBC staff and service providers.

This past year we had a former Vancouver Apartments resident move into the Miller Block apartments as he was on the verge of homelessness. The challenge we faced during this transition is our awareness of the needs and limitations of this individual. We recognized that this individual did not have the skills to live independently, but we recognized an opportunity to support a former client that needed a safe environment to live. This individual has been living at Miller Block for almost a year and has been thriving more successfully than was anticipated.

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.

In the past year we have recognized that our aging population requires more support than our current programs can provide. There is a need for affordable housing with staff support for aging individuals who require medical and physical support. A plan has been developed with CLBC to support one particular individual in our services but the wait time has been longer than anticipated.

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.

OUTREACH PROGRAM

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 21 clients (a increase 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 for an entire year, the outreach team achieved last year's goal of maintaining a minimum 80% caseload. Since its opening in December of 2005 Miller Block has maintained an occupancy rate of nine CLBC clients, with some turnover. This year vacancies took longer to fill however we maintained an occupancy rate of ten to eleven clients (83% - 92%), with some turnover. The turnover in tenants this year was as follows:

- ❖ Two tenants moved in after being referred by CLBC. One client moved in and then decided to live with her family and moved out. The other client had difficulty living independently and moved back to his hometown where he had family support.
- ❖ One tenant moved back with her family in Calgary.
- ❖ One tenant moved from Vancouver Apartments into the Miller Block.

Twelve 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. This year also resulted in a lack of referrals that were appropriate candidates for independent living in a shared suite. Another challenge we faced this reporting year was finding appropriate referrals for shared suites. Not only did we receive very few referrals but we also had the challenge of matching the referrals with current tenants that were already living in the adjoining suites. Therefore we had an unoccupied suite for a few months. To remedy the on-going concerns we decided to move a current tenant into a shared suite because there was already a relationship formed with the adjoining tenant.

Consumer Satisfaction

A total of 21 clients completed the March Consumer Satisfaction Survey, 16 from Vancouver Apartments outreach and five from Miller Block. Clients rated their satisfaction with various aspects of the program on a scale of one to seven (one indicating the lowest level of satisfaction and seven the highest). The initial results indicated that these clients were generally satisfied with the service. Many of the comments that consumers stated on the survey were they enjoyed all the activities and events. Several mentioned they like that outreach workers take them to doctor's appointments and shopping. One consumer stated that the outreach program has allowed her to make friends. A few consumers requested more hours with their outreach worker, more outings and to get rid of the bed bugs. The following is an example of the survey and a comparison from previous years' results:

| Question | April 2008 | April 2007 | April 2006 |
|--|---|---|---|
| Today, how serious is your disability that brought you to the outreach program? | Miller Block: 2.8 V.A. Outreach: 4.4 | Miller Block: 3 V.A. Outreach: 6 | Miller Block: 4 V.A. Outreach: 4.9 |
| What is your level of hope for the future? | Miller Block: 5.2 V.A. Outreach: 5.47 | Miller Block: 6.2 V.A. Outreach: 6.1 | Miller Block: 5.3 V.A. Outreach: 5.2 |
| Your level of trust with the staff is: | Miller Block: 5.8 V.A. Outreach: 6.53 | Miller Block: 6 V.A. Outreach: 6.5 | Miller Block: 6 V.A. Outreach: 6.6 |
| How satisfied are you with staff's ability to address your concerns? | Miller Block: 5.4 V.A. Outreach: 6.44 | Miller Block: 6.6 V.A. Outreach: 6.2 | Miller Block: 6.7 V.A. Outreach: 6.3 |
| Are you satisfied with the supports that are provided with your outreach worker? | Miller Block: 5.4 V.A. Outreach: 6.375 | Miller Block: 6.4 V.A. Outreach: 6.3 | Miller Block: 6.7 V.A. Outreach: 6.3 |
| Your ability to live independently is: | Miller Block: 5.8 V.A. Outreach: 5.56 | Miller Block: 6.8 V.A. Outreach: 6 | Miller Block: 4.7 V.A. Outreach: 4.6 |
| Are you satisfied with the life skills you are learning to be more independent? | Miller Block: 6.4 V.A. Outreach: 5.7 | Miller Block: 6.6 V.A. Outreach: 5.8 | Miller Block: 6.9 V.A. Outreach: 5.7 |

OUTREACH PROGRAM

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

| | 2007-2008 | 2006-2007 |
|---|-----------|-----------|
| How satisfied are you with the group activities offered at Miller Block (i.e. cooking, bowling, movie night)? | 6.2 | 6.2 |

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

Analysis

Review of Last Year's Goals

| Action | Outcomes |
|--|---|
| Maximize caseload through referrals. Outreach will maintain a minimum caseload of 80% based on the number of hours assigned to each worker by CLBC. | The Outreach program has maintained a 90-100% caseload this past year. Referrals have been completed in a timely manner and CLBC receives updated summary reports available outreach hours on a monthly basis. |
| Complete stakeholder and consumer surveys bi-annually. | It was decided that the agency will complete stakeholder surveys and consumer surveys only once a year. The goal for the upcoming year is to make surveys more accessible to access throughout the year on-line. This year stakeholder and consumer surveys were completed in March 2008. |
| Increase clients level of independence. Clients will achieve 75% of the goals set by them and the social worker during intake. | The outreach team has supported clients in achieving many of their goals this year, whether it is maintenance, improving socialization or attending medical appointments. |
| Develop group activities with outreach clients that may include community events, cultural events, and sport activities. Where possible, open these activities to both VA Outreach clients and Miller Block clients to provide more opportunities for increased social networks. | This year the Miller Block and the outreach team collaborated and implemented activities for bowling, movie night, cooking group, Vancouver symphony, football & baseball games, bingo nights, BBQ's, swimming and museums. |
| Outreach workers will interview all referrals to the program within two weeks of receipt of documentation. | This goal has been met with both outreach and Miller Block. |
| Improve staff training in areas of programming and developmental disabilities. | This year the outreach staff participated in training workshops that involved Aging and Developmental Disabilities, epilepsy, FAS, boundaries, two-day workshop on mental health. One outreach worker is currently attending a nine week workshop on mental health / developmental disabilities offered by Fraser Valley Mental Health. Another outreach worker attended the BCACL conference in Prince George and attended workshops focused on supports for people with developmental disabilities. Additionally, all outreach staff updated their Non-Violent Crisis Intervention and First Aid certification. |
| Invite staff to identify areas of training that would be beneficial, and develop a strategic plan to provide appropriate training opportunities. | A strategic plan was created and implemented this year although minimal feedback was received from the staff. The staff was asked to identify areas of improvement during their annual evaluations. Staff have expressed interest in several opportunities that was presented to them this past year. |
| Improve team performance. | This has been difficult this past year due to scheduling conflicts with outreach. The team day that was scheduled was postponed and rescheduled in June 2008. |
| Establish a positive working relationship with other community agencies to support our clients in their progress towards community integration. | The feedback that manager has received from community professionals has been positive. The staff's hard work and dedication was recognized and voiced at meetings and informally with manager. |

OUTREACH PROGRAM

Commission on Accreditation of Rehabilitation Facilities surveyors evaluated our services on June 7th & 8th of 2007 and awarded us with our second three-year accreditation certificate. The outreach team 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.

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; this process has improved from last year due to regular meetings and contact with our CLBC liaison. Both outreach workers have maximized their caseload this past reporting year. The outreach program will continue to improve our response rate and maximize client caseload for the outreach program through continued collaboration with CLBC through regular meetings with the liaison analyst for the JHSLM to provide in-depth updates, review and renew contracts as appropriate, and to discuss potential vacancies in advance.

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

to screen prior to vacancy to provide more time to make an appropriate assessment of the individual.

Consumer Satisfaction

This year the stakeholder satisfaction survey was issued in March 2008, via e-mail and mail. The response rate was 70% this year was a significant improvement from previous year with a response rate of 36%. The surveys this year were targeted to stakeholders that had contact with our clients during this reporting year. The consumers responded with an overall satisfaction with the program services rating of 6.84 out of 7, with 7 being complete satisfaction. This is an increase from March 2007 overall satisfaction rate of 6.6.

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

Next Year's Goals

The following goals are similar to those established last year:

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

OUTREACH PROGRAM

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

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

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 one change in staff this year in one of the Vancouver Apartments outreach positions that occurred in June 2007. The outreach team has remained dedicated and hard-working, and continues to work enthusiastically with clients and community stakeholders. There were several changes to the Miller Block staff outreach team as one worker moved into the VA Outreach position. The 2/5th position at Miller Block had two staff turnovers this reporting year due to staff finding alternative employment.

There was one incident this year at Miller Block where one of the residents was verbally threatened by a former tenant of the building. The individual contacted the police; the case appeared before the court and was eventually dropped due to lack of evidence. The former tenant was given a restraining order within a few mile radius from the individual and Miller Block Apartments. In our outreach program one of our long term clients passed away from natural causes.

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 that we received this year and implementing change when needed. 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.

Melanie Jarvis – Outreach Program

Description of Service

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

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

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

The Outreach staff assists tenants with life skills to help them move forward in their lives. Following are some of the areas the Outreach Worker provides assistance with:

- ❖ Budgeting and Money Management – assistance with monthly budgeting to pay for bills and save money as well as opening a bank account.
- ❖ Nutrition and Food Preparation – assist in food purchasing and preparation as well as menu development for healthy meals.
- ❖ Health Management – assisting individuals attend with medical appointments and health concerns.
- ❖ Recreation and social opportunities – support and encourage activities that build community and positive relationships as well as afford wellness.
- ❖ Social Skills – role model positive behavior and assist individuals to better manage conflict, develop and maintain friendships.

Admission Criteria

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

- ❖ Tenants must be on Conditional Release.
- ❖ At risk of homelessness due to disabilities or marginalization.
- ❖ Are able to live independently.
- ❖ Qualify for income assistance or whose income is within the government's definition of low income.
- ❖ Willingness to work with the Outreach Worker to achieve personal goals.
- ❖ Clients can be male or female.
- ❖ Clients may have mental health concerns.
- ❖ Clients may have medical concerns.
- ❖ Clients may have substance issues.

Tims Manor is not appropriate for:

- ❖ Individuals actively using drugs.
- ❖ Clients need to be ambulatory, the housing project is not wheelchair accessible.

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

Population Served

From the time of opening in November 2007 and year end March 31st 2008, Tims Manor Outreach program has supported 14 clients referred by The Correctional Service of Canada. All 14 clients were male and on Statutory Release. All were Caucasian, three were on Methadone and 13 of the 14 had a history of substance use. One of the 14 suffered from a Mental Illness. The average length of tenancy for CSC tenants was 45 days. There was a total of three UAL's and four suspensions. In addition, four of these 14 clients have since moved to another residence and four of the 14 still remain at Tims Manor.

Tenancy Statistics:

| | Nov 2007 | Dec 2007 | Jan 2008 | Feb 2008 | Mar 2008 |
|-----------|-------------|-------------|-------------|-------------|-------------|
| Total CSC | 0 | 6 | 8 | 9 | 6 |
| Non-CSC | 2 | 4 | 6 | 6 | 6 |

Changes in Service

Within the first few months of operation, several tenants encountered challenges around substance use. These tenants came from Kinghaven Treatment Center and were in the early stages of recovery, relapsed and were suspended or went unlawfully at large.

Community Needs Assessment

The need for affordable housing has become increasingly apparent in recent years. New resources to address issues related to homelessness were needed. The Provincial Homelessness Initiative was launched in 2004 to assist with this need. This Initiative has allowed for more low income housing with support services for people who are homeless or at risk of homelessness; people with mental health, medical and addiction issues. This housing project developed by The John Howard Society of the Lower Mainland of BC in partnership with BC Housing allows individuals to move away from temporary shelters to long-term, stable housing where their needs can be better met.

The tenants at Tims Manor are not only in need of affordable housing, but also face other barriers to finding housing, such as discrimination based on their criminal record and not having any rental references. For some of the tenants, they come to Tims Manor straight from a Correctional Institution. Without Tims Manor they would have to live in a temporary shelter.

Program Goals

- ❖ Enhance the independence, dignity, personal choice and privacy of the persons served.
- ❖ Support and encourage individuals to participate in activities that build community and positive relationships.
- ❖ Support activities that keep individuals safe.
- ❖ Provide individuals who are at risk for homelessness with safe, stable, affordable housing.
- ❖ Advocate for individuals.

Review of Last Year's Goals

Due to the fact that this program is a new one and has only been operating since November 2007, a review of last year's goals is not applicable.

Effectiveness and Efficiency

The goal of the Outreach Program at Tims Manor is to assist individuals in acquiring life skills in a safe and stable environment so that they can live meaningful lives and become contributing members of society and feel that they are a part of the community at large. Together the individual and Outreach Worker develop a personal plan which outlines their goals and progress towards these goals.

There has been a high turnover in CSC tenants at Tims Manor. From November 2007 – March 2008, Tims Manor Outreach has served 14 clients, 10 of which are no longer residing at Tims Manor.

- ❖ Three individuals went UAL (connected to drug use)
- ❖ Four individuals were suspended (for drug use) and returned to custody
- ❖ Two moved in with their girlfriends
- ❖ One moved to be closer to his work location

Consumer Satisfaction

The feedback from the tenants has been positive. Tenants have stated they feel fortunate to have the opportunity to live in a supportive, safe environment. If they did not have this opportunity to live at Tims Manor, their only other option would have been a homeless shelter or a crowded recovery house or worse, on the streets. It proves to be especially difficult to find affordable housing when an individual is on Income Assistance. The Ministry of Employment and Income Assistance provides approximately \$620 a month to those in need of assistance for all monthly expenses including rent. At Tims Manor, the rent is only \$372.50 including all utilities and cable, making it affordable for individuals with such a limited income.

For those individuals coming directly from a correctional facility or who are new to the area, they appreciate the support the housing complex provides. Comments received from these individuals were that they felt they wouldn't have been able to make that transition due to a lack of resources and community support.

Analysis

It is difficult to analyze the effectiveness of the Outreach Services at Tims Manor as it has only been open for a few months.

Within the first 30 days of tenancy a personal plan is developed with each individual and the Outreach Worker. These plans, are developed by the individual based on his/her diverse needs and abilities that they feel they need assistance with in order to live a pro-social life style and have a good quality of life.

Due to the fact that the Tims Manor Outreach Program is a new program and is still developing, consumer satisfaction surveys were not completed. This will be a goal for next year and will be reported in next year's annual report.

Next Year's Goals

- ❖ Increase occupancy through referrals and pro-active recruitment. From Nov - Mar the average monthly occupancy was 10.6 out of a possible 20.
- ❖ Complete stakeholder and consumer surveys annually.
- ❖ Improve communication and working relations with the Abbotsford Parole Office.
- ❖ Increase contact with the supervising Parole Officer as a multi-disciplinary team member
- ❖ To recruit a volunteer and or practicum student for extra support to the tenants.
- ❖ Decrease the turn-over of tenants (UAL's, Suspensions).
- ❖ To increase and establish a network with other community agencies to expand the support each person can access.
- ❖ To improve the Outreach Worker's ability to work in the areas of Mental Health and addictions through training.
- ❖ To increase group activities amongst tenants to assist in building a sense of community.
- ❖ To increase awareness of Tims Manor and the Outreach Program with our community partners such as M2/W2, Link, Abbotsford Community Services and Kinghaven.
- ❖ To keep more accurate statistics for analysis.
- ❖ To develop a brochure for the program.

Summary

Tims Manor Outreach Program has experienced some changes during this reporting period. We plan to better measure the effectiveness of the program over the next year to ensure the quality of our service meets the satisfaction of our consumers and stakeholders.

Louise LaFleur – Program Coordinator

Description of Service

The John Howard Society of the Lower Mainland manages a large and diverse volunteer and practicum student program.

The Volunteer and Practicum Student Program provides community members with an opportunity to gain valuable work experience while assisting; those who have been in contact with the criminal justice system, individuals that have been impacted by, or are at risk for involvement with the criminal justice system, those who are transitioning into the community from federal and provincial institutions, individuals with developmental disabilities and persistent mental health conditions, and those who pose a risk for homelessness.

Admission Criteria

Volunteers normally perform 3 to 7 hours a week of service for the agency. Practicum students can choose between full-time or part-time hours, depending on the guidelines determined by their learning or academic institution. Volunteers and practicum students undergo an interview process and criminal records check before being accepted into the program. At the time of the interview potential volunteers and practicum students can ask questions, learn about agency's programming, and meet staff.

Population Served

The Volunteer and Practicum Student Program, is reflective of the diverse populations we serve. Volunteers and practicum students come from the community and bring with them a multitude of talents, skills, and abilities. We encourage community members and students needing to fulfill practicum hours to contact the Coordinator of Community Services to discuss opportunities within the agency. All that is required is a desire to assist individuals while operating within the core values of the John Howard Society of the Lower Mainland.

Community Needs Assessment

The Volunteer and Practicum Student Program provides valuable support to those who have been in contact with the criminal justice system, those who have been impacted by, or are at risk for involvement with the criminal justice system, individuals who are transitioning into the community from federal and provincial institutions, individuals with developmental disabilities and persistent mental health conditions, and those who pose a risk for homelessness.

The John Howard Society of the Lower Mainland recognizes the valuable role that volunteers and practicum students play in the smooth and effective operation of our programs. Their enthusiasm and passion help define the agency as a leader in the community and increase the overall success of the organization.

Members of the community, both those who have had experiences with the criminal justice system and those who have not, benefit from the wide range of services and programs that are assisted by volunteers and practicum students. Each time a volunteer and/or practicum student has a successful interaction with a client, they are contributing to a stronger and safer community.

The Volunteer and Practicum Student Program provides community members with the opportunity to assist individuals who have been impacted by the criminal justice system. Learning and academic institutions value the experience and specific instruction the agency provides their students.

Program Objectives

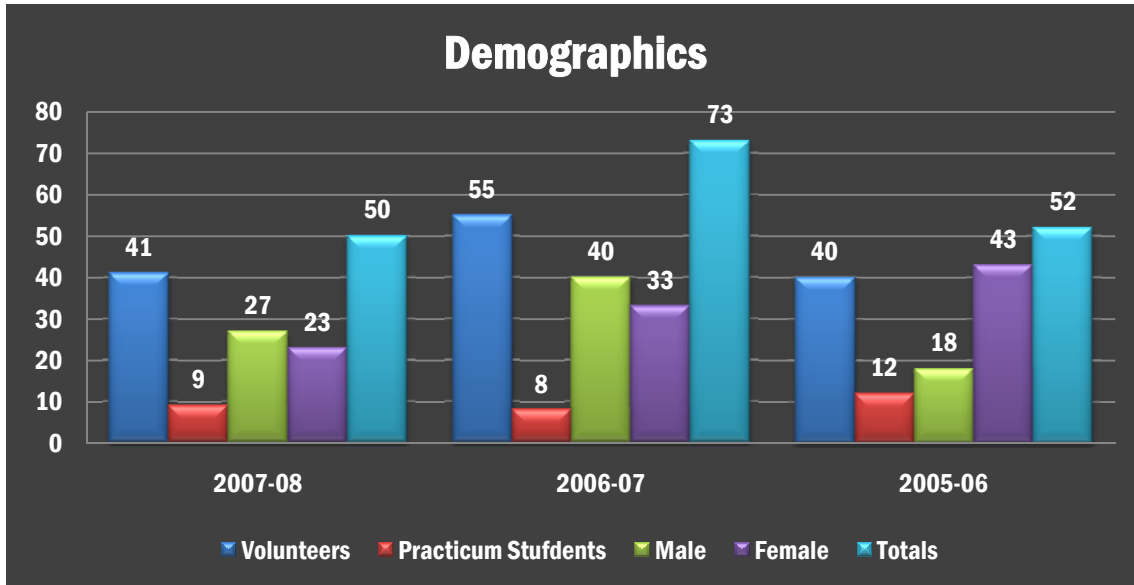
- ❖ Provide community members with the opportunity to assist individuals who have been impacted in some way by the criminal justice system.
- ❖ Offer students an opportunity to gain practical knowledge and work experience consistent with their areas of interest
- ❖ Recruit volunteers and practicum students that reflect the diverse population that we serve
- ❖ Provide opportunities for volunteers and practicum students in all programming

Review of Last Year's Goals

The following is a review of last year's goals and progress:

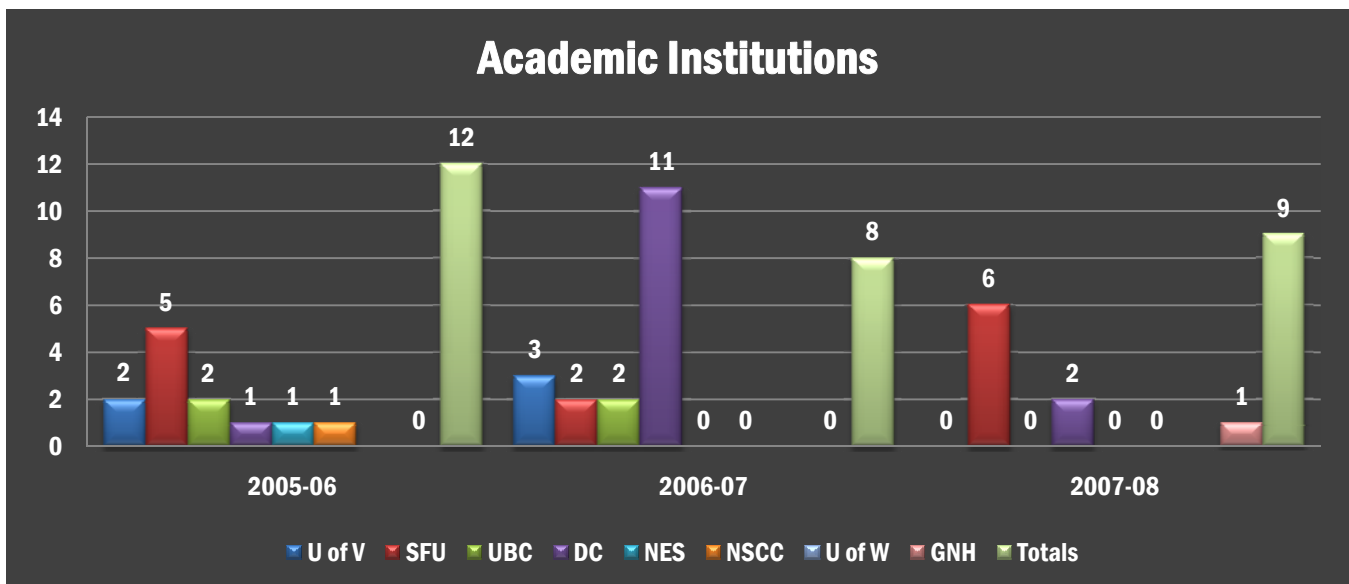
1. Record the demographics of our practicum students and volunteers.

This goal was fulfilled. We can tell at a glance the gender, and age of our volunteers and practicum students. They represent a wide spectrum of ages, genders, and ethnic origins. This goal will continue to develop over time as we identify new opportunities for volunteers and continue to identify unique needs within the agency.



2. Record the length of placements, the referring learning and academic institutions, and the number of students that stay on to volunteer and/or become employed by the agency.

The majority of our placements were referred through Simon Fraser University's Criminology Program, two from Douglas College, and one from a Community Based Employment Program. Of the 9 practicum placements completed, 4 have remained with the agency as either volunteers or have transitioned into paid staff.

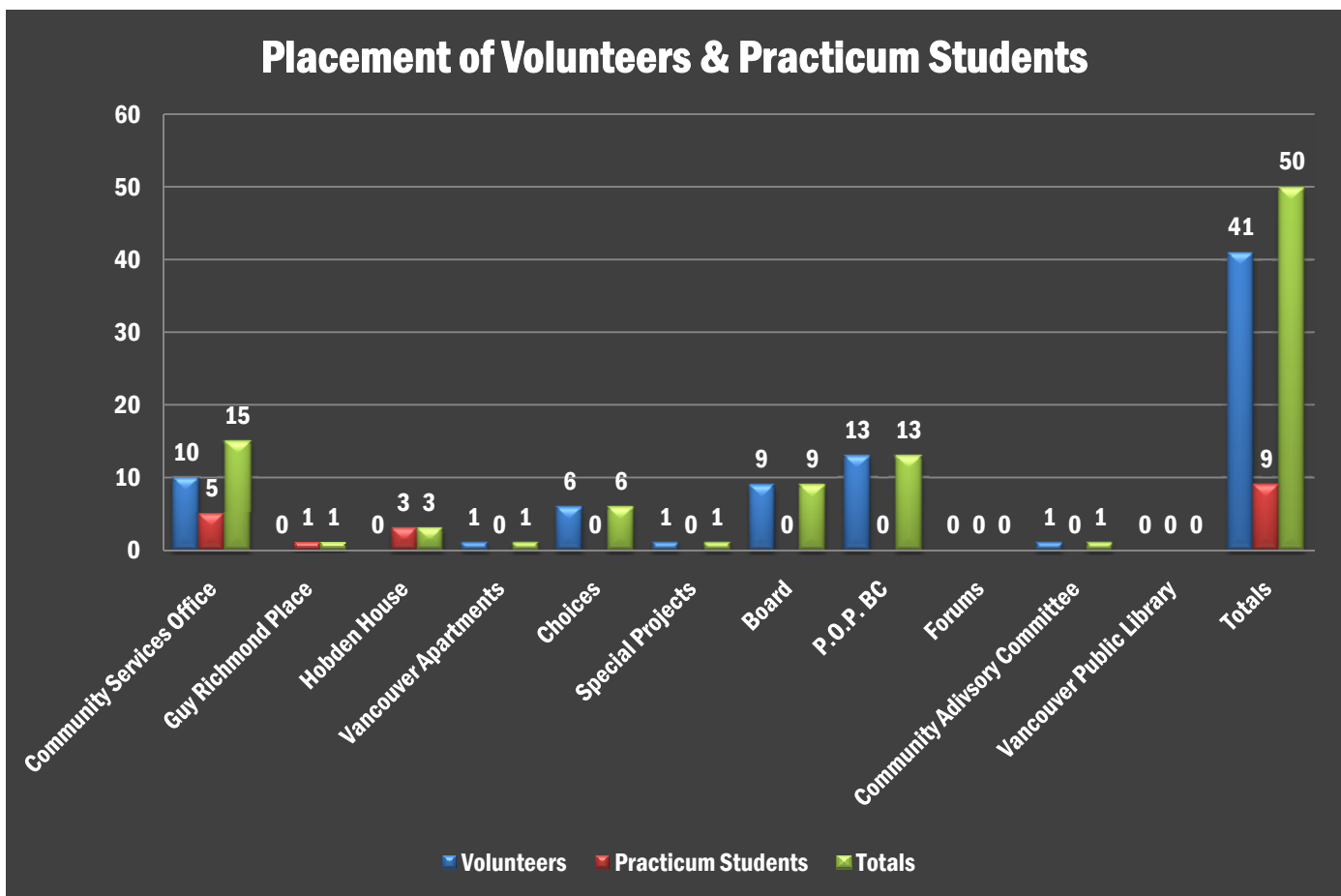


VOLUNTEER & PRACTICUM STUDENT PROGRAM

| Academic Institutions | 2007/2008 | 2006/2007 | 2005/2006 |
|--|-----------|-----------|-----------|
| University of Victoria (U of V) | 0 | 3 | 2 |
| Simon Fraser University | 6 | 2 | 5 |
| University of British Columbia – School of Social Work | 0 | 2 | 1 |
| University of British Columbia – Arts Co-op Program | 0 | 0 | 1 |
| Douglas College | 2 | 1 | 1 |
| Native Education Society | 0 | 0 | 1 |
| Nova Scotia Community College | 0 | 0 | 1 |
| University of Windsor – School of Social Work | 0 | 0 | 0 |
| Gordon Neighbourhood House | 1 | 0 | 0 |
| TOTAL | 9 | 8 | 12 |

3. Place at least two practicum students in each program.

Although we had several students in the Community Services program, and were successful in placing more than two students in CRF Hobden House, we did not place students into Guy Richmond or in the Vancouver Apartments. In the case of Guy Richmond Place this goal was not reached because on two occasions the identified practicum students were ineligible for enhanced reliability security clearance that is required by all federal halfway houses. In these instances the students completed their practicum placements in the Community Services Office.



VOLUNTEER & PRACTICUM STUDENT PROGRAM

| 2007/2008 | Volunteers | Practicum Placements | Totals |
|------------------------------|------------|----------------------|-----------|
| Community Services Office | 10 | 5 | 15 |
| Guy Richmond Place | 0 | 1 | 1 |
| Hobden House | 0 | 3 | 3 |
| Vancouver Apartments | 1 | 0 | 1 |
| Choices | 6 | 0 | 6 |
| Special Projects | 0 | 0 | 1 |
| Board | 9 | 0 | 10 |
| P.O.P. BC | 13 | 0 | 13 |
| Forums | 0 | 0 | 0 |
| Community Advisory Committee | 1 | 0 | 1 |
| Vancouver Public Library | 0 | 0 | 0 |
| | | | |
| Totals | 41 | 9 | 50 |

4. Host a volunteer and practicum student appreciation event each year

The John Howard Society held an exciting, well attended volunteer and staff appreciation dinner on February 28, 2008, at Howie's Bistro in Burnaby. The incredible efforts and contributions of the agency's volunteers and practicum students were recognized and celebrated.

Data and Analysis

Effectiveness Outcomes

2007 - 2008 saw many changes to the Volunteer and Practicum Student Program. The agency realized its goals of increasing community involvement through volunteer and practicum student support. As well, volunteers and practicum students alike helped shape our community profile. Today, we have contact with more community service providers than ever before. This has translated into more schools referring more students to us.

Our goal as an agency is to provide effective and rewarding placements to both volunteers and students.

Efficiency

Potential volunteers and practicum students are advised to view the agency's website to determine which program they are most suited for. At the time of the interview potential volunteers and practicum placements are asked to submit a resume and references. At the interview, paper work for a

Criminal Record Check and/or an Enhanced Security Clearance Request Form is completed. Candidates have an opportunity to ask questions, learn more about agency programs and meet staff.

Customer Satisfaction

Volunteers and practicum students gain valuable work experience that can translate into paid employment, increased labour market viability and a broader understanding of available opportunities. Many of our volunteers and practicum students become employees of the agency or begin working for other service providers delivering complementary services.

Next Year's Goals

- ❖ Expand the volunteer and practicum student services currently offered by the agency through strategic recruiting efforts, program development and community engagement.
- ❖ The Volunteer and Practicum Student Program will begin logging the numbers of hours volunteers contribute each month so careful planning around resources, efficiency and need can ensue.
- ❖ To create and maintain a stable, diverse, and effective roster of volunteers and practicum students
- ❖ Host a volunteer and practicum student appreciation dinner to recognize individual volunteer efforts and thank volunteers for their ongoing support.

Volunteers

The following people volunteered with the John Howard Society during the 2007/2008 fiscal year. Each has demonstrated exceptional service through their commitment to their communities, and to individuals in need of assistance. We thank them for donating their time and talents that help define our agency as a leader in the community.

Garry Johns
Dr. Boris Gorzalka
Fred Conradsen
Elaine Allan
Tony Nguyen
Doug Lang
Edward Scott
Jennifer
David Hibbard
Kelly
Sashwat Koirala
Barry
Sashi Kumar
Megan
Stuart Forsyth
Carolyn Kline
Pamela Smith Gander
Sabrina Chang
Dave Phillips
Jonathan Levitt
Jake McCullough
Karen Gill
Jean
Ashley Froment
Jenn
Ryan Follack
Joan Braun
Ian Camp
Sara Dewar
James Mandelin
Laura Glover
Ron Carpenter

Charlie Chung
Shelley Johnson
Mima Preston
Michael Johnson
Niegel Kirby
Jayce Henderson
Anthony Cardinal
Irna Witt
Diane Sowden
Jack Cooper
Jim Mandelin

Practicum Students

The following people completed a practicum placement with the John Howard Society within the 2007/2008 fiscal year. We thank them for giving their time and talents that help define our agency as a leader in the community.

Sarah Becker
Kyle Davis
Jason Chan
James Nicholson
Tatiana Sakouyan
Helen Gill
Pearce Richards
Shianne Kauhaussen
Lauren Gill
Sebastian Olaru

CHOICES AND CONSEQUENCES PROGRAM

Louise LaFleur – Program Coordinator

Description of Service

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

The Choices and Consequences program is delivered inside mainstream and alternative schools, youth detention centres, colleges, universities, and community groups, often in a classroom setting, by speakers who share personal stories of how they came into contact with the criminal justice system. Most Choices and Consequences speakers have served lengthy prison sentences and talk about the harsh realities of life behind bars.

Some youth are pressured by friends to experiment with drugs. Others are targeted by gangs or pimps who want to recruit young people into their organizations to carrying out illegal activities. Choices and Consequences speakers discuss the pivotal moments in their lives, when they felt

pressured to experiment with drugs, or commit illegal activities, that resulted in prison sentences.

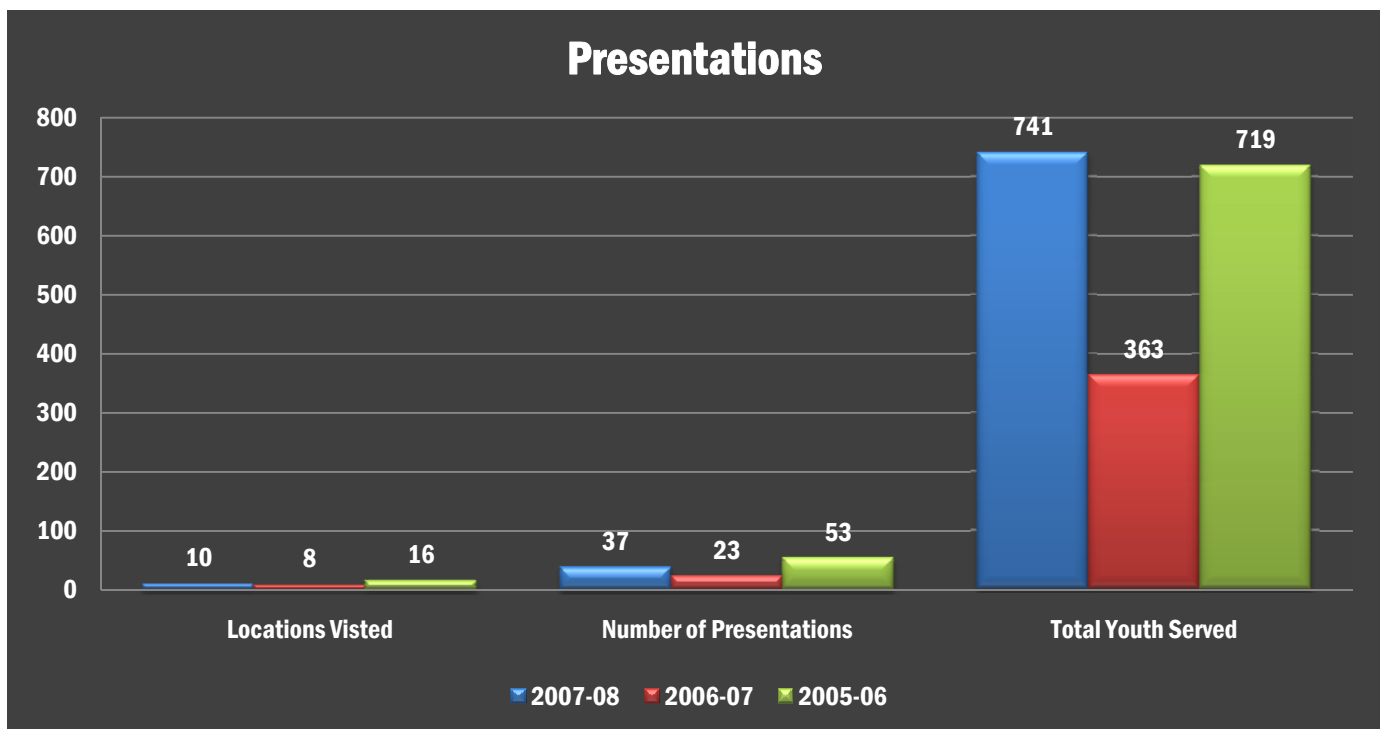
Choices and Consequences speakers also bring with them a message of hope. By telling their stories they are able to illustrate how they have learned to make choices that now positively impact their lives and those around them.

Admission Criteria

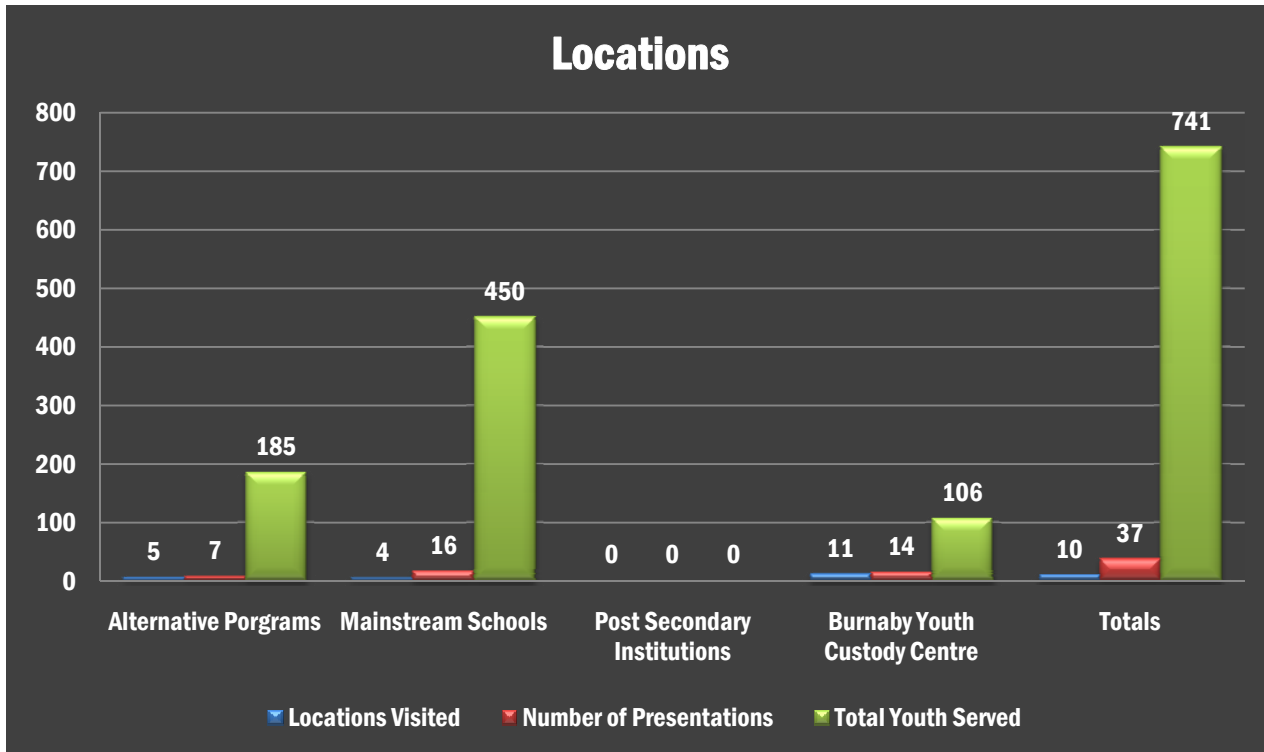
Teachers, instructors, professors, and community groups contact the John Howard Society of the Lower Mainland's Community Services Coordinator when they want to book a Choices and Consequences speaker presentation. Typically, the Choices and Consequences program address at-risk youth between the ages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

Populations Served

During the 2007 – 2008 fiscal year, the Choices and Consequences program conducted 37 talks, in 10 locations and spoke to 741 youth as the following graphs and charts show:



CHOICES AND CONSEQUENCES PROGRAM



Changes in Service

In January 2008, the Choices and Consequences program began to broaden its scope that included procuring audiences from mainstream community groups, academia, and adult audiences. In the 2008 - 2009, the Choices and Consequences program will begin delivering the program to a wider audience of youth, adults, and community services providers.

Community Needs Assessment

The Choices and Consequences program is an effective tool to connect with youth who may be at risk for involvement with the criminal justice system. Feedback from program surveys collected at each Choices and Consequences presentation identify that at-risk youth are highly receptive to learning about the perils of drug use and criminal activity when the message is delivered by an experiential speaker. Choices and Consequences presenters, describe in detail, how their drug use began, and how their drug use was often the root cause of criminal activity that resulted in prison sentences. Youth are encouraged to ask questions and share their thoughts during Choices and Consequences presentations.

Program Objectives 2007 - 2008

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

Review of Program Goals from 2006 - 2007

- ❖ Last year's goals were achieved:
- ❖ Funding was secured by a grant of \$20,000 from a Direct Access grant
- ❖ Recruit four new Choices and Consequences speakers to deliver presentations
- ❖ Increase the number of completed program evaluations by program participants
- ❖ Increase the number of youth served by 20%

Effectiveness Outcomes

The Choices and Consequences program's ability to recruit, train, and mentor experiential speakers that have had contact with the criminal justice system, and are now making lifestyle choices that are positively impacting their lives, is a successful outcome of the Choices and Consequences program.

One of the Choices and Consequences speakers recently told a class that if he could help even one youth stay away from drugs and out of jail than his time speaking to the class 'was well worth it'. Having experiential speakers reach out to youth who may be vulnerable to interact with the criminal justice system is a successful outcome of the Choices and Consequences program.

The youth that have participated in Choices and Consequences presentations have provided positive feedback through the participant surveys they completed at the end of each presentation. Listed below are some of the comments received from youth at presentations during the 2007 - 2008 fiscal year:

"I like hearing from people that have something to say. Usually people talk to us that we can't relate to. This guy has been there and he knows what I am all about. If he can turn his life around than maybe I can too". Burnaby Youth Correctional Centre

"I completely related to the stuff the speaker talked about - the drugs, the gang bangers, and the crap he went through at home." - Kwantlen Park Secondary School

"This guy taught me that I can make decisions about my own life, and that I don't have to do what other kids tell me to do just to be cool. Going to jail would definitely not be cool." - Total Education Alternative School

Efficiency

The Choices and Consequences program wants to ensure it maintains itself as a relevant program to the youth it serves. The Coordinator regularly asks teachers and instructors who are present during the talks to provide feedback. Their feedback is carefully considered in terms of speaker recruitment, subjects that are discussed, and future venues.

Consumer Satisfaction

The feedback received from youth, instructors, and teachers about the Choices and Consequences presentations is positive. Most appreciate the efforts the Choices and Consequences speakers make to reach the youth audience. In the 2008 - 2009, surveys, questionnaires, and participant interviews will be conducted to gauge the level of consumer satisfaction with the program. Evaluations on program content, audience demographics and speaker venues will be conducted to help continue the Choices and Consequences program development initiative.

Next Year's Goals

- ❖ Increase the number of youth served by 20%
- ❖ Expand the delivery of the Choices and Consequences program to include all municipalities within the Lower Mainland
- ❖ Develop a partnership with Simon Fraser University to engage first year criminology students about the offender's perspective on crime and criminality
- ❖ Expand the Choices and Consequences audiences to include parents and community services providers
- ❖ Help at risk youth make informed decisions about their lives

Louise LaFleur, Pamela Flegel and Andrea Klatt – Facilitators

Description of Service

The Employment Preparation Program (EPP) is a job readiness program, developed for provincial inmates, who are within 30 days of being release into the community. The EPP is made up of 3, full day, stand alone sessions, that allow for continuous enrollment. Currently, the EPP is delivered inside Fraser Regional Correctional Centre and can be delivered inside other BC correctional facilities.

The program facilitator assists clients in developing personalized resumes while focuses on teaching clients valuable networking skills. Overall, the EPP assists clients in developing communication skills, forming realistic employment expectations & goals, obtaining employment, developing and maintaining positive interpersonal relationships in the workplace, and overcome self-defeating behaviours.

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

Admission Criteria

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

Population Served

Since February 2007, there have been 29 program graduates. Population served varied in age, race, ethnicity, education, and work histories.

| | | |
|--|-----------------------|---------------------|
| Total Number of Participants | N= 32 | |
| Program Completion Rate for Participants Enrolled | YES (29) 90.6% | NO (3) 9.4% |
| Reasons Why Participants Did Not Finish | (2) 100% | Reclassified |
| N=3 | (1) 0.0% | Expelled |
| | (0) 0.0% | Released |
| Cancelled Classes | (0) 0.0% | FRCC |
| N=0 | (0) 0.0% | JHS |

Changes in Service

February 2008, two new facilitators assumed the duties of EPP service delivery. At the onset, they revised and updated EPP curriculum to ensure that programming was consistent with labour market trends.

Community Needs Assessment

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

Program Objectives

- ❖ Offer a job skills development program to provincial inmates nearing release into the community
- ❖ Provide updated information that reflects current labour market trends
- ❖ Provide services to a diverse client base
- ❖ Allow clients to share their experiences and learn from each other

Review of Program Goals from 2005/2006

Program goals from 2005 to 2006 could not be located by program facilitators.

Effectiveness Outcomes

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

“The group assignments were helpful. This was an important learning experience.”

“I had no idea that some of the jobs I’ve done in the past would be of interest to a potential boss.”

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

Efficiency

The EPP operates from 08:00 – 14:00. The classes are divided into 3 – 6 hour sessions. Since February 2008 no classes have been cancelled and over 90% of program participants have graduated from the program. Institutional staff coordinate sessions from the general and secure populations. EPP facilitators appreciate the support of institutional staff in coordinating EPP sessions inside their facilities.

Consumer Satisfaction

The clients who complete the EPP are asked to fill out an anonymous survey evaluating the effectiveness of the program, the clarity of the Facilitator and the materials covered during this time. Feedback continues to be positive.

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

- ❖ Receiving an EPP certificate
- ❖ The facilitator(s)
- ❖ The upbeat attitude of the facilitator(s)
- ❖ It was a good learning experience
- ❖ The material was easy to understand
- ❖ The written materials
- ❖ The motivational film shown in class
- ❖ The group and the individual assignments
- ❖ Learning how to write a resume
- ❖ The candy

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

- ❖ Length of the program
- ❖ Disruptive behaviour of other participants
- ❖ Cover letters
- ❖ Being forced to attend the course
- ❖ Having to miss work
- ❖ The amount of reading that was required
- ❖ The course was not challenging enough
- ❖ Having to take out time for lunch

Next Year's Goals

- ❖ To increase the number of clients served by expanding the program to other provincial institutions
- ❖ Expand the delivery of the program to include more community vocational support & follow up
- ❖ Expand the content of the program so that program delivery includes more information on resources such as recovery, wellness programs and self-employment options.
- ❖ Partner up with community employment centre to ensure continuum of service to clients transitioning into the community

Court Overgaauw- Frmr Coordinator of Community Services

Description of Service

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, and the resulting conflict as an opportunity for positive transformation. Through this process, all people impacted by conflict and crime have the opportunity to hear what happened, how everyone has been affected, and decide how things may be remedied. 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 37 participants over this past year, a decrease from the 55 participants served last year. It should be noted that participants served includes only those who participated in an actual conference. On several occasions, cases were referred for conferencing but were found to be inappropriate for one reason or another. There are numerous reasons why certain referrals would not be considered 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 numerous consequences; therefore it was inappropriate to add a restorative conference as well. She was referred to counseling.

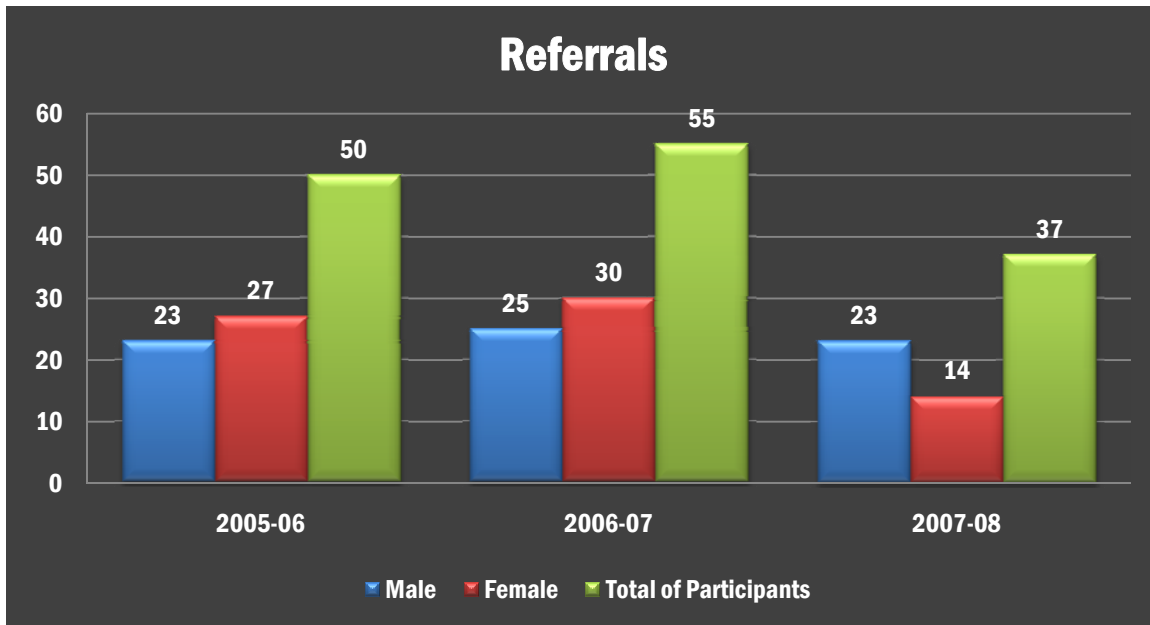
Changes in Service

In light of the programs continued lack of funding resources, the program was limited in the number of referrals it could accept. This contributed in large part to the overall decrease in participants over last year.

| Year | Total Participants | Difference | Male | Difference | Female | Difference |
|-----------|--------------------|------------|------|------------|--------|------------|
| 2005/2006 | 50 | -19 | 23 | -3 | 27 | -16 |
| 2006/2007 | 55 | +5 | 25 | +2 | 30 | +3 |
| 2007/2008 | 37 | 18 | 23 | -2 | 14 | -16 |

RESTORATIVE CONFERENCING PROGRAM

Comparison of Referral Numbers over the past three fiscal years.



From the chart above it is demonstrated that the overall numbers are down about one third from 2006/2007 to 2007/2008. The number of male participants has remained relatively constant over the last three years, while the number of female participants has dropped significantly.

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 |
|-----------------|----------|------|---|---------------------------|--------|---|
| Break and Enter | 3*15 | Male | Caucasian | Yes | Yes | Restitution |
| Arson | 14 | Male | Portugese | Yes | Yes | RJ Not appropriate |
| Assault | 16 | Male | Persian | Yes | Yes | Unloading zone anger management as an alternative to conferencing |
| Robbery | 16 | Male | Japanese | Yes | Yes | RJ Not Appropriate |
| Vandalism | 7*16 /17 | Male | Chinese Caucasian East Indian, Japanese Russian | Yes | Yes | Restitution |
| Assault | 16 | Male | Caucasian | Yes | Yes | Letter of Apology |

Program Goals

The program will continue to strive to achieve all of the goals outlined in last year's report. These goals speak 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.

Obtaining a secure funding source for this program will remain a key priority. Additionally, the program will continue to develop partnerships in the community, as they have with 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 been achieved, positive steps have been taken towards this goal, and we remain optimistic that obtaining secure funding for this program is achievable.

Effectiveness

The 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

Six cases met the admission criteria for the program in the last year, 3 of which resulted in a conference, agreement, and follow-up. Acceptance rates indicate that of the 6 referrals (contact made with all participants, pre-conferencing) 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 challenges and growth. The program has continued to run, despite, reduced numbers 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.

Louise LaFleur- Coordinator of Community Services
Pearce Richards – Practicum Student (SFU)

Description of Service

The John Howard Community Services Office provides services to individuals requiring assistance obtaining medical or social insurance cards, assistance locating and obtaining affordable housing, employment program referrals, drug and alcohol treatment resource information, landlord tenant mediation, and community support. Client requests are generated by letters, telephone calls, or walk-in visits to the office and/or originate from the community, provincial or federal institutions. The Community Services Office is manned by volunteers, practicum students and staff.

In January 2008, the Community Services Office moved out of the Miller Block at 763 Kingsway, across the street, into its own office space, at 752 Kingsway. Now, in its own location, the Community Services Office is better situated to provide more one-on-one support to our clients than ever before. Community Services volunteers, practicum students and staff assist those who have been impacted by, or those at risk for, involvement with the criminal justice system, individuals transitioning into the community from federal and provincial institutions, individuals with developmental disabilities and persistent mental health conditions, and those who pose a risk for homelessness.

Admission Criteria

There are few set admissions criteria for the Community

Services Office. Although our mandate is to assist individuals impacted by, or those at risk for, involvement with the criminal justice system, individuals transitioning into the community from federal and provincial institutions, individuals with developmental disabilities and persistent mental health conditions, and those who pose a risk for homelessness, the office has an open door policy which means we will do our utmost to help anyone who requires assistance.

Population Served

From 2007 - 2008, the Community Services Office had a total of 3,090 client contacts - an increase of 329 client contacts in 2006 - 2007. Phone inquiries streaming into the office were down from the previous year while walk in traffic nearly doubled. The lowered numbers of phone contacts may be attributed to institutional lock downs that occurred periodically throughout the year and a slight interruption in service that occurred as a result of the Community Services Office moving locations. Prison intakes remained static in 2007 - 2008 from the 2006 - 2007 reporting year.

The Community Services Office's new location provides easier access for our clients. As a result, it is expected in 2008 - 2009, the office will experience a higher volume of walk in and phone in traffic and that requests for assistance will continue to grow.



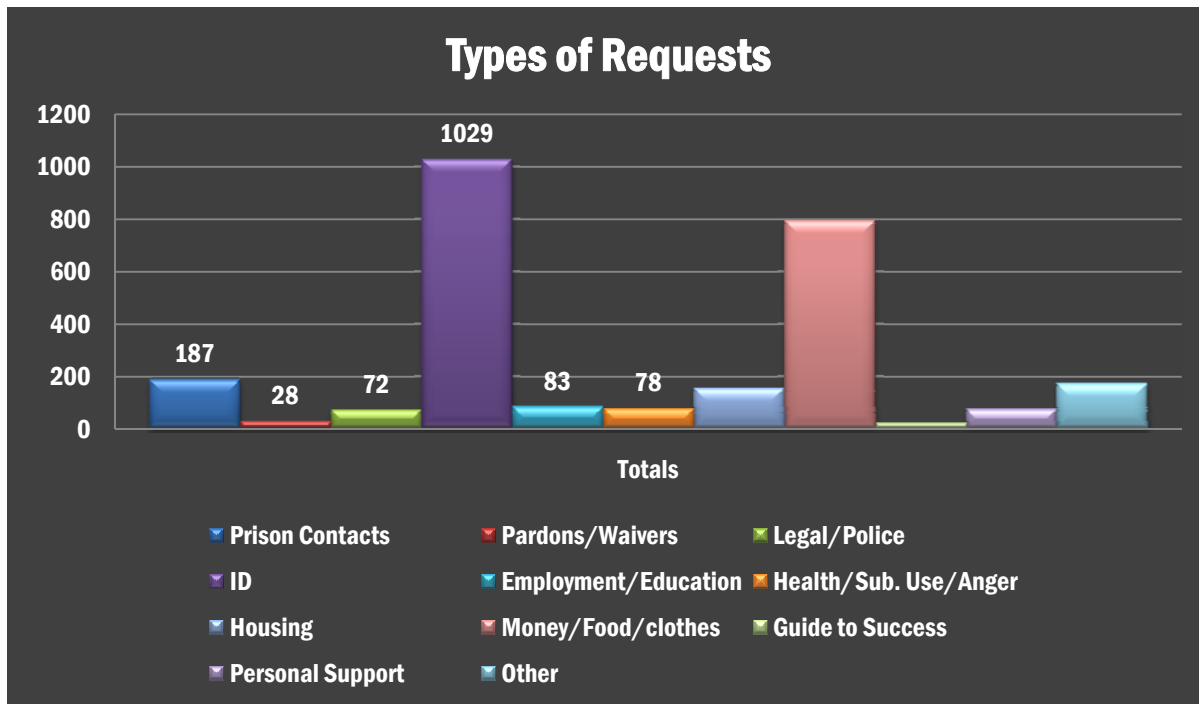
COMMUNITY SERVICES

As the graph shows the Community Services Office received 140 telephone calls, made 2039 institutional contacts either by phone, mail or in person, received 205 office visits, generating 2,384 inquires, serving 1,168 clients who made a total of 3,090 contacts (average of 2.65 contacts, per client) throughout the 2007 – 2008 fiscal year.

For a month to month break down see the chart below:

| Client Inquires | Phone | Institutional Contact | Office | Total Inquires | Total Clients Served | Total Client Contacts |
|-----------------|-------|-----------------------|--------|----------------|----------------------|-----------------------|
| Apr-07 | 18 | 60 | 0 | 84 | 57 | 90 |
| May-07 | 12 | 171 | 2 | 185 | 146 | 359 |
| Jun-07 | 32 | 212 | 8 | 252 | 115 | 333 |
| Jul-07 | 1 | 293 | 7 | 301 | 118 | 361 |
| Aug-07 | 32 | 55 | 3 | 90 | 47 | 149 |
| Sept-07 | 15 | 172 | 17 | 204 | 93 | 324 |
| Oct-07 | 19 | 224 | 13 | 256 | 109 | 420 |
| Nov-07 | 6 | 269 | 16 | 291 | 129 | 352 |
| Dec-07 | 5 | 188 | 41 | 234 | 119 | 206 |
| Jan-08 | 0 | 96 | 51 | 147 | 73 | 158 |
| Feb-08 | 0 | 121 | 21 | 142 | 77 | 163 |
| Mar-08 | 0 | 172 | 26 | 198 | 85 | 175 |
| Totals | 140 | 2039 | 205 | 2384 | 1168 | 3090 |

The following graph further breaks down the type of requests into eleven categories:



For a month to month break down of the type of requests see the chart below:

| | Prison Contacts | Pardon Waiver | Legal Police | ID | Employment Education | Health Sub. Use Anger | Housing | Money Food Clothes | Guide To Success | Personal Support | Other |
|--------|-----------------|---------------|--------------|------|----------------------|-----------------------|---------|--------------------|------------------|------------------|-------|
| Apr 07 | 11 | 0 | 10 | 31 | 8 | 2 | 5 | 12 | 0 | 6 | 6 |
| May 07 | 15 | 0 | 9 | 48 | 13 | 15 | 18 | 91 | 3 | 11 | 34 |
| Jun 07 | 34 | 1 | 2 | 106 | 8 | 6 | 10 | 72 | 1 | 9 | 6 |
| Jul 07 | 51 | 6 | 11 | 102 | 4 | 6 | 6 | 106 | 5 | 3 | 7 |
| Aug 07 | 5 | 1 | 9 | 31 | 3 | 2 | 5 | 23 | 1 | 12 | 0 |
| Sep 07 | 10 | 6 | 3 | 99 | 9 | 6 | 10 | 35 | 0 | 5 | 15 |
| Oct 07 | 8 | 1 | 6 | 73 | 5 | 1 | 8 | 130 | 2 | 5 | 23 |
| Nov 07 | 10 | 2 | 7 | 133 | 8 | 7 | 21 | 77 | 5 | 3 | 20 |
| Dec 07 | 17 | 4 | 3 | 106 | 16 | 12 | 17 | 25 | 3 | 9 | 21 |
| Jan 08 | 7 | 6 | 3 | 71 | 2 | 5 | 18 | 41 | 0 | 1 | 2 |
| Feb 08 | 3 | 1 | 3 | 53 | 1 | 6 | 16 | 42 | 0 | 4 | 17 |
| Mar 08 | 16 | 0 | 6 | 176 | 6 | 10 | 24 | 140 | 0 | 6 | 22 |
| Totals | 187 | 28 | 72 | 1029 | 83 | 78 | 158 | 794 | 20 | 74 | 173 |

Data & Analysis

Effectiveness

While a shortage of affordable housing throughout Metro Vancouver and the Fraser Valley greatly affects our client base, it is interesting to note that the Community Services Office's most requested service is to assist our clients in replacing lost or stolen identification. Without proper identification, those who are returning to the community from an institution, or those in the community that pose a risk for homelessness, cannot receive benefits from the British Columbia Ministry of Employment and Income Assistance for food, clothing, or shelter, nor can they become gainfully employed. Between April 1, 2007 and March 31, 2008, the Community Services Office processed 1,029 requests for identification. In the coming year, the Community Services Office will look at ways to provide education to our clients on how to protect their identification from becoming lost or stolen.

The Community Services Office's requests for housing placements grew from 340 requests, during 2003 to 2004, to 819 requests for housing placements, in 2006 to 2007. As a result, in January 2008, the agency began the Homelessness Partnership Initiative (HPI) - a housing placement service that functions as a stand-alone program. The HPI program is focused on preventing inmates and parolees from becoming homeless once they return to the

community. It also seeks to remove barriers that our clients may experience in maintaining long-term, affordable housing. The HPI program is housed in the Community Services Office at 752 Kingsway, Vancouver.

During the 2007 - 2008 fiscal year, the Community Services office, with a grant from the Law Foundation of British Columbia, updated and reprinted, the *Guide to Parole Applications* and the *Family Guide to Federal Corrections*. The *Guide to Parole Applications* was printed in English and the *Family Guide to Federal Corrections* was printed in English, Mandarin, Vietnamese, and Punjabi. It is our intention to assist family members of the incarcerated, whose first language is not English, to become more conversant with the correctional system by making documents, such as the *Family Guide to Federal Corrections*, available in a language they can speak and read fluently. Both publications are available on the agency's website at www.jhslmbc.ca.

Efficiency

The new Community Services Office can accommodate a higher volume of walk in traffic and requests for services than its predecessor, the Community and Prison Services program.

The office provides an easy access, drop-in service for individuals who require assistance locating affordable housing, income tax returns, community support, employment program referrals, help accessing mental health services, landlord tenant mediation services, computer and internet access, Monday to Friday, 10:00 am – 5:30 pm.

The Community Services Office provides a friendly atmosphere where individuals can connect with staff, volunteers and practicum students.

The Community Services Office maintains accurate records of emerging trends to ensure effective, relevant service delivery to the community throughout the year.

Next Year's Goals

- ❖ Monitor client satisfaction through surveys and one-on-one interviews
- ❖ Explore client software options to improve client reporting efficiencies
- ❖ Identify emerging trends in the institutions and in the community to ensure service delivery can be expanded to meet the needs of our clients including; drug and alcohol treatment, housing placements, institutional visits, identify theft, employment and employability, funding options
- ❖ Expand volunteer and practicum placement initiatives throughout the entire agency
- ❖ Continue to place individuals, that are at risk for homelessness, into long-term, affordable housing
- ❖ Host monthly community sessions

Louise LaFleur – Youth Advocate

Description of Service

The youth advocate visits the Burnaby Youth Custody Centre bi-weekly to meet with incarcerated youth. The youth advocate looks at effective ways to support youth inside the facility and teaches them their rights and responsibilities.

Admission Criteria

Youth incarcerated inside the Burnaby Youth Custody Centre.

Population Served

Youth incarcerated inside the Burnaby Youth Custody Centre.

Community Needs Assessment

The youth advocate helps incarcerated youth, with poor communication skills, to communicate more effectively with staff. There are weekly unit meetings, and bi-monthly Youth Advisory meetings, that are designed to address smaller issues among youth as they arise. Some youth, however, are uncomfortable discussing their issues in groups, so their concerns are not heard. These concerns may range from needing a new shower curtain to experiencing anxiety over not wanting to go to the gym. In these circumstances institutional staff may not be able to respond quickly whereas the youth advocate may be able to help a youth address an issue in a timely manner.

Program Objectives

- ❖ Teach incarcerated youth their rights and responsibilities
- ❖ Provide advocacy services to incarcerated youth

Review of Last Year's Goals

The Youth Advocacy Program began January 2008 so there are no goals from the previous year to report.

Data and Analysis

Effectiveness Outcomes

From, January 2008 to March 2008, the Youth Advocacy Program was in its development phase. During these months, the youth advocate met with staff inside the Burnaby Youth Correctional Centre to determine the best possible methods of service delivery.

Efficiency

A memo was sent out by the Director of Operations, Burnaby Youth Correctional Centre, to all staff, describing the agency's new Youth Advocacy Program. Posters were placed in all the living units, and the agency's advocate attended an Info Fair to promote the program to incarcerated youth. A mailbox was installed for youth to place requests to see the agency's youth advocate.

Customer Satisfaction

Staff inside the Burnaby Youth Correctional Centre expressed confidence in working with the agency. Surveys have been developed to measure institutional staff and program participant satisfaction. This information will be included in the 2008 – 2009 Annual Report.

Next Year's Goals

- ❖ The youth advocate will continue to meet with incarcerated youth to provide advocacy services
- ❖ Ensure the agency is able to respond to requests by youth in a timely manner
- ❖ Develop methodologies that are consistent with the operational requirements of the institution
- ❖ Develop a supportive FASD component that will enhance the efforts of the Youth Advocacy Program

Louise LaFleur, Andrea Klatt & Pamela Flegel - Outreach Team

Description of Service

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

January 2008, the Homelessness Partnership Initiative (HPI) replaced the agency's Prison Services Program.

The HPI is supported by two full-time provincial outreach workers. Initial contact is made through visits inside North Fraser Pre-Trial, Fraser Regional Correctional Centre and Ford Mountain Correctional Centre. The program plans to expand into Surrey Pre-Trial in the coming months. Follow up contact is facilitated through the agency's Community Services Office located at 752 Kingsway, Vancouver.

Admission Criteria

The HPI program is offered on a self-referral basis. Client requests are generated by institutional referral forms, letters, and telephone calls that originate from the

provincial or federal institutions, or through the Community Services Office walk-in service located at 752 Kingsway, Vancouver.

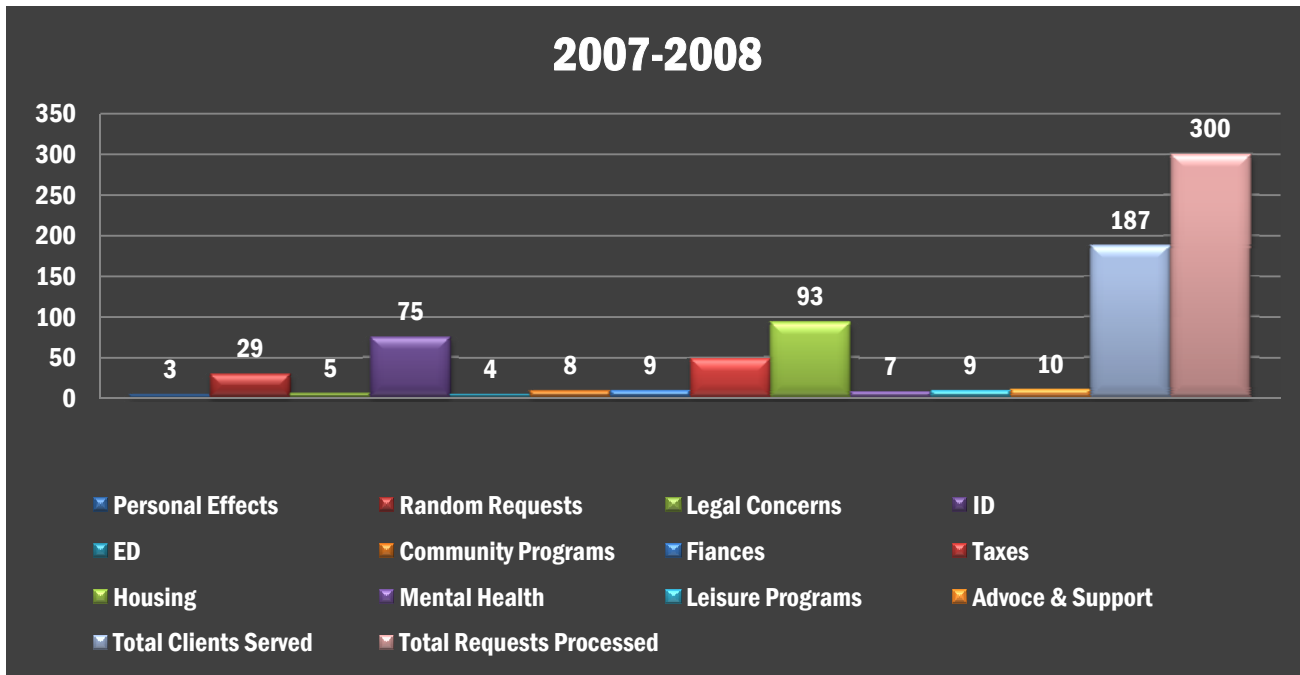
The HPI program identifies inmates and parolees that pose a risk for homelessness. Services are provided to those who have been in contact with the criminal justice system, those who have been impacted by, or are at risk for involvement with the criminal justice system, individuals who are transitioning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

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

Population Served

The HPI program provides services to inmates and parolees, transitioning into the community from federal and provincial institutions that pose a risk for homelessness.

As the graph on the next page shows between February and March 2008, HPI Outreach Workers processed 300 requests, met with 187 inmates and parolees to assess their individual needs and assisted 93 to locate safe, affordable housing.



Changes in Service

January 2008, the HPI program replaced the agency's Prison Services Program. The HPI program is focused on preventing inmates and parolees from becoming homeless once they are released into the community. Service provision includes community support to help offenders maintain safe, affordable housing over the long term. The HPI program was designed to maximize available community resources and provide linkages to existing services for our clients. This program is aimed at improvements to service delivery and achieving better outcomes for the, at risk to become homeless, inmate/parolee population. Regular contact with mental health teams, outreach services, emergency sheltering facilities and supportive housing links are incorporated into the HPI program. This new inmate/parolee preventative homelessness initiative acknowledges that inmates and parolees require specialized support to acquire and maintain safe, affordable housing and avoid evictions once housing is secured.

The Community Services Office, located at 752 Kingsway, Vancouver, provides follow up service to the HPI program by assisting individuals in acquiring medical or social insurance cards, filing income tax returns, landlord tenant mediation services, employment program referrals, and drug and alcohol treatment resource information.

Community Needs Assessment

Many inmates nearing release from provincial institutions are vulnerable to homelessness once they are released back into the community. The HPI program works with inmates inside BC Correctional institutions, and with parolees in the community, to help them acquire and maintain long-term, affordable housing. This is achieved through regular follow up in the community, and by providing assistance to individuals in helping them access employment programs, mental health services and community resources.

Program Objectives

- ❖ Identify inmates and parolees that pose a risk for homelessness and help them secure long term, affordable housing
- ❖ Work with institutional and parole staff to help inmates and offenders achieve stability in the community
- ❖ Provide linkages to existing services
- ❖ Support mental health workers to provide services to our clients in the community
- ❖ Provide landlord tenant mediation services whenever necessary
- ❖ Provide ongoing community support
- ❖ Identify new housing options in the community

Review of Last Years Goals

As this pilot project began January 2008, there are no program goals from 2006 – 2007 to report on.

Effectiveness Outcomes

The HPI program was in its development phase between January and March 2008. Even so, in February and March 2008, the HPI outreach workers processed 300 requests for services, met with 187 inmates and parolees to assess their individual needs and assisted 93 individuals that required assistance locating safe, affordable housing. At this time, projections for 2008 – 2009 look promising with an ever-increasing number of clients receiving support from the HPI program and the Community Services Office.

Efficiency

HPI outreach workers attend weekly case management meetings inside the institutions to gain a comprehensive, working knowledge of the inmates and their unique situations. Attending weekly case conferences and liaising with institutional staff ensures that HPI workers are able to identify inmates that pose a risk for homelessness and could benefit from the support of the HPI initiative.

The HPI outreach workers are knowledgeable of available resources in the community to assist the referral process. Affordable housing and community resources lists are updated on a regular basis.

Consumer Satisfaction

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

Next Year's Goals

- ❖ Secure funding to continue HPI program beyond March 2009
- ❖ Increase the number of clients served by 15%
- ❖ Host a public forum on homelessness
- ❖ Partner with affordable housing programs to provide more housing options to our clients
- ❖ Heighten awareness of the HPI program within provincial and federal corrections
- ❖ Expand services into the federal institutions

Ian Mitchell- Manager

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

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

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

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

The POPBC Advisory Committee during 2007/2008 included the following:

Diane Sowden, Children of the Street Society

Jack Cooper, BC Borstal Association

Dr. Boris Gorzalka, UBC Department of Psychology

Doug Lang (retired), Sergeant VPD vice

Jeff Danroth, Sergeant VPD vice

Jim Kenney, Detective VPD vice

Tim Veresh (JHSLM), Executive Director

Ian Mitchell, Coordinator POPBC

Jake McCullough (retired), Associate Area Director,
Vancouver Parole

Elaine Allan JHSLM, Director Communications/Development

Referral Criteria

Clients are referred from various jurisdictions with 59% being referred by The Vancouver Police Department this year. To be eligible for the program those who are arrested must have no associated criminal record, have no material in their possession that might indicate mal-intent (drugs, weapons, rape kits) and must present well during the time of arrest. They must also be willing to take responsibility for their actions. Clients who are referred must complete an intake interview, be deemed appropriate by the program facilitator, pay a five hundred dollar administration fee and complete an eight-hour school in order to fully meet the program requirements. Upon completion they can ignore the notice to appear in court which is issued at the time of arrest in all jurisdictions except Vancouver. They may also volunteer to 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 at the time of the intake interview indicates the following about POPBC clients (all male):

| | | | |
|--|----------|--------------------|---------|
| Average Age | 40 | Age Range | 16-1 00 |
| Married or common law | 54.4% | Steady partner | 5.6% |
| Caucasian | 54.1% | Visible minorities | 43.2% |
| Grade 12 or better | 83% | Multiple degrees | 6% |
| Have children and/or want children in the future | 84% | Full time employed | 75.9% |
| Average income | \$40,000 | 20% > \$60,000 | |
| | | 7% > \$100,000 | |

These are high functioning members of our society.

Client experience with Prostitution

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

New Directions

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

Community Needs Assessment

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

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.

Our specific goal for the 2008/2009 year is to continue to work with local police jurisdictions and the courts to increase referrals to the program and, accordingly, to increase revenue for distribution to our community partners.

Outcomes

For the year ended March 31 2008, POPBC held five schools (down from eight) for 179 (down from 266) clients. This reflects a reduction over last year of 33%. At March 31, 2008 a total of 1686 clients had completed the program since its inception. The reported recidivism rate is extremely low as indicated by PRIME, the provincial policing data base.

Up to and including this year twenty percent of POPBC revenues were deposited into a prevention fund which was distributed annually to agencies, from referring jurisdiction, which assist exiting from prostitution or that educate youth about prostitution and recruitment from a prevention perspective. Over the last four years distributions from the fund have exceeded \$116,000. We look to referring jurisdictions to recommend agencies in their own communities which meet the POPBC mandate. The contributions for this year totalled only \$16,400 (down from \$44,000 last year). In order to honour our commitment under the fund the program was put into a deficit situation. Accordingly we have discontinued the prevention fund but will continue to distribute excess funds in the future.

The financial condition of the program has been further exacerbated by a request from the Vancouver Police Department, vice unit for the program to cover the cost of police officers attendance as presenters at the school. This request comes from a reinterpretation of the existing contract which is different from the historical intent of the original contract. We are currently in negotiations with VPD on this issue. Although we do not agree with the concept we are hoping that this extra expense will not kick in until after a minimum number of clients have completed. We would like to continue to support community initiatives that assist exiting and provide education to reduce sexual exploitation.

Research

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

The success of The Prostitution Offender Program of British Columbia during the 07/08 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
Jenn, Jennifer and Kelly, Survivor presentations
Carolyn/Sabrina, UBC research
Mary, Servants Anonymous Society (Surrey)
Jim Kenney, Brian Sanders, Brett Farragher, Terry Lynn
George, Mark Chernoff, Michelle Holm - VPD vice presenters
Jake McCullough, JHSLM
Ian Mitchell, JHSLM

The Vancouver City Police Department

Inspector Mike Cumberworth, Special investigations section
Sergeant Jeff Danroth, Vice Section
Detective Jim Kenney, Co-coordinator – POPBC/Presenter

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

Other contributing police jurisdictions this year:

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

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

STAFF AND BOARD MEMBERS

Staff list as of August 27 2008

Regional Office

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

Guy Richmond Place & Hobden House

| | |
|------------------------|----------------------|
| Sandra Battilana | Casual/Relief Worker |
| Brandon Bob | Residence Worker |
| Ron Dan | Residence Worker |
| Tracey Fello | Casual/Relief Worker |
| Brooke Fochuk | Casual/Relief Worker |
| Natnael Gebreegzabhere | Casual/Relief Worker |
| Pat Gilbert | Residence Manager |
| George Gould | Residence Worker |
| Ryan Jamieson | Residence Worker |
| Jessica Kauhausen | Residence Worker |
| Tony Kennedy | Residence Manager |
| Niegel Kirby | Casual/Relief Worker |
| Dash Kooner | Casual/Relief Worker |
| Kailey LeMoel | Residence Worker |
| Jenni Martin | Casual/Relief Worker |
| Dan Melnyk | Residence Worker |
| Ceire Moloney | Casual/Relief Worker |
| Ernie Simpson | Residence Worker |
| Laura Velasquez | Casual/Relief Worker |

Outreach Workers

Barry Skinner
Jean Gray
Melanie Jarvis
Alanna Parker
Laura Pavey
Sebastian Olaru

Community Services

| | |
|----------------|---|
| Pamela Flegel | Provincial Outreach Worker |
| Andrea Klatt | Provincial Outreach Worker |
| Louise LaFleur | Coordinator of Community & Volunteer Services |
| James Mandelin | Choices & Consequences Speaker |

Vancouver Apartments

| | |
|-------------------|----------------------|
| Nic Anderson | Casual/Relief Worker |
| Christina Beaupre | Residence Worker |
| Michael Connerly | Residence Worker |
| Ryan Grubb | Casual/Relief Worker |
| Jen Hirsch | Residence Manager |
| Selina Jamal | Casual/Relief Worker |
| 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 2007-2008

| | |
|---------------------|----------------|
| Dave Phillips | Past President |
| Michael Johnson | Treasurer |
| Pamela Smith Gander | President |
| Ryna Witt | Secretary |
| Laura Glover | Director |
| Sara Dewar | Director |
| Jayne Henderson | Director |

Honourary Board of Directors

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

SPECIAL THANKS

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

Partners & Supporters

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

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

Vancouver, B.C.

FINANCIAL STATEMENTS

March 31, 2008



WOLRIGE MAHON LLP
Chartered Accountants

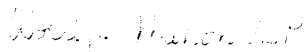
AUDITORS' REPORT

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, 2008 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, 2008 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.



CHARTERED ACCOUNTANTS

Vancouver, B.C.
June 3, 2008

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2008

| | Operating Fund \$ | Capital Fund \$ | 2008 \$ | 2007 \$ |
|---|-------------------------|-----------------------|------------------|------------|
| Revenue, Schedule 1 | 2,539,078 | 40,000 | 2,579,078 | 2,342,006 |
| Property rental | 9,644 | 271,755 | 281,399 | 247,699 |
| | 2,548,722 | 311,755 | 2,860,477 | 2,589,705 |
| Expenditures | | | | |
| Staffing | | | | |
| Employee benefits | 330,265 | - | 330,265 | 262,958 |
| Salaries | 1,251,597 | 35,135 | 1,286,732 | 1,144,123 |
| Training and development | 57,766 | 41 | 57,807 | 51,222 |
| Travel | 41,139 | 347 | 41,486 | 36,891 |
| | 1,680,767 | 35,523 | 1,716,290 | 1,495,194 |
| Operating | | | | |
| Accommodations | 327,732 | 100,317 | 428,049 | 327,658 |
| Client support | 38,838 | - | 38,838 | 40,784 |
| Food and supplies | 87,208 | - | 87,208 | 89,034 |
| Furnishings | 41,595 | 11,975 | 53,570 | 33,332 |
| Insurance | 26,270 | 9,836 | 36,106 | 29,121 |
| Interest | - | 77,248 | 77,248 | 66,629 |
| Miscellaneous | 1,875 | - | 1,875 | 11,079 |
| Programme needs | 63,536 | - | 63,536 | 74,410 |
| | 587,054 | 199,376 | 786,430 | 672,047 |
| Administration | | | | |
| Advertising | 6,903 | - | 6,903 | 3,697 |
| Audit and banking | 9,590 | - | 9,590 | 9,185 |
| Board | 13,495 | - | 13,495 | 9,780 |
| Office and miscellaneous | 36,331 | 2,130 | 38,461 | 31,605 |
| Purchased services | 51,695 | 10,882 | 62,577 | 61,383 |
| Telephone | 20,695 | - | 20,695 | 17,620 |
| Volunteer programme | 32,381 | - | 32,381 | 30,773 |
| | 171,090 | 13,012 | 184,102 | 164,043 |
| Total expenditures | 2,438,911 | 247,911 | 2,686,822 | 2,331,284 |
| Excess of revenues over expenditures before non-cash items | 109,811 | 63,844 | 173,655 | 258,421 |
| Amortization | - | (154,787) | (154,787) | (115,307) |
| Forgiveness of debt (Note 6) | - | 91,133 | 91,133 | 91,133 |
| Unrealized gain | 10,390 | - | 10,390 | - |
| Excess of revenues over expenditures | 120,201 | 190 | 120,391 | 234,247 |

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

STATEMENT OF FUND BALANCES

For the year ended March 31, 2008

| | Operating Fund \$ | Capital Fund \$ | 2008 \$ | 2007 \$ |
|--|-------------------------|-----------------------|------------------|------------------|
| Balances, beginning | 493,369 | 1,688,103 | 2,181,472 | 1,947,224 |
| Excess of revenues over expenditures | 120,201 | 190 | 120,391 | 234,247 |
| Purchase of tangible capital assets | (1,577,188) | 1,577,188 | - | - |
| Advance from mortgage, net of principal repayment | 229,785 | (229,785) | - | - |
| Interfund transfer | 63,844 | (63,844) | - | - |
| Forgiveable loans received | 1,018,000 | (1,018,000) | - | - |
| Balances, ending | 348,011 | 1,953,852 | 2,301,863 | 2,181,471 |

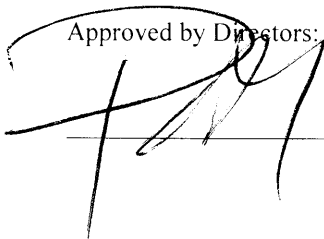
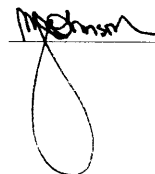
**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
BRITISH COLUMBIA**

BALANCE SHEET

March 31, 2008

| | 2008 \$ | 2007 \$ |
|---|------------------|------------------|
| ASSETS | | |
| Cash | 622,077 | 751,873 |
| Grants and other receivables | 141,385 | 131,241 |
| Investments (Note 2) | 60,390 | 50,000 |
| Prepaid expenses and deposits | 16,936 | 60,360 |
| | <u>840,788</u> | <u>993,474</u> |
| Tangible capital assets (Note 4) | 4,924,687 | 3,502,286 |
| | <u>5,765,475</u> | <u>4,495,760</u> |
| LIABILITIES | | |
| Accounts payable | 81,212 | 107,810 |
| Accrued wages, salaries and holiday pay | 293,344 | 246,653 |
| Accrued employee relations fund | 11,430 | 45,314 |
| Deferred revenue | 106,791 | 100,328 |
| Mortgages payable (Note 5) | 1,455,935 | 1,226,150 |
| Forgiveable loans (Note 6) | 1,514,900 | 588,033 |
| | <u>3,463,612</u> | <u>2,314,288</u> |
| FUND BALANCES | | |
| Capital Fund | 1,953,852 | 1,688,103 |
| Operating Fund | | |
| Internally restricted (Note 7) | 304,900 | 292,885 |
| Unrestricted | 43,111 | 200,484 |
| | <u>2,301,863</u> | <u>2,181,472</u> |
| | <u>5,765,475</u> | <u>4,495,760</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, 2008

| | 2008 | 2007 |
|---|------------------|-----------------|
| | \$ | \$ |
| Cash flows related to operating activities | | |
| Cash receipts from funding agencies and fundraising | 2,817,774 | 2,603,448 |
| Cash paid to suppliers and employees | (2,579,941) | (2,313,977) |
| Interest received | 39,022 | 32,752 |
| | <u>276,855</u> | <u>322,223</u> |
| Cash flows related to investing activities | | |
| Purchase of tangible capital assets | (1,577,188) | (100,371) |
| Cash flows related to financing activities | | |
| Interest paid | (77,248) | (66,629) |
| Advances from mortgages | 511,959 | - |
| Mortgage repayments | (282,174) | (45,627) |
| Forgiveable loans received from government agencies | 1,018,000 | 50,400 |
| | <u>1,170,537</u> | <u>(61,856)</u> |
| Net increase (decrease) in cash | (129,796) | 159,996 |
| Cash, beginning | 751,873 | 591,877 |
| Cash, ending | <u>622,077</u> | <u>751,873</u> |

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

Note 1 General

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

Note 2 Significant Accounting Policies

Basis of Presentation

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

Fund Accounting

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

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

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

Tangible Capital Assets

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

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

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

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

Use of Estimates

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

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

Note 2 Significant Accounting Policies (continued)

Revenue Recognition Policy

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

Change in Accounting Policy

Commencing April 1, 2007, the John Howard Society of the Lower Mainland of British Columbia adopted the new accounting standard, "Section 3855, Financial Instruments – Recognition and Measurement", issued by the Canadian Institute of Chartered Accountants ("CICA"). This section establishes standards for recognizing and measuring financial assets, financial liabilities and derivatives. All financial instruments must be classified into a defined category, namely, held-to-maturity, held-for-trading, loans and receivables, available-for-sale, and other liabilities. This classification will determine how each instrument is measured and how gains and losses are recognized. In addition, the recommendations provide a definition of derivatives and require that derivatives be classified as held-for-trading and recorded at fair value unless they are designated as a hedge.

John Howard Society of the Lower Mainland of British Columbia's designations on adoption are as follows:

Cash and investments are designated as held-for-trading and are measured at fair value. An unrealized gain is incurred when adjusting the investments to fair value.

Grants and other receivable are designated as loans and receivables. After their initial recognition at fair value, these instruments are measured at amortized cost using the effective interest rate method.

Payables and accruals, mortgages payables and forgivable loans are classified as other financial liabilities. After their initial recognition at fair value, these instruments are measured at amortized cost using the effective interest rate method.

The adoption of this standard was applied without restatement of prior period amounts and had no effect on net assets or the carrying value of financial instruments.

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, 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.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

Note 4 Tangible Capital Assets

| | Cost | 2008 Accumulated Amortization | Net | Cost | 2007 Accumulated Amortization | Net |
|----------------------|------------------|-------------------------------------|------------------|------------------|-------------------------------------|------------------|
| | \$ | \$ | \$ | \$ | \$ | \$ |
| Guy Richmond Place | | | | | | |
| Land | 206,231 | - | 206,231 | 206,231 | - | 206,231 |
| Building | 507,480 | 491,929 | 15,551 | 507,480 | 487,219 | 20,261 |
| | <u>713,711</u> | <u>491,929</u> | <u>221,782</u> | <u>713,711</u> | <u>487,219</u> | <u>226,492</u> |
| Vancouver Apartments | | | | | | |
| Land | 247,288 | - | 247,288 | 247,288 | - | 247,288 |
| Building | 76,229 | 16,292 | 59,937 | 75,083 | 13,819 | 61,264 |
| | <u>323,517</u> | <u>16,292</u> | <u>307,225</u> | <u>322,371</u> | <u>13,819</u> | <u>308,552</u> |
| Hobden House | | | | | | |
| Land | 265,090 | - | 265,090 | 265,090 | - | 265,090 |
| Building | 177,855 | 34,587 | 143,268 | 177,855 | 28,618 | 149,237 |
| | <u>442,945</u> | <u>34,587</u> | <u>408,358</u> | <u>442,945</u> | <u>28,618</u> | <u>414,327</u> |
| Miller Block | | | | | | |
| Land | 457,173 | - | 457,173 | 457,173 | - | 457,173 |
| Building | 2,177,957 | 286,477 | 1,891,480 | 2,177,957 | 207,665 | 1,970,292 |
| | <u>2,635,130</u> | <u>286,477</u> | <u>2,348,653</u> | <u>2,635,130</u> | <u>207,665</u> | <u>2,427,465</u> |
| Tim's Manor | | | | | | |
| Land | 211,869 | - | 211,869 | - | - | - |
| Building | 990,090 | 19,802 | 970,288 | - | - | - |
| | <u>1,201,959</u> | <u>19,802</u> | <u>1,182,157</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| 752 Kingsway | | | | | | |
| Land | 126,142 | - | 126,142 | - | - | - |
| Building | 169,619 | 3,392 | 166,227 | - | - | - |
| | <u>295,761</u> | <u>3,392</u> | <u>292,369</u> | <u>-</u> | <u>-</u> | <u>-</u> |
| Equipment | 230,377 | 92,031 | 138,346 | 161,367 | 66,070 | 95,297 |
| Computer | 55,874 | 38,139 | 17,735 | 46,562 | 32,534 | 14,028 |
| Software | 16,125 | 8,063 | 8,062 | 16,125 | - | 16,125 |
| | <u>5,915,399</u> | <u>990,712</u> | <u>4,924,687</u> | <u>4,338,211</u> | <u>835,925</u> | <u>3,502,286</u> |

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

Note 5 Mortgages Payable

| | Current \$ | Long-term \$ | 2008 \$ | 2007 \$ |
|--|---------------|------------------|------------------|------------------|
| 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. | - | - | - | 243,453 |
| 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. | 8,761 | 187,577 | 196,338 | 206,187 |
| 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. | 22,549 | 474,571 | 497,120 | 518,447 |
| 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. | 7,930 | 242,588 | 250,518 | 258,063 |
| Coast Capital Savings Payable in monthly instalments of \$3,673 including principal and interest of 5.92% per annum, due November 1, 2012 secured by a first charge on 752 Kingsway and Guy Richmond Place. | 14,369 | 497,590 | 511,959 | - |
| Total long term debt | <u>53,609</u> | <u>1,402,326</u> | <u>1,455,935</u> | <u>1,226,150</u> |

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

Note 5 Mortgages Payable (continued)

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

| | \$ |
|------|---------|
| 2009 | 53,609 |
| 2010 | 56,604 |
| 2011 | 59,766 |
| 2012 | 63,105 |
| 2013 | 66,632 |
| | 299,716 |

Note 6 Forgiveable Loans

| | \$ |
|---|-----------|
| B.C. Housing Management Commission | 1,018,000 |
| Canada Mortgage and Housing Corporation | 291,200 |
| Human Resources Development Canada | 205,700 |
| | 1,514,900 |

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 (2007: \$22,400) was forgiven.

During 2006, the Society entered into an agreement with Human Resources and Development Canada (HRDC). Under the terms of the agreement, HRDC agreed to contribute \$343,166 for costs incurred in renovating the Miller Block apartments. The loan is forgivable over a period of 5 years, provided that the Society meets certain conditions specified in the agreement. During the year, \$68,733 (2007: \$68,733) was forgiven.

During 2008, the Society entered into an agreement with the British Columbia Housing Management Commission (BCHMC). Under the terms of the agreement, BCHMC agreed to contribute up to \$1,018,000 for costs incurred in the purchase and renovation of the Tims Avenue apartments. BCHMC paid for \$18,000 in costs relating to the purchase of the apartments directly, with the balance of \$1,000,000 being received on December 6, 2011. The loan is forgivable over a period of 25 years, commencing in the 11th year, provided that the Society meets certain conditions specified in the agreement.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2008

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 | 174,704 |
| Transfer from unrestricted fund | - |
| Interest earned | 7,167 |
| | <hr/> |
| | 181,871 |

The Sick Pay Fund balance is as follows:

| | |
|-----------------------------------|---------|
| Opening balance | 118,181 |
| Transfer from unrestricted fund | - |
| Interest earned | 4,848 |
| | <hr/> |
| | 123,029 |
| | <hr/> |
| Total internally restricted funds | 304,900 |

Note 8 Future Accounting Standards

The CICA has issued the following accounting standards that may be applicable to The John Howard Society of the Lower Mainland of British Columbia:

CICA Section 3862 and 3863, Financial Instruments - Disclosure and Presentation

These sections revise the current standards on financial instrument disclosure and presentation and place an increased emphasis on disclosures regarding the risks associated with both recognized and unrecognized financial instruments and how these risks are managed. The Society will adopt these new standards for its fiscal year beginning April 1, 2009.

CICA Section 1535, Capital Disclosures

This section establishes guidelines for the disclosure of information regarding a Society's capital and how it is managed. Enhanced disclosure with respect to the objectives, policies and processes for managing capital and quantitative disclosures about what the Society regards as capital are required. The Society will adopt this new standard for its fiscal year beginning April 1, 2009.

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

Schedule 1

REVENUES

For the year ended March 31, 2008

| | 2008 | 2007 |
|------------------------------|------------------|-------------|
| | \$ | \$ |
| Provincial Government | 881,141 | 857,445 |
| Federal Government | 1,167,579 | 1,048,882 |
| United Way of Lower Mainland | 75,885 | 77,167 |
| Charitable Gaming | 21,266 | 24,904 |
| Grants and other income | 433,207 | 333,608 |
| | 2,579,078 | 2,342,006 |