

Solutions OPPORTUNITIES
Crime Reduction
Diversity Accountability
Developmental Disabilities ADVOCACY

JohnHoward

SOCIETY OF THE LOWER MAINLAND OF B.C.

2010 - 2011 ANNUAL REPORT

Reintegration

Housing SOCIAL JUSTICE

Mental Health

Collaboration

Prison Conditions

Harm

Employment Preparation

Reduction

Community Safety

Restorative

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It is with great pleasure that the Board of Directors is once again able to report that the John Howard Society of the Lower Mainland of BC (JHSLM) has had a successful year, serving in excess of 7,300 individuals through more than 36,000 support contacts via everything from programs and services behind prison and youth centre walls to the operation of supervised and supported transitional and affordable housing, along with community support services for youth and adults. We are an organization with in excess of \$5 million in capital assets (7 properties), a \$3.5 million annual budget and 54 valued members of staff.

Clients include not only those who impacted by the criminal or youth justice systems, but also, importantly, those who have long-term mental, developmental and health challenges, and who may be vulnerable to victimization or behaving in an unsafe way. Our vision is: **Improving Lives, One Person at a Time**. We are successful because we care, and because we have brilliant leadership, commitment, and skills throughout the organization.

We have been re-establishing our strategic goals for the next several years to capitalize on significant advances in our service delivery and financial viability over the past five years. There will be no resting on laurels as we fulfill our vision and mission through these tenuous economic times—times that are difficult for us as an agency, but more importantly for the people that we serve and support.

Clearly, the gap in the continuum of our programs at present is affordable market housing as a continuation of our foundational service, along with entrepreneurial social employment programs. These, in combination with existing services, would allow our criminal justice clients to have homes as they (re)establish themselves successfully as contributing citizens. They would allow those of our clients with physical, mental or developmental challenges to thrive with increasing levels of independence. And they would allow us to diversify our funding sources and diminish our reliance on government funding as a principle, while applying resources to other identified service gaps and critical needs as they emerge. We commend you to read this annual report: it is a snapshot of where we are now as we look to the future.

One thing has been clearly reinforced as to what defines success: the positive impact on clients of staff members' interpersonal connection with them as agents of fair-minded accountability and mutual respect. We expect no less of each other.

On behalf of the Board, thanks to our Executive Director, the management team and all staff who make the difference by the way they do their jobs. Thank you to our funders who by definition have confidence in our services and financial accountability.

We have only just begun...

- Tim Stiles

Our Society continued to assist our community members' transition beyond their personal challenges, experiences and desires to improve their lives. We renewed our accreditation with the Commission on Accreditation of Rehabilitation Facilities, receiving another three-year certification, and began discussions with the Correctional Service of Canada (CSC) regarding the changed offender population and the need to modify contractual arrangements. We expanded our partnership with Community Living British Columbia (CLBC), embracing the Personal Supports Initiative (PSI) and remodeling our services to support new members of our client family. Our quality improvement practices have demonstrated outstanding results and innovative solutions, providing quality care that is cost-effective.

What sets JHSLM services apart from other organizations are our clients, volunteers and staff members. We have had the fortune of attracting amazing people into our programs. Our teams are dedicated to strength-based skill development and person-centred services, promoting relationship building and the outcomes of long-term client success.

This year, our training focused on Community and Personal Resilience: trauma, risk assessment, behaviour challenges, motivational interviewing and person-centred planning. We complemented our training by implementing a client database system throughout the organization. We improved safety at Vancouver Apartments by installing a sprinkler system and completed renovations in the basement, producing a new bachelor apartment.

Highlights

- Transitioned clients between CSC and CLBC. Successfully transitioned three clients from the Regional Health Centre to the community with the support of CLBC.
- Enhanced case planning and management between CLBC and JHSLM
- Project Helping Hand trained individuals with multiple barriers to employment
- Supported the BC Yukon Halfway House Association with a 3-day frontline worker workshop
- JHSLM provided 74 units of housing per day.
- Community Development Manager hired to write proposals and develop a fundraising strategy
- Implemented the Client Administrative Management System for online case management throughout the Agency.

The Year Ahead

- Revise the Mission Statement, Core Values and develop a Vision Statement
- Develop a 3-year strategic plan
- Sustain accreditation requirements with the Commission on Accreditation of Rehabilitation Facilities (CARF)
- Transition the contracted Executive Officer role of the John Howard Society of British Columbia to a permanent position
- Develop a plan to provide additional housing units to members of our community
- Manage the social and financial implications of a depressed economy while minimizing a reduction in services in service delivery
- Enhance all community and client service
- Support government agencies deliver objectives by providing innovative initiatives that strengthen the quality of life our clients and communities experience

- Tim Veresh

Guy Richmond Place (GRP) is an 18-bed Community Residential Facility (CRF) under contract with the Correctional Services of Canada (CSC) to provide a stable home environment with added structure for men on Conditional Release from both federal and provincial correctional institutions. GRP is safe and hospitable, providing food, a clean furnished room with cable, linens, and laundry amenities. All residents have access to two communal televisions, a DVD player, and a resident's phone line with voice mail, a weight room, and a computer with access to the internet.

GRP staff continuously offers support, advocacy, and information on community resources to all residents as they reintegrate into the community facing obstacles such as obtaining housing, employment, personal identification, BC medical coverage, banking services, transportation, and recreation passes. With the assistance of staff, practicum students and volunteers, GRP is able to meet the needs of each individual resident. We provide a supportive, homelike environment to assist individuals to become responsible citizens.

Admission Criteria

Referrals are received from the Vancouver Parole Officer of the Correctional Service of Canada. Applicants are screened on a weekly basis. Accepted applicants' files are reviewed by a community representative to ensure that each person adheres to the screening criteria of GRP.

Guy Richmond Place will consider individuals who meet the following criteria. Individuals must:

- be on conditional release from a federal or provincial correctional institution
- be accepted to GRP by either the House Manager or Director of Programs after a review of their
- correctional file
- be able to live in a group setting
- have made some progress in dealing with the criminogenic factors that prompted the offence for which they were incarcerated—they must have accepted responsibility for their actions

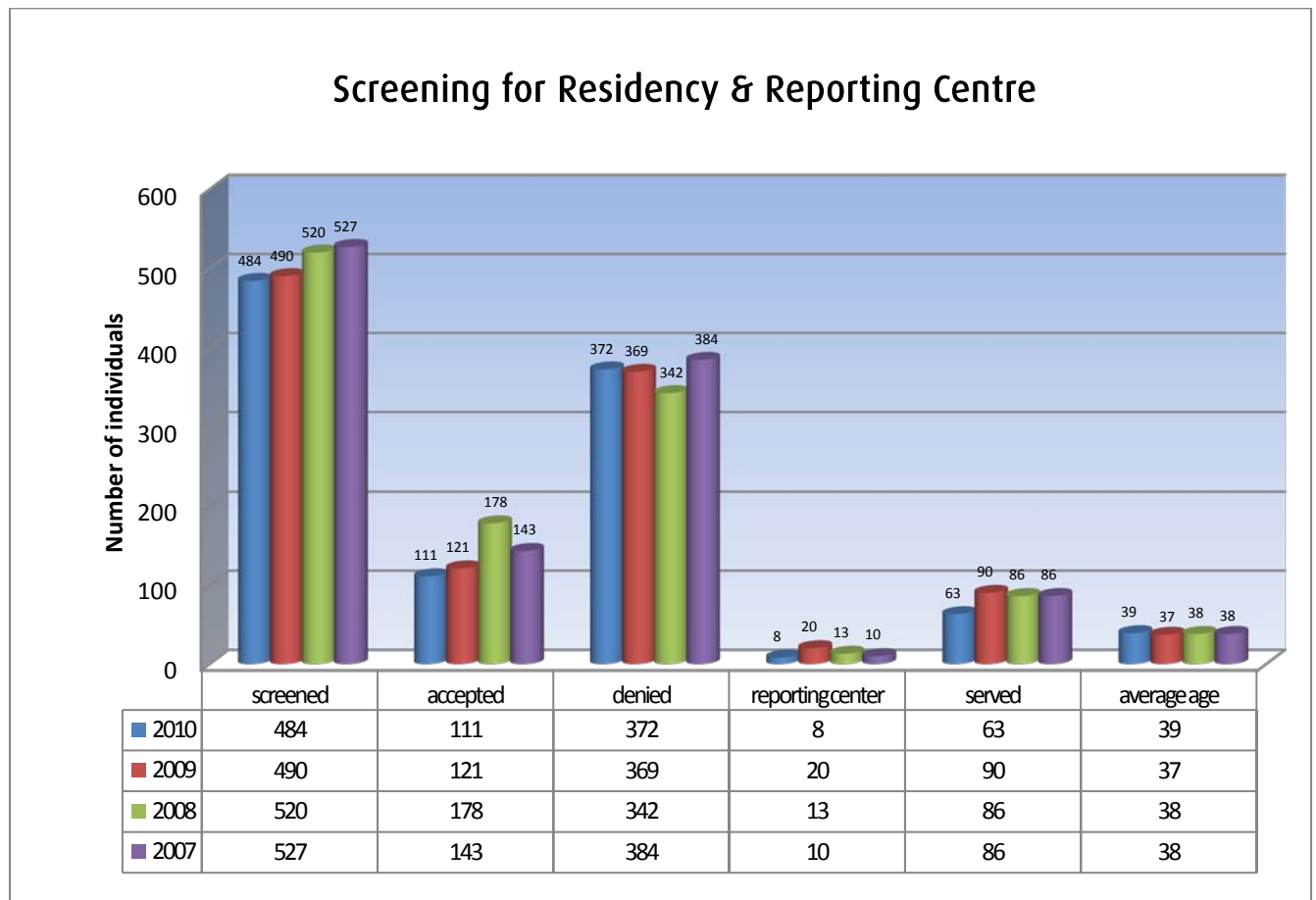
Guy Richmond Place is *not* an appropriate placement for those who are:

- physically challenged by the layout and design of the house, which is not wheelchair accessible
- participating in significant and untreated substance misuse
- refusing treatment for mental health issues
- refusing treatment for sexual abuse and violence issues

In September 2008 Vancouver Parole introduced a weekly screenings board (Community Corrections Intervention Board or CCIB) at the Vancouver Parole Office. This Board allows for a case management/team approach by giving CRF managers, parole officers, program managers and psychologists a venue to discuss each case and make informed decisions.

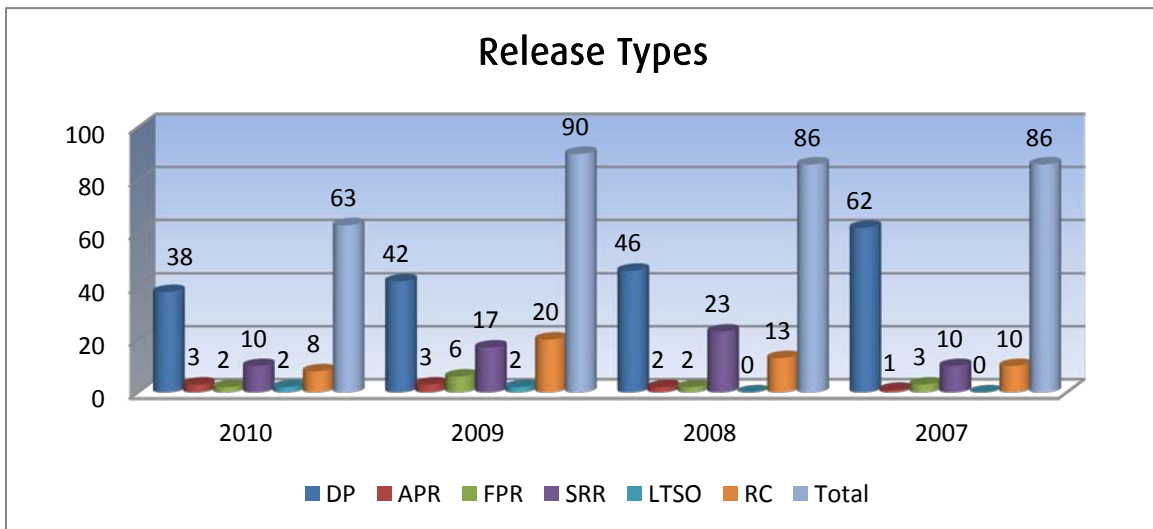
In 2010 (actually measured from April 1st, 2010 to March 31st 2011), GRP screened **484** applicants, accepted **111 (23%)**, and **served 63 individuals (13%)**, whose average age was 38. The **average stay** was **6.9 months** (compared to 5.3 months in 2009). The slight decrease in acceptance rates

from last year—2%--include safety concerns regarding gang members in halfway houses, CSC transitioning their new program model in the Pacific region and the abolishment of Accelerated Parole Release.



In 2010, GRP served **55 residents**. The longest stay was 1234 days and the shortest was 1 day. The average length of stay was 207 days—an increase of 48 days compared to the previous year. GRP had a 95 % occupancy rate (the same as last year). During 2010, the average bed day was 17.30. In 2009, the total number of residents served was 70 and the longest stay was 1096 days while the shortest stay was 1 day. The average length of stay was a 159 days. The average age of the residents this year was 39 years old. Last year the average age was 37 years old. In addition to providing service to 55 residents, GRP provided service to 8 reporting center individuals for a total of 63 individuals served. In 2009 GRP provided service to 70 residents and 20 reporting centre individuals for a total of 90 individuals served. The number of reporting center individuals decreased by 12 this year and has decreased almost by half from 2007 when we served 13. Out of the 8 reporting center individuals, 4 reported once and one reported 13 times. The total number of visits was 66 up slightly from last year's 60 visits. The average number of visits per individual was 3.3.

The majority of residents over the past three years have been on day parole (**DP**) or statutory release with residency (**SRR**) and reporting centre (**RC**) individuals on statutory release. This year there was a decrease in the number of residents on Full Parole who had a residency condition (**FPR**) and two residents were on Long Term Supervision Orders (**LTSO**). (**APR** stands for Accelerated Parole Release.)



Ethnicity	2010	2009	2008	2007
European	35	38	42	54
Aboriginal/Métis	13	33	18	7
Black Canadian	2	1	3	1
South Asian	2	2	9	4
Asian	9	14	9	13
Not included elsewhere	2	2	5	7
Total	63	90	86	86

As shown, Caucasian remains the largest ethnic group over this three year period with a continued moderate decrease this year. The chart also reflects a decrease in the number of Aboriginal offenders compared to last year, however on par with the numbers reflected in the 2 years previous to this.

Releasing Institutions

	2010	2009	2008	2007
Ferndale Institution	15	12	20	24
<i>Out of Province</i>	7	7	6	7
Matsqui Temporary Detainment	6	8	7	13
Mission Institution	5	5	7	1
Fraser Regional Correctional Centre	5	4	7	1
William Head Institution	4	1	1	7
Pacific Institution	3	0	2	1
Mountain Institution	3	12	6	4
Kwikwëxwelhp Institution	3	7	6	4
Belkin House (Salvation Army)	3	8	5	5
Matsqui Institution	3	7	9	17
Maple Ridge Treatment Centre	2	3	5	1
Nanaimo Correctional Centre	1	0	0	0
Regional Treatment Centre	1	3	1	1
Ford Mountain Correctional Centre	1	1	0	0
Harbour Light Centre (Salvation Army)	1	0	0	0

Burnaby Youth Custody Services Centre	0	4	0	0
Kent Institution	0	1	4	0

This year there was a slight increase in the number of residents who came from Ferndale and a slight decrease of the number of residents who came from Matsqui and Mountain Institutions. Approximately the same number came from TDU and Pacific. The chart shows that the majority of residents this fiscal year came from Ferndale, Mission, TD Unit and out of province transfers.

Residents' Most Serious Charge at Intake

	2010	2009	2008	2007
Aggravated assault	1	0	0	0
Armed robbery	3	0	0	0
Arson	0	0	0	0
Assault	2	4	6	5
Attempted murder	0	0	1	3
Breaking and entering	9	10	1	10
Conspire to commit indictable offence	0	1	4	3
Dangerous operation of a motor vehicle	1	0	1	1
Extortion	0	0	0	0
Forcible confinement/kidnapping	3	1	1	5
Fraud	5	4	0	1
Impaired driving causing death	0	0	1	0
Importing or exporting drugs	1	0	0	0
Laundering proceeds of crime	0	1	1	1
Manslaughter	3	12	3	3
Murder	6	15	12	11
Obstruction of justice	1	0	0	0
Possession of property obtained by crime	0	1	4	6
Possession of drugs for purpose of trafficking	3	12	18	15
Poss. weapon for dangerous purpose	4	0	0	0
Production of controlled substance	2	0	1	3
Robbery	14	15	21	11
Sexual offence	4	14	10	5
Theft	1	0	1	3

Residents are most often charged with multiple offences. The above chart lists the **single most serious offence** per resident at time of intake. As the chart shows, the majority of residents admitted this year were charged with robbery, breaking and entering, fraud, sexual offences, murder and manslaughter.

Changes in Service

In September of 2010, a new CRF manager was hired for GRP, vacancies filled, and a new team developed. The main objective was to continue building a stronger team through improved training. The Manager attended Leadership and Management Workshops through Canadian Management Professional Services and the Justice Institute of British Columbia. In addition, the Manager and staff

attended the British Columbia Yukon Halfway House Association (BCYHHA) meetings and Correctional Service of Canada CRF meetings. The Manager and staff also attended Federal Institutions and Parole Board of Canada Hearings.

We continue to ensure 6 training shifts for all new staff members. In addition, new staff complete 16 hours of training through the Moodle training site provided by the BCYHHA. Staff attended Boundaries Training, Non-Violent Crisis Intervention Training, Motivational Interviewing Training, Sex Offender Training, Mental Health Training, De-Escalating Violent Situations Training, Dual Diagnosis Training, and First Aid. One member of our staff team is now certified as a Motivational Interviewing Facilitator. Since receiving this training she has facilitated two classes within the Lower Mainland to agencies that are members of the BCYHHA.

Achieving last year’s outcome of having our Case Administrative Management System (CAMS) fully operational was one of the biggest changes this year (July 2010). Less time is required and the quality of staff notes has improved. This supports the JHSLM’s commitment to move to a more paperless work environment. The sharing of information has improved with the implementation of CAMS. Another benefit of this system is its accessibility from anywhere in the world. Lastly, if an individual returns to us, their file can more easily be reactivated.

The staff assault in December, 2010 brought another change: three days of additional staffing that scheduled from 5 p.m. to 1 a.m. to improve safety as residents return to the house throughout the evening. This additional staff person spends time assisting residents with job searches, resume building, applying for schooling, completion of taxes and most importantly, developing realistic goal setting with residents. In reviewing the incident (management and CSC held meetings for staff and residents to debrief), it became apparent that JHSLM needed to train more staff in CISM and ensure it is part of our training plan. All parties involved spoke to the importance of building strong professional relationships between staff and residents. Residents pointed out the importance of knowing who they are, not just from a risk management point of view, but also as individuals. In response to this suggestion from residents, Guy Richmond Place will continue to look for ways to improve our case management system.

Community Needs Assessment

GRP played an active role in assisting individuals to bridge from the Institution to the community by responding to letters received from incarcerated individuals:130 letters from individuals in institutions (double the number we responded to in 2009). In 2008, we responded to 49 letters from individuals. Incarcerated individuals write to GRP as a way to introduce themselves. These letters assist us in making screening decisions. When we attend informational fairs twice a year we encourage all incarcerated persons to write us letters.

	2010	2009	2008
Ferndale	3	2	4
Mountain	2	2	1
Kent	1	1	0
William Head	0	0	0
Kwikwexwelhp	0	0	1

Matsqui	1	4	4
Mission	1	3	4
Pacific-RTC	1	5	0
Number of trips	8	9	7
Number of interviewees who came to GRP	6	4	5
Total individuals interviews	51	73	55

Meeting individuals face to face is the most effective way to assess if they are a suitable candidate for JHSLM. This year, the GRP Manager and staff visited Mountain twice, Mission once, Matsqui once, Ferndale three times, and Pacific and Kent each one time: a total of eight day trips to the institutions and a total of 51 interviews completed. We completed two telephone interviews this year and 4 post suspension interviews. 6 of the 51 individuals that were interviewed came to GRP, a slight increase over the previous year.

Although only a small number of incarcerated individuals that we interviewed actually came to GRP benefits of this institutional in-reach include: a) educating incarcerated individuals and Institutional Parole Officers about services like us that are available in the community, b) advocating for individuals who are having difficulty navigating the system and c) building professional working relationships with correctional and parole officers.

Residents of Guy Richmond Place typically face many barriers when reintegrating into the community from the correctional system. Some of these include completing taxes, finding employment with limited skills, obtaining a B.C. Medical Services Plan number, recovering missing/lost identification, and re-establishing relationships with family and friends. Physical, medical and mental health issues continue to challenge individuals as well.

The following three charts show a breakdown of resident’s medical needs, metal health issues and types of substance misuse. Many residents often suffer from both a mental health and a substance misuse issue, making assistance complex and challenging due to limited resources and the resident’s ability to self-manage in the community. As staff continues to search for medical, mental health and substance misuse treatment resources for our residents, our ability to address the dynamic needs of our residents continues to improve.

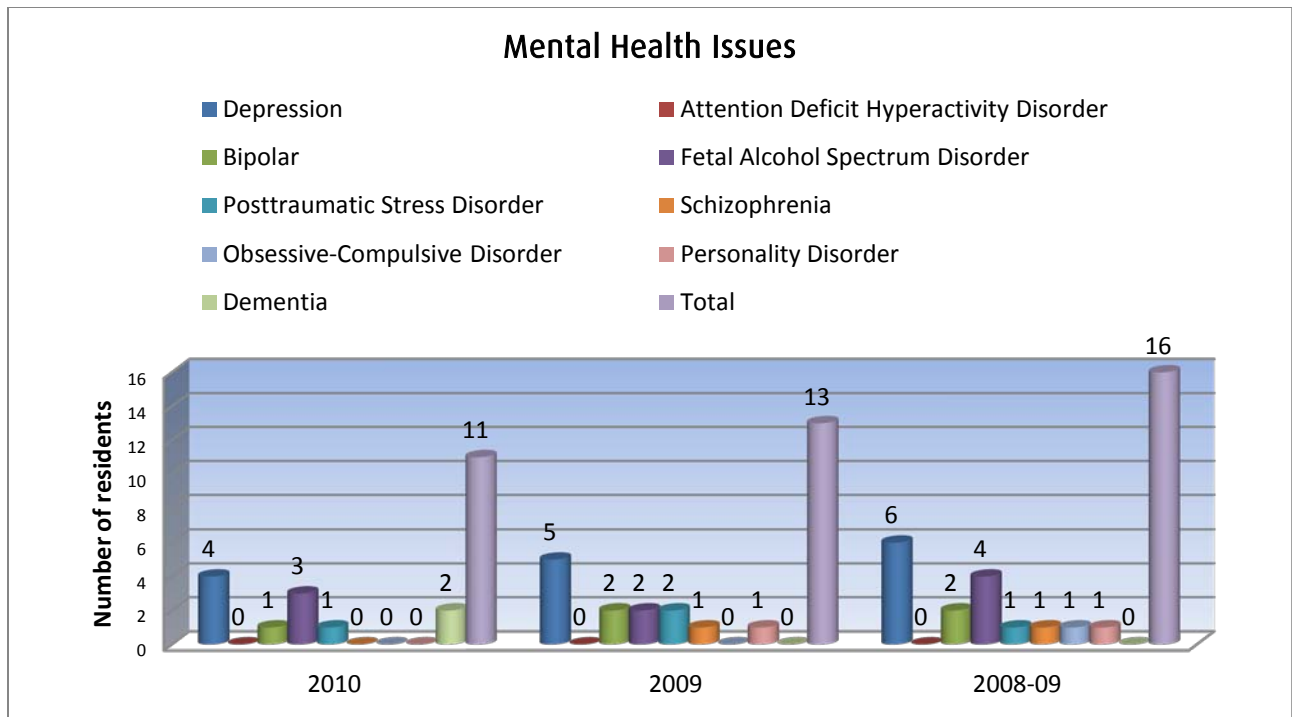
Health Issues

The chart below categorizes the substances that residents most often misuse, though not all residents would identify themselves as having a substance misuse issue but rather that they are a “recreational user.” This information is from residents’ correctional files. During 2010, 65% of residents had a substance misuse issue compared to 70% in 2009 and 76% in 2008.

Types of Substance misused

	2010	2009	2008
No substance misuse issues	22	20	29
Heroin	11	8	10
Alcohol	9	22	12
Cocaine	8	15	14
Tetrahydrocannabinol (THC)	6	13	10
Methamphetamine; "Crystal Meth"	5	5	6
All	2	0	10
Unspecified	0	0	4

Types of Health Conditions	2010	2009	2008
Angina	1	0	0
Arthritis	0	0	0
Back, joint and limb injuries and issues	4	0	2
Crohn's disease	0	0	0
Dental issues	1	0	0
Diabetes	0	2	1
Eye ulcers	0	0	0
Hepatitis	1	3	2
HIV/AIDS	0	3	3
Heart and circulatory issues	3	1	3
Hearing impaired	0	0	0
Methadone	6	4	5
Major organ dysfunction	2	0	0
Sleep apnea	1	2	0
Substance misuse issues	41	63	66
Thyroid issues	2	0	0



This year, approximately 18% of our residents had mental health issues. Depression has been the most common issue over the last four years. In that same time span, GRP has had with residents diagnosed with Personality Disorder, Fetal Alcohol Spectrum Disorder, Anxiety Disorder, Bi-Polar Disorder, Schizophrenia and Obsessive-Compulsive Disorder.

Analysis

This year's data shows that GRP continues to support residents to be successful on parole. Ten residents were granted Full Parole, three reached Warrant Expiry, four reached Statutory Release and 31 remain in the community. Six residents transferred to other CRFs. The number of suspensions was up slightly from 14 to 15. Five of the 15 returned to the program after being suspended. There was a total of three residents who went Unlawfully at Large (UAL) this year.

The overall success of the residents at GRP and the steadiness in suspensions and UALS is due to a combination of factors. Guy Richmond is a smaller CRF that offers individualized care and builds healthy relationship with its residents. A graduated curfew allows residents to spend more time with the staff when they first arrive and this 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. GRP is reluctant to accept untreated substance abusers and residents with an extremely poor release history until we have developed a relationship with them in the institution.

This year we seen a decrease in the number of individuals served. The decrease in the number of individuals served in 2010 (63 compared to 90 in 2009) can be explained by the increase in the average of length of stay, which was 207 days (an increase of 48 days over the average in 2009). This may be partially attributable to staff training in Dual Diagnosis, Mental Health Training, and De-escalating Potentially Violent Situations.

Another factor is that 38 of the 63 residents we served this year were on Day Parole and ten residents were on Statutory Release with a Residency Condition, two were LTSO's, three were on Accelerated Parole, two were on Full Parole with Residency and eight were reporting centre individuals. In general, residents who are on day parole participated in their correctional plan and were motivated to address their risk factors. Statutory release with residency cases are less likely to address their risk factors and are unhappy with having an imposed residency condition and therefore may be more likely to go UAL or be suspended.

The most serious charge at intake was murder—similarly to last year with an increase in the number of individuals convicted for armed robbery, breaking and entering, and possession of a weapon for a dangerous purpose.

The most common health concern among residents is substance misuse issues. Forty-one residents reported substances being an issue. The two most common substances used by residents this year were alcohol and heroin, followed by cocaine and THC. We saw an increase in the areas of heroin, alcohol and cocaine use and a decrease in THC use this past year.

Three residents went UAL this year. All three were on Day Parole, had substance issues and none of them had a primary relationship. One had been in residential treatment before they came to GRP and the other two had completed programming to address substance misuse issues. Two of three that went UAL used alcohol, one used heroin and two used cocaine.

One returned to the house and two were picked up on new charges, one for an assault on a Guy Richmond Place staff member and the other for shop-lifting. In addition, two were revoked. Their ages ranged from 33 to 42 and their length of stay was between 7 and 148 days.

Characteristics of the 3 residents who went UAL in 2010-11

- Substance misuse issues
- Had a relapse plan
- Had been in treatment programs for substance use
- Employed and motivated
- At least 2 positive community supports
- Late for curfews, missed call-ins, high energy, continuous “drama” and crisis, will challenge rules
- Had difficulty maintaining a commitment to goals (school, work and family)
- Easily influenced by other residents both positively and negatively
- Breached conditions at least one
- Older than 33
- May have a mental health issue
- Described by staff as needy
- Unrealistic goals

Characteristics of the 38 residents who have a history of substances use but did not go UAL

- 4 were receiving treatment for mental health issues
- 3 were on methadone

- 11 had more than a year of abstinence from drugs
- All had participated in some type of programming to address their substance use
- Very committed to stay drug free
- Realistic goals
- Described by staff as patient
- At least 2 positive community supports
- 1 had a committed primary relationship

The chart below shows some statistical information on the residents who went UAL

Length of Stay	148 days	64 days	7 days
Age at release	42	41	33
SIR	-10	-13	n/a
Day Program	Full time work	CSC program	Full time work
Re-offended while UAL	Yes	No	Yes
Relapse Plan	Yes	Yes	Yes
Substance misuse	Yes	Yes	Yes
Type of release	Day Parole	Day Parole	Day Parole
Support system	Friends	Parents	Parents / Sister
Mental health issues	No	No	No
Motivation level	Medium	High	High
Score on UAL scale	13/30	14/30	19/30

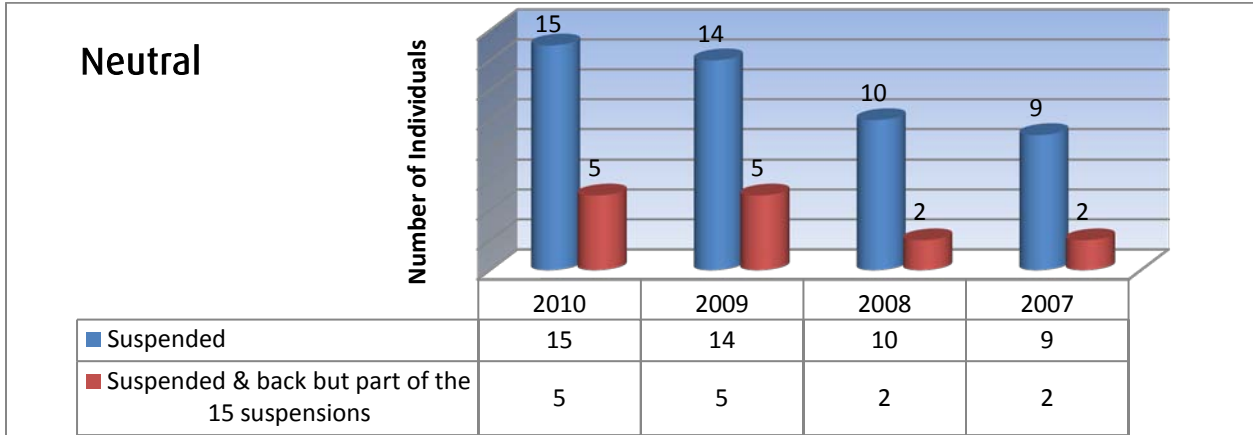
Review of Last Year's Goals

Action	Outcomes
Complete four team building exercises.	The GRP team went bowling for an afternoon at Rev's bowling centre. The staff reported really enjoying it and looked forward to more events in the future.
Complete staff evaluations	3 of the 4 full time staff members have completed evaluations. Our casuals have the 1, 2 and 3 month evaluations completed.
Develop more specific jobs/tasks for practicum students and volunteers.	Achieved. This year GRP had 1 summer student and one practicum student. The goal for the practicum student was to correspond with a potential resident in the institution and then complete an institutional visit to determine suitability in our program. Also, our practicum student attended Community Corrections Intervention Board meeting when the potential resident was being screened for residency. Our volunteer assisted one of our resident's with the use of his leisure time. They took him on outings of interest, and got him familiar

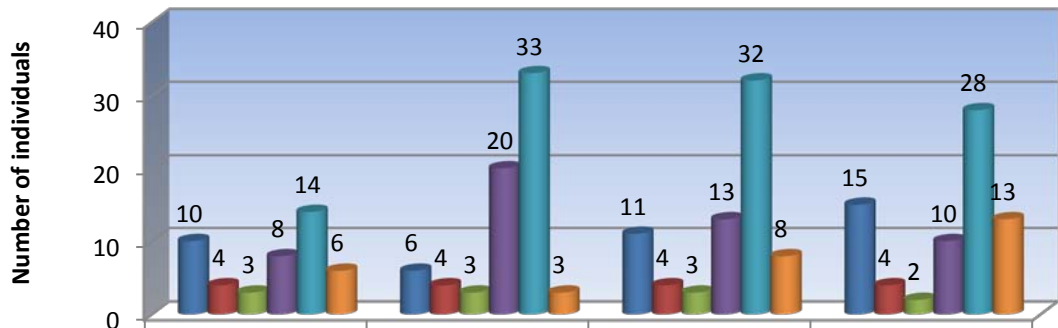
	with the community. They went for coffee, saw movies, car shows, and went to a community recreational centre to play billiards. Since this time the resident has gained full time employment and is awaiting housing in the East Vancouver area.
Have CAMS fully operational.	Operational since July 2010.
Improve our case management/team approach with institutions and community parole.	Achieved: the Manager attends CRF/CSC meetings within the community and CCIB on a weekly basis.
Entering institutional visits into CAMS.	A staff member has been trained in Microsoft Access and we have decided to use this program to track our institutional visits instead of CAMS.
Examining ways we may be able to manage incarcerated persons with ties to community gangs.	This goal has not been achieved as we are still trying to determine with our partnerships the best strategy to take when dealing with organized crime.
Continue to work with the high risk offender unit and the Vancouver Police Department.	Achieved as we continue to accept residents who are assigned to the high risk offender unit. The Manager communicates with the Vancouver Police Department Community Liaison officer for background information on potential residents.
Develop a strategic plan for the next 5 years.	Not achieved. This goal will be carried over into the new year looking at a 3 year plan.
To develop a vocational program.	This was achieved by our Agency as there was a summer vocational program. Guy Richmond Place had a resident who was a participant in the program. This program was created to assist individuals of all programs within the JHSLM to gain employability skills to help with successful reintegration.

Effectiveness and Efficiency

The program continues to measure the effectiveness and efficiency of our program through strategic plans that are reviewed on a regular basis; person centered case plans with S.M.A.R.T. goals (specific, measureable, attainable, relevant and time-bound); consumer, stakeholder and employee surveys; and ensuring we meet CSC contractual obligations and CARF standards. GRP screened 484 applicants with screenings completed within the set time frames and maintained an occupancy rate of 95%.

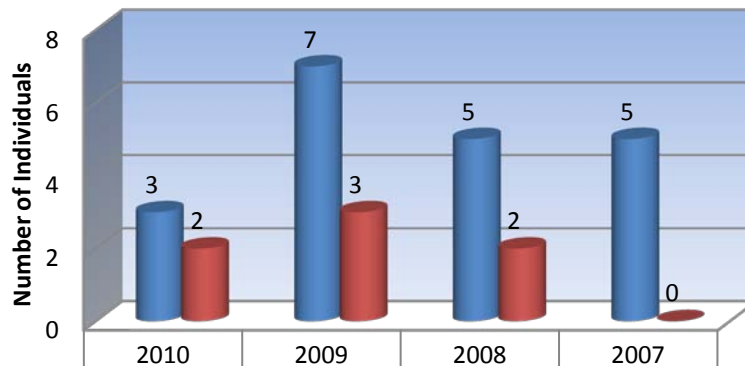


Success



	2010	2009	2008	2007
■ Full Parole	10	6	11	15
■ Statutory Release	4	4	4	4
■ Warrant Expiry	3	3	3	2
■ Reporting Centre	8	20	13	10
■ In Community	14	33	32	28
■ Transferred	6	3	8	13

Negative



	2010	2009	2008	2007
■ UAL	3	7	5	5
■ New Charges but part of the number that went UAL	2	3	2	0

45 residents (71.4%) of the total residents reached Full Parole, Statutory Release, Warrant Expiry, remain in the community, continued to report to GRP or transferred to another CRF and succeeded in transitioning back into the community, compared to 77% the previous year. Another 15 residents or 23.8 % were suspended and 3 residents or 4.8% went UAL compared to 8% the previous year. In 2010, terms of residency ranged from 1 day to 1234 days. The average length of stay this year was

207 days, in 2009 the average was 159 and in 2008 the average resident resided at GRP for 148 days. In 2010 GRP served 63 individuals, in 2009 served 90 and in 2008 served 86 individuals.

Resident's Use of time

	2010	2009	2008
Working	18	30	40
Family	8	10	9
School	2	5	6
Looking for housing/work	8	14	0
Church	1	0	0
Support groups/workers	2	0	0
Hobbies and activities	5	0	0
Volunteering	1	1	3
Friends	4	0	0
CSC program/psychologists	5	4	9
Adjusting to society	6	24	16
Immigration	0	1	0
Medical	3	1	3

As the above chart shows, 41.3% of the residents in 2010 were working, volunteering, going to school or attending CSC programs compared to 44% in 2009. In 2010, we continue to see a number of residents looking for work and housing. However, due to the tough economic times, the residents report that it is far more difficult to find full-time employment and that most employers are now requiring criminal record checks.

Satisfaction Surveys

Residents were asked to rate the categories below on a scale of 1 (lowest) to 7 (highest).

	2010	2009	2008
What is your level of trust with staff?	6.5	6	5.6
What is your level of safety at GRP?	6.7	6	5.8
Are you satisfied with staff's ability to address your concerns?	6.7	6	5.9
Are you satisfied with the meals provided by GRP?	5.8	5.6	5.6
Are you satisfied with your intervention plan?	6.9	5	6.4

This year 10 resident surveys were completed out of 13 distributed (77%). Feedback from residents on their discharge questionnaire stated they were able to complete CSC programming, save money, secure employment, reintegrate into the community and stay drug free. Some additional achievements included getting ID, a recreational leisure pass, going on community outings and reconnecting with family. They also stated that they met great people at GRP (both staff and residents). Things they disliked included being doubled bunked, the small size of the rooms, and resident meetings. They did not like the call-in procedures, curfews and weekend pass restrictions.

GRP staff and management look forward to working with our partners, stakeholder and residents during the 2011-12 year to continue to improve our practice and find efficiencies so that all those impacted by our program see excellence.

Next Year's Goals

- Complete 3 team building exercises.
- Complete all staff evaluations within allotted time frames.
- Make improvements to our case management system which includes reviewing position descriptions, shift schedules, staff documentation and a review of our intervention plans.
- Enter institutional visits into CAMS.
- Continue to examining ways to manage incarcerated persons with gang affiliations.
- Continue to work with the High Risk Offender Unit and the Vancouver Police Department.
- Update the strategic plan.
- Increase the number of SSR residents.
- Increase our acceptance rate by 10%.

- Ryan Jamieson

Hobden House (HH) is a 17-bed Community Residential Facility (CRF) contracted by the Correctional Service of Canada (CSC) to provide a stable home environment with added structure for men on conditional release from both federal and provincial correctional institutions. HH provides food, amenities, and 24-hour staff assistance with their integration to the community.

We assist residents develop personal plans, reviewing and updating them as necessary. Our staff members strive to create a **foundation for change** based on the individual needs of our residents to become contributing members of the community. We provide the opportunity—for some it is the first time in their lives—to enjoy living as productive citizens.

Hobden House provides a safe place for our residents to reside, to learn, and to try another way if they did not succeed on their previous attempts to live pro-socially, structure to their lives, mentorship, and support in their efforts to integrate to the community.

Admission Criteria

Hobden House does not exclude any individual requesting service based on their offence. Referrals are received from the New Westminster Parole Office of the Correctional Service of Canada; potential applicants are screened on a weekly basis. Accepted applicants' files are reviewed by a community representative to ensure that each person adheres to the screening criteria of Hobden House.

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

- be on conditional release from a federal or provincial correctional institution
- be accepted to GRP by either the House Manager or Director of Programs after a review of their correctional file
- be able to live in a group setting
- have made some progress in dealing with the criminogenic factors that prompted the offence for which they were incarcerated; they must have accepted responsibility for their actions

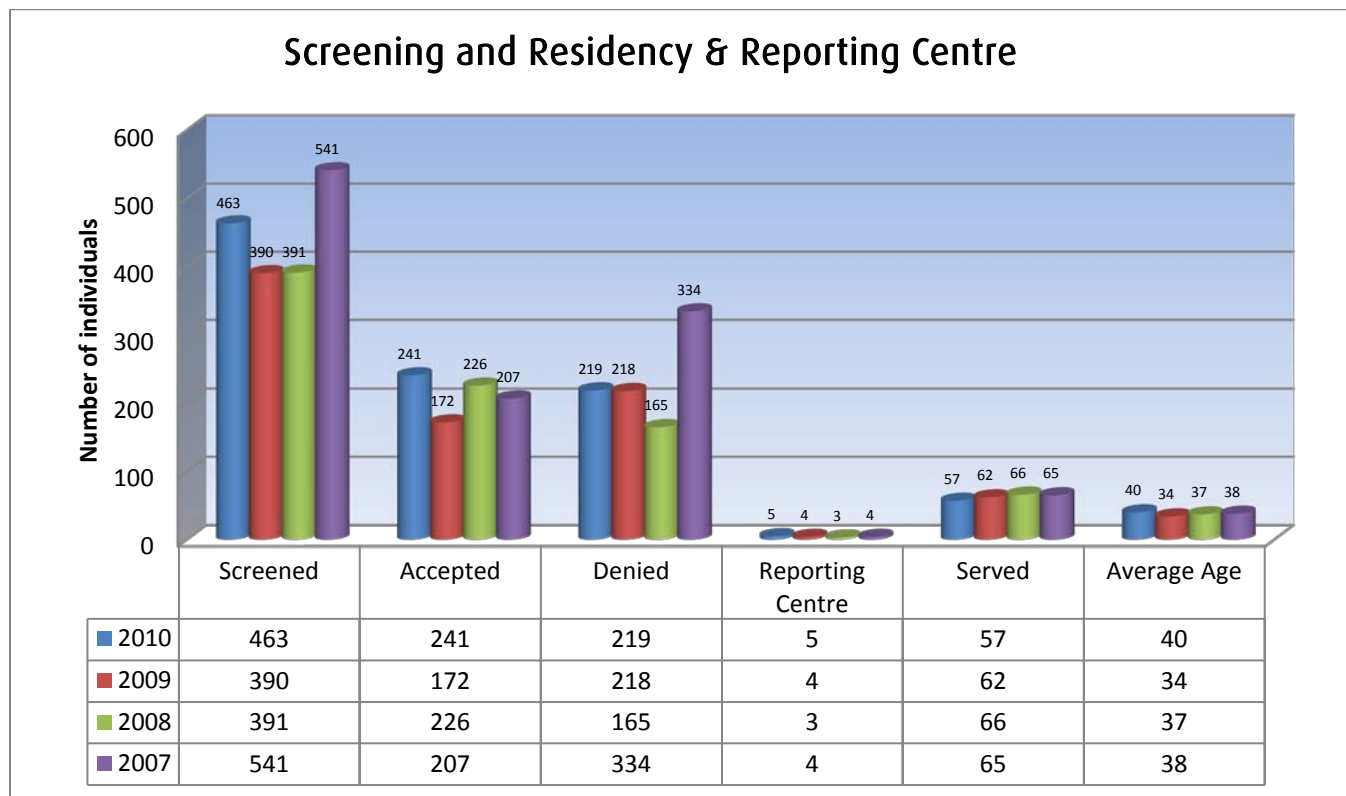
Hobden House is not an appropriate placement for those who are:

- physically challenged by the layout and design of the house, which is not wheelchair accessible
- participating in significant and untreated substance misuse
- refusing treatment for mental health issues
- refusing treatment for sexual abuse and violence issues

Population Served

This year Hobden House **screened 463** potential applicants and **accepted 241** or **52%** compared to 44% last year resulting in 73 more individuals being screened and 69 more being accepted. This increase in the number of acceptances may be due to: 1) the rise in individuals screened to Hobden House (however the number of individuals denied residency remained constant) and/or 2) The

strategies discussed at weekly screening boards on how to manage various types of risk in the community, allowing us to take higher-needs individuals.



The screenings board (Community Corrections Intervention Board or CCIB) at the New Westminster Parole Office meet on a weekly basis to screen potential applicants. This Board allows for a case management/team approach by giving Community Residential Facility (CRF) Managers, Parole Officers, Program Managers and Psychologists a venue to discuss each case and make informed decisions.

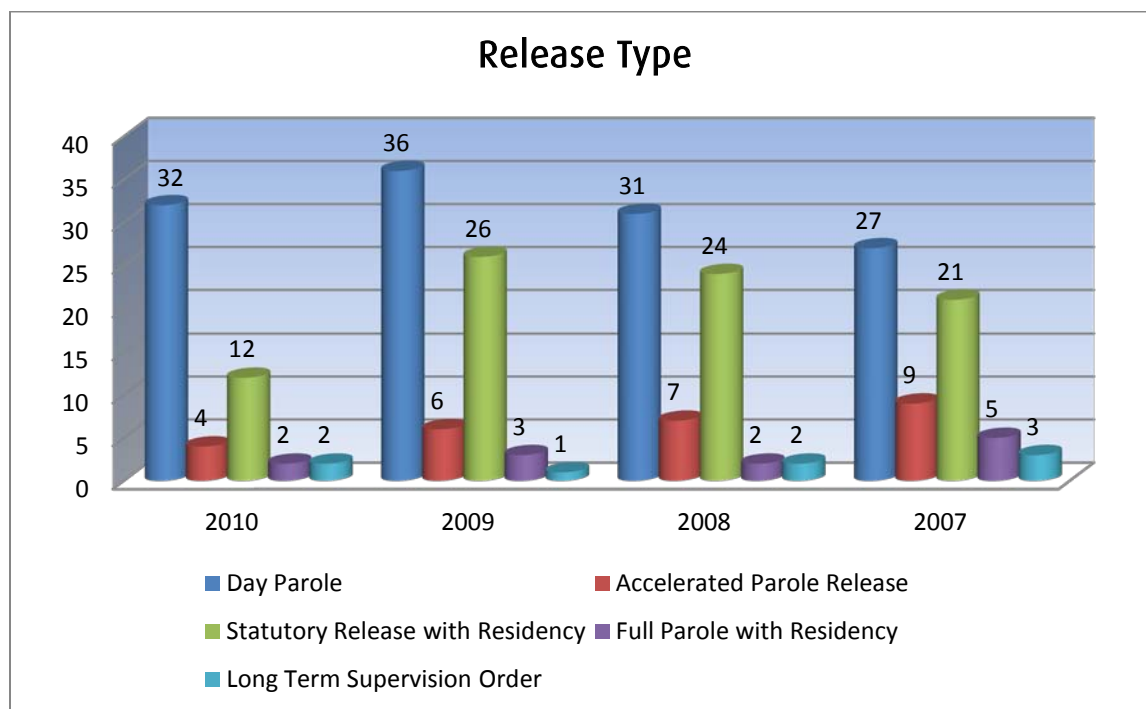
Hobden House served 52 for residency and 5 Reporting Center Clients, bringing the amount served to 57 individuals this year. The average age was 40 years—the first year that the average age for residents has broken the 40 year old mark. The length of residency has risen to 6.8 months from 4.3 in 2009 and the highest since 2004. Reporting center individuals’ average reporting contract time is slightly longer than a month which is shorter then individuals with a residency condition.

	2010	2009	2008	2007	2006	2005	2004	2003	2002
Average length of stay in months	6.8	4.3	4.6	5.1	2.01	3.6	9	8	6

Hobden House representatives continue to build relationships with incarcerated persons at all the institutions through regular institutional visits (with the exception of William Head Institution because of distance, though we attended information fairs at William Head and if an individual must be seen we have John Howard Victoria see them for us). Hobden House staff work with incarcerated individuals on their release plans to the community. By providing in-reach work we develop long term working relationships with the incarcerated persons. By building these relationships, the

Manager may send a Letter of Support to the National Parole Board and attend their hearing, providing further support.

The occupancy rate for 2010 was 96.5% up .03% from 2009 of 96.2% and up approximately 2.3% from 2008 of 94.2%. New Westminster Parole continues to fill our beds in a timely fashion helping keep our occupancy rate high. In addition, we do not discriminate when screening on offence type and prefer to screen on whether we can manage an individual's risk. This means that we will accept some individuals that other CRFs will not.



This year individuals on statutory release with residency accounted for 12 of our 52 residents. This is a decrease of 14 individuals from the previous year. Individuals on day parole accounted for 32 of the 52 residents. This past two years has seen a decrease in the number of individuals residing at Hobden House.

Ethnicity	2010	2009	2008	2007
European descent	40	41	52	46
Aboriginal/Métis	6	6	3	5
Black Canadian	1	1	1	3
South Asian	7	2	3	7
Asian	3	4	3	3
Middle Eastern/North African	0	5	3	0
Latin American	0	1	1	0
Pacific Islander	0	2	0	0
Total	57	62	66	65

European remains the largest ethnic group for the last three years.

Releasing Institutions

	2010	2009	2008	2007
CRF Transfers	13	7	1	3
Temporary Detention Unit	12	11	13	5
Ferndale	9	11	13	16
Mountain	7	4	13	7
Treatment facilities	3	4	0	2
Kent	2	3	4	7
Mission	2	2	0	0
Pacific	2	4	4	3
Regional Treatment Center	2	3	4	0
<i>Out of Province</i>	2	2	1	3
Kwi	1	2	0	3
Matsqui	1	3	0	9
William Head	1	2	6	3
Provincial Institutions	0	4	7	3
Regional Reception and Assessment Centre	0	0	0	1
Total	57	62	66	65

The number of individuals released from Ferndale continues to decline. The rise in CRF transfers can be explained by the limited available bed space at Hobden House at the time of release. These individuals had to be placed at alternative CRFs. Hobden House continues to accept a large number of individuals from the Temporary Detention Unit.

Residents' Most Serious Charge at Intake

	2010	2009	2008	2007
Aggravated Assault	0	2	1	3
Armed Robbery	3	3	9	0
Arson	1	0	0	0
Assault	0	2	2	0
Assault with weapon	2	2	2	0
Breaking and entering	1	4	10	5
Counterfeiting	0	0	0	1
Extortion	0	0	1	0
1st/2nd degree murder	5	3	3	6
False Pretences	0	2	0	0
Fraud	3	3	3	6
Importing/exporting drugs	0	0	0	1
Kidnapping/forcible confinement	3	2	0	0
Manslaughter	7	2	0	0
Motor Vehicle	3	0	0	1
Non-culpable	0	0	0	1
Obstruction of justice	0	2	0	0
Possession of controlled substance	1	0	0	0
Possession of firearm	0	2	0	0
Possession of stolen property	0	2	6	1
Robbery	11	21	19	16

Sexual assault	8	2	3	6
Theft	1	2	3	6
Trafficking	8	6	4	12

The above chart shows:

- The vast majority of Hobden House residents are serving federal or provincial sentences for multiple charges. Only the most serious charge is identified.
- Robbery convictions are down by 10 and armed robbery has remained constant for the last two years.
- Breaking and entering and possession of stolen property are down but trafficking convictions are up.
- First/second degree murder is up, as is manslaughter.

Changes in Service

The relationship between New Westminster Parole and Hobden House continues to be positive. The CRF/NWP meetings are a positive experience for both the CRF and NWP staff to discuss issues and find solutions to ensure the smooth and safe operation of the CRFs. The meeting venue rotates between the CRFs and NWP. The meetings include the NWP Area Director, parole officer supervisors, the managers and/or the CRF executive directors and guests, with information flowing back and forth to the CRFs and NWP. In addition, this year at CCIB, members are given a Security Intelligence Office (SIO) report on individuals who have gang connections.

JHSLM's Case Administration Management System (CAMS) became fully operational this year, improving the smooth flow of information from one program to another and reducing the time to reactivate a file. Paper consumption has decreased and staff enjoy remote access to the system.

Community Needs Assessment

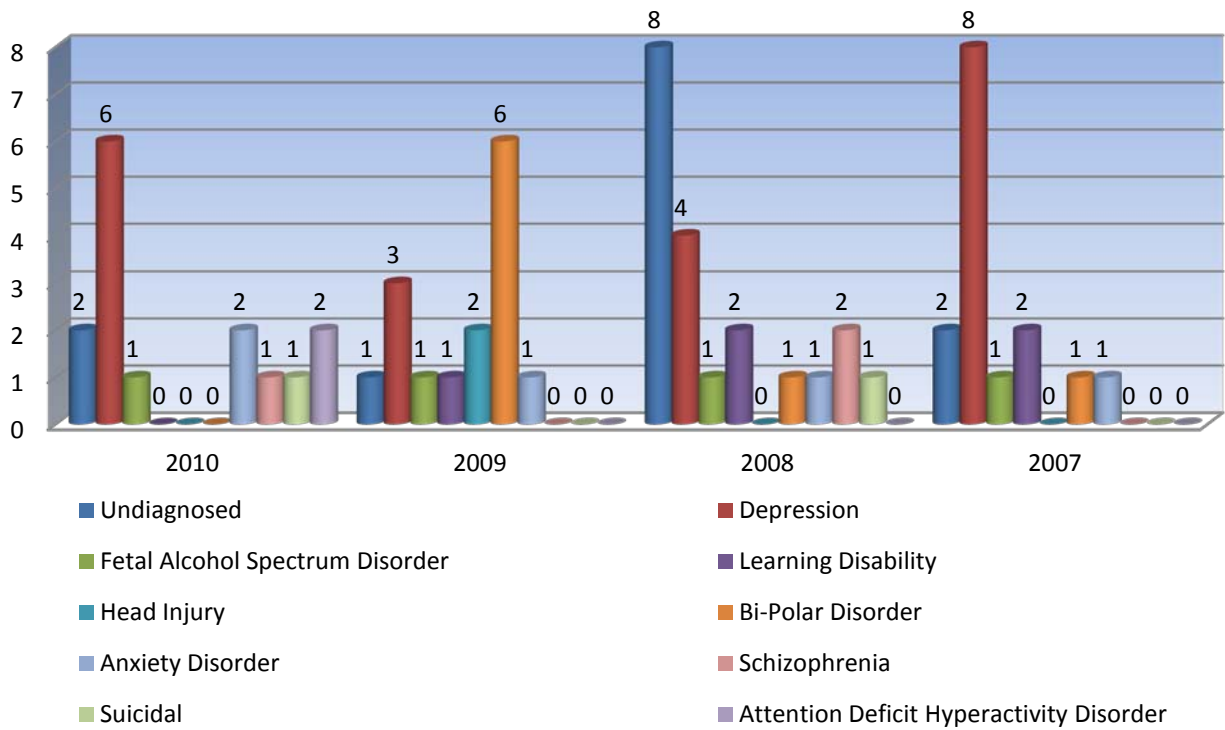
Alcohol and drug issues continue to be the dominant issue that our residents struggle with: 84.2% of all Hobden House clients while in 2009 the residents coping with these issues amounted to 88.7% of all the clients, a decrease of 4.5%. Only 15.7% residents who arrived and departed did not have an abstain condition out of the 57 residents served for 2010. The statistical information on medical issues is likely not truly representative of all the issues residents have because it is not mandatory that a resident disclose their medical information. The statistical information only reflects the physical needs that the resident has disclosed either in the institution or to the CRF staff.

Medical Issues

	2010	2009	2008	2007
Alcohol and drug misuse issues	48	55	62	52
Allergies	1	1	1	0
Asthma	0	6	0	1
Brain injury	2	3	0	0
Cancer	0	0	0	1
High cholesterol and blood pressure	5	4	1	0
Crohn's disease	1	0	0	0

Diabetes	2	1	1	3
Drug allergies	0	0	0	0
Emphysema and lung problems	0	0	0	0
Epilepsy	0	0	1	0
Gout	2	2	0	0
Hearing	0	0	3	0
Heart problems	2	3	1	1
Hepatitis	5	6	11	4
Hernia	2	1	0	0
High blood pressure	0	0	0	4
HIV	1	1	1	0
Injuries in backs, joints and limbs	10	11	1	6
Kidney problems	0	0	0	0
Lupus	1	0	0	0
Methadone	1	4	6	6
Migraines	0	0	1	1
Missing limb	0	0	0	0
Nerve damage	0	0	0	0
Pacemaker	0	0	0	1
Sleep apnea and sleeping issues	1	0	0	3
Skin issues	1	0	0	0
Testosterone	0	1	0	0

Mental Health Issues



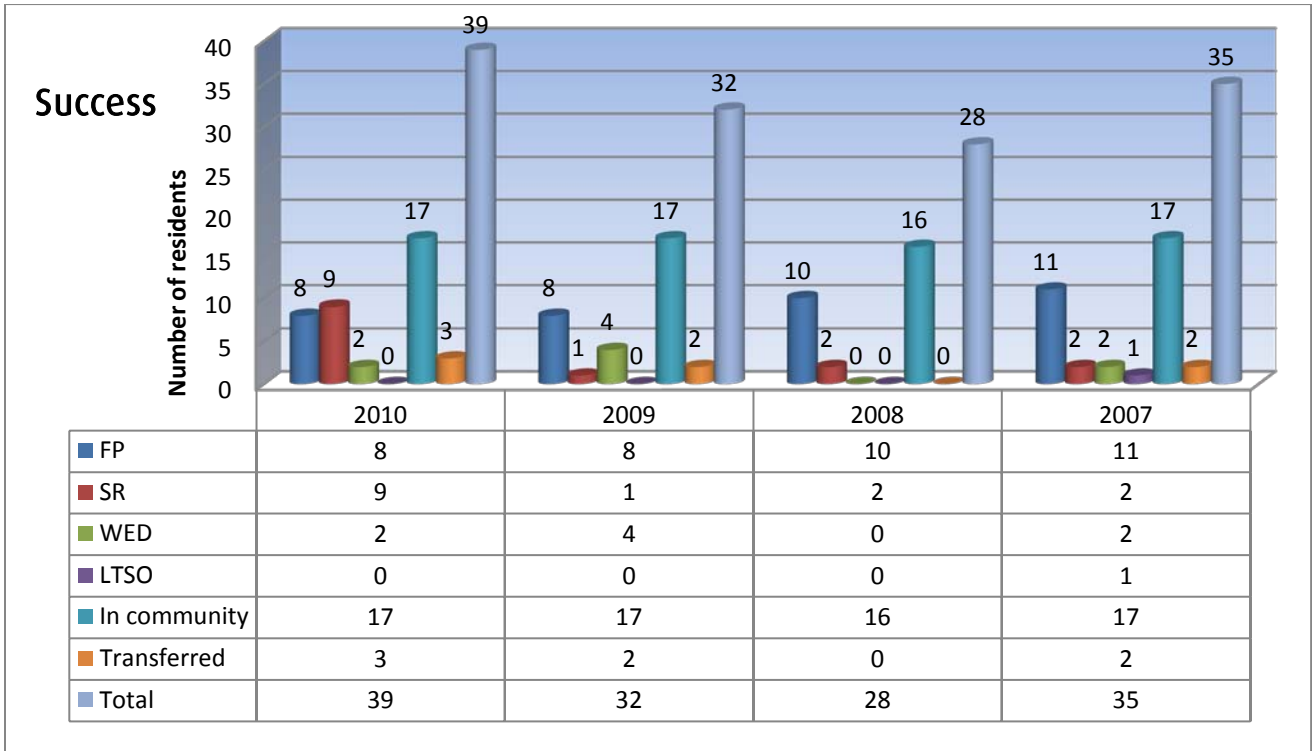
The above graph shows the number of residents with mental health issues remained the same as last year. There was an increase in the residents diagnosed with Depression. Persons with FASD remained the same but persons head injury is down. The greatest change was in the number of residents diagnosed with a Bi-polar Disorder, down 6 from the previous year.

Permanent Program Goals

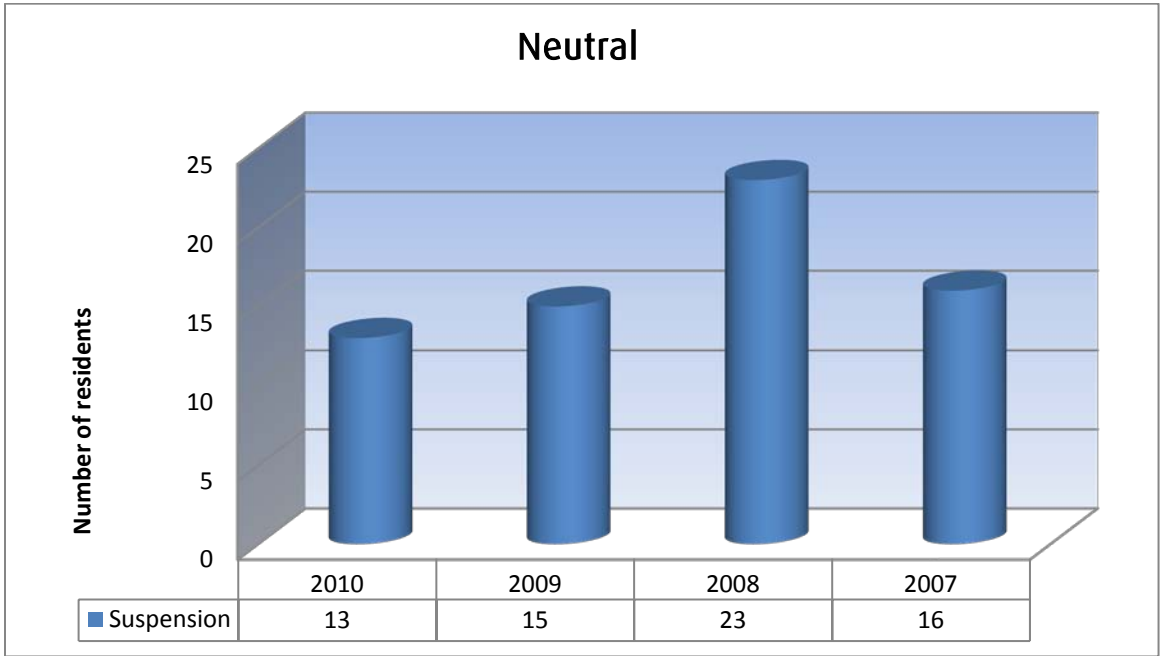
- To assist and support men on federal and provincial parole in their efforts to reintegrate to the community.
- To bridge the gap from the institution to the community.
- To keep the community safe by monitoring the resident's whereabouts in the community
- To be advocates, counsellors, role models, coaches, and mediators of our residents to support their positive efforts to change.
- To continue to upgrade and maintain the residence.
- To continue gathering statistics and other relevant data to ensure the program meets consumer needs.
- To receive feedback from the stakeholders and residents to assist with making positive changes to the program.
- To upgrade the office equipment as needed.

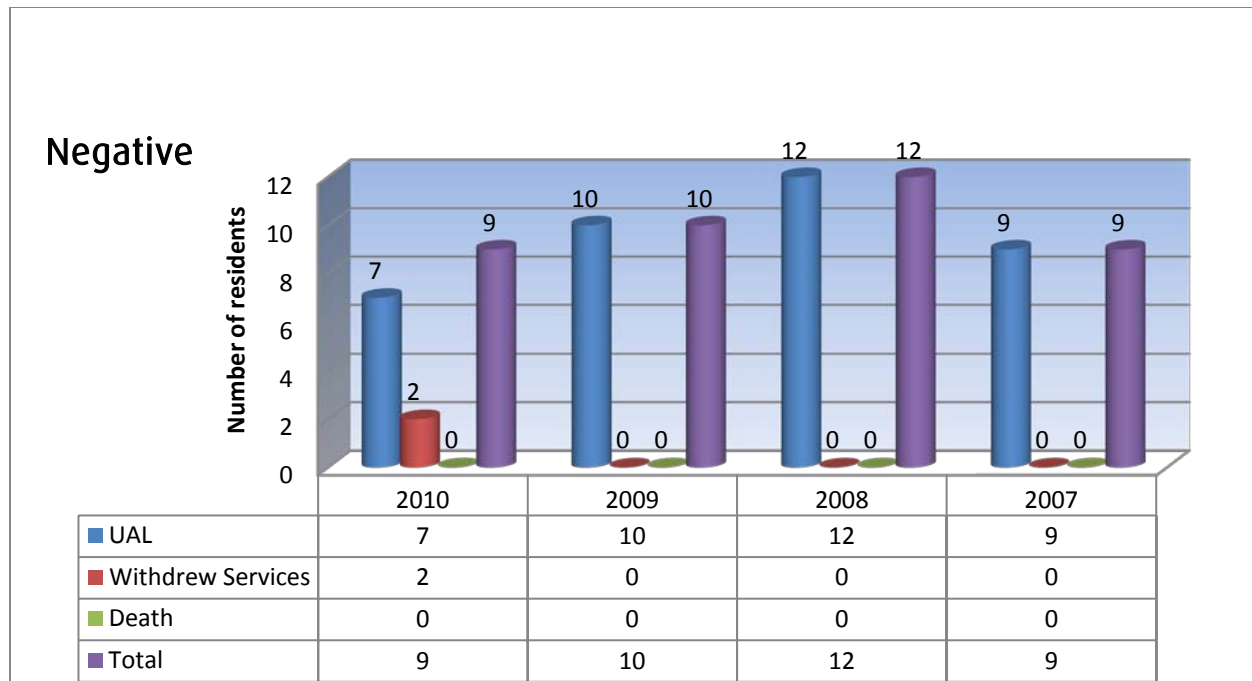
Review of Last Year's Goals

Action	Outcome
To attend the institutions at a minimum of 10 visits per year	We surpassed this goal by 8 visits.
To complete stakeholder, staff, and consumer surveys and increase the rate of return.	Hobden House completed the consumer surveys. Results discussed later in this report.
To complete staff evaluations within set time frames.	The staff evaluations were on time with the exception of 3 full time staff and 3 casuals who were one month late.
For staff to have exposure to the CCIB Screenings and Parole Board Hearings.	Achieved. More than half of the full time and casual staff has attended CCIB.
To develop a statistics template for CCIB screenings and institutional visits.	Completed. Hobden House has a 2 templates developed in the Access Program for CCIB and Institutional visits.
To purchase a garden shed to store garden tools.	This goal has not been attained.
CAMS to be fully operational.	Attained.
Looking at ways we may be able to manage incarcerated persons with ties to community gangs.	Continuing to assess.
Improve our case management/team approach with the institutions and Community Parole.	Plan will be operational in fall of 2011.
Develop a five year strategic plan for the program.	This goal has not been attained.



The above graphs show that 39 residents or 68.4% of the total residents reached Full Parole, Stat Release, Warrant Expiry, remain in the community, continued to report to Hobden or transferred to another CRF and succeeded in transitioning back into the community, compared to 60% in 2009—an increase of 8.4%. Another 13 residents or 22.8 % were suspended and 7 residents or 12.3% went Unlawfully at Large (UAL).





Some Characteristics of Residents that went UAL

Some Characteristics of Residents that did not go UAL

Scores vary from 10 to 20 with the average 16.8 on the weighted compliance scale	Same
Had a relapse plan	Same
Motivation level medium to high	Same
Unable to set realistic goals	Able to set realistic goals
Trouble primary relationship	Positive primary relationship
Described by staff as needy	Described by staff as patient
Late for curfews	On time for curfews
High energy, challenge rules, avoid chores	Follows rules, does chores
Has difficulty maintaining commitments	Carries through with commitments
Have a minimum of 2 community supports	Same
Easily influenced by others both positively and negatively	Not easily influenced by others
Some had a day program/work some not	Same
Have substance abuse issues	Same
Security classification ranges from minimum to maximum	Same
The number of residents that went UAL, reached FP or WED had the same number of 3 scores on the checklist	Same
Age range mid 20's to 40's	Same
All had a minimum of 2 CSC programs	Same
Majority were on their first federal sentence	Same
Some had mental health needs	Same
Some were in treatment programs in past	Same

There are no major changes to the UAL chart. The behavior that stands out for those that went UAL compared to those residents that did is not being able to set realistic goals, having problems in their

primary relationship, being late for curfews, being easily influenced, challenging rules and having difficulty maintaining commitments. Our statistics show scores on the UAL checklist (weighted compliance scale) ranged between 12 and 21. All of them had relapse plans, all had community support, all had substance misuse issues, all had been in programs and most had been in substance misuse treatment programs in the past. In addition, security classification did not appear to be a factor, nor did release type.

Statistical Data On Residents That Went Unlawfully At Large

<i>Mot Level</i>	<i>Sent-ence Length</i>	<i>Length of Stay</i>	<i>Age at Release</i>	<i>Day Prog</i>	<i>SIR</i>	<i>Subst-ance misuse</i>	<i>Support System</i>	<i>CSC Programs Completed</i>	<i>Release Status</i>	<i>Mental Health</i>	<i>Score On UAL Scale</i>
<i>M</i>	<i>9 y 3m 4d</i>	<i>29 days</i>	<i>46</i>	<i>n</i>	<i>-6</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>N/A</i>	<i>14</i>
<i>M</i>	<i>9 y 3m 4d</i>	<i>32 days</i>	<i>46</i>	<i>n</i>	<i>-6</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>N/A</i>	<i>14</i>
<i>M</i>	<i>3y 7m 5d</i>	<i>14 days</i>	<i>25</i>	<i>SA</i>	<i>4</i>	<i>Yes</i>	<i>G/F</i>	<i>2</i>	<i>SRR</i>	<i>YES</i>	<i>7</i>
<i>M</i>	<i>14yr 3m</i>	<i>153 days</i>	<i>42</i>	<i>counsellor</i>	<i>6</i>	<i>Yes</i>	<i>Friend</i>	<i>6</i>	<i>FPR</i>	<i>N/A</i>	<i>12</i>
<i>L</i>	<i>4y 2m</i>	<i>22 days</i>	<i>41</i>	<i>n</i>	<i>-15</i>	<i>Yes</i>	<i>Family</i>	<i>4</i>	<i>SRR</i>	<i>YES</i>	<i>21</i>
<i>L</i>	<i>3y 6m</i>	<i>8 days</i>	<i>34</i>	<i>n</i>	<i>-10</i>	<i>Yes</i>	<i>Family</i>	<i>3</i>	<i>SRR</i>	<i>YES</i>	<i>19</i>
<i>L</i>	<i>5y</i>	<i>11 days</i>	<i>31</i>	<i>N</i>	<i>-4</i>	<i>Yes</i>	<i>Sister, Friend</i>	<i>3</i>	<i>SRR</i>	<i>YES</i>	<i>17</i>

Efficiency

From April 1, 2010 to March 31, 2011 the representatives of Hobden House screened 463 potential applicants for residency and reporting centre. 241 individuals were accepted and 219 were denied. The occupancy rate for Hobden House for the fiscal year 2010 to 2011 was 96.5%, or 16.4 residents per day, up .03% from 2009 of 96.2%. This .03% rise in the occupancy rate may have roots in the following:

- New West Parole Office making a diligent effort to keep the CRFs full.
- Fewer residents were suspended: 13 versus 15 residents from the previous year and less than the high of 23 suspensions for the 2008 fiscal year
- Increased staffing 3 days per week has allowed staff more time to be proactive in assisting residents. In addition it has allowed staff to introduce residents to community activities that they might not have participated in, for example attending soccer games, football games and other pro-social events in the community

Consumer Satisfaction Surveys

This year **6 residents** filled out our consumer survey. The residents rated the various aspects of their experience with Hobden House on a scale from 1 to 7 with 1 being the lowest and 7 being the highest. Below are the results:

	2010	2009	2008	2007
What is your level of trust with the staff?	5.1	6.7	6.75	6.2
What is your level of safety at Hobden House?	5.6	6.5	6.75	6.4

Are you satisfied with staff's ability to address your concerns?	5.6	7	6.75	6.2
Are you satisfied with the food that is provided at HH?	5.3	6.8	6.75	6.8
Are you satisfied with your intervention plan?	6	6.8	6.75	5

In addition, consumers were asked:

Where do you think we can improve?

Responses: Unlock the food cupboards.

What do you think we do well at Hobden House?

Responses: Talking with kindness. Courteous, friendly, well mannered and very helpful!

What can we do differently to help you reach some of our goals?

Responses: Single rooms. You are pretty helpful already. More frequent one on ones about how the goals are going.

Analysis

This is the 8th year of statistical information and we are noticing:

- The average age of our residents has risen this year to break the 40-year mark.
- Suspensions have declined for the past two years.
- The average length of stay has risen to 6.8 months from 4.3 months last year.
- Robbery and robbery convictions are down.
- Breaking and entering and possession of stolen property are down but trafficking convictions continue to rise.
- 1st and 2nd degree murder and manslaughter is up.
- Our consumer satisfaction survey indicates the residents with satisfied with the service they receive but not as satisfied as in 2009.

Next Year's Goals

- To attend institutions at a minimum of 20 visits per fiscal year.
- To attend one Inmate committee meeting at every Institution to present Hobden House as the preferred CRF to reside at on Conditional Release
- To complete stakeholder, staff and consumer survey and increase the return rate.
- To complete staff evaluations within set time frames.
- For staff to have exposure to the CCIB and PBC if budget can accommodate.
- To purchase a shed to store garden tools.
- To purchase a new freezer.
- Continue to examine ways to manage incarcerated persons with ties to community gangs.
- Improve our case management system.

- Pat Gilbert

Our vision for Vancouver Apartment is to provide a home-like setting in which our residents 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 (CLBC) 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 (personal grooming/hygiene, health management, room management, time management, meal planning/cooking, shopping, daily/weekly chores, and budgeting)
- Community Awareness and Social Maturity (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 CLBC who sets the following admission criteria:

1) 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 may have mental health issues.
- The adult may have behavioural difficulties.
- The adult may have been charged, convicted or is being investigated regarding a criminal offense.
- The adult is at risk in the community.
- Must be a client of Community Living Services Vancouver Coastal Region.

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

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

Population served

This past year Vancouver Apartment served 6 residents, four female and two males. Three of these individuals are of Chinese descent, one identified as Ismaili, one is Afro-Canadian/Caucasian and one is Caucasian.

Changes in Service

During this past year Vancouver Apartments has supported several individuals on both a short term and emergency basis. These individuals were referred to our program by CLBC due to changes in their living arrangements and their emergent need for support. The Vancouver Apartments team was willing and able to accommodate and support these individuals on an expedited basis. Our team was please to provide a safe and supportive home environment for these individuals who were experiencing significant changes and stress in their lives.

The time span that each of these individuals resided at Vancouver Apartments varied between as brief a stay as one evening to six months. One individual who lived at Vancouver Apartments for six months transitioned into an Individual Care Network monitored by our agency as a result of the skills she developed and the independence she gained during her time in our program.

Community Needs Assessment

There is a need for supportive independent housing to enhance personal choice and autonomy for those persons ready to transition from 24 hour support to supported independent living.

For residents with multiple barriers there is a need for specialized day activities that accommodates their needs and supports them in developing the level of independence they desire.

Vancouver Apartments makes every effort to adapt the program to meet the needs of the resident through individual centered planning as opposed to having the resident fit within the confines of an existing program. Our case management/team approach gives all stakeholders and the consumers a place to discuss issues and make informed decisions.

Program Goals

Vancouver Apartment provides a safe home environment where adults can acquire the life skills they need to function more independently in a community living arrangement. Residents begin the program with various levels of readiness and are provided a transition period whereby they begin to learn social and life skills to prepare them to meet their full potential for independence.

The residents work towards the goal of independence, one step at a time. Vancouver Apartment works with the resident, their families and other advocates, as well as 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 Apartment focuses on what the resident does successfully and believes that the resident can achieve unique solutions to their life challenges. We offer individualized

programming for each resident, 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.

Effectiveness – Outcomes

Vancouver Apartment continues to use the Amended Adaptive Functioning Index (AAFI) to measure life skills. The index has been broken down to two categories. The 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 AAFI scores in the last year:

Resident	April 2009	July 2009	Oct 2009	Jan 2010
1	184	184	184	184
2	201	200	203	216
3	77	76	75	86
4	-	140	140	-
5	-	-	-	66

The data from the index serves as a tool to develop care plans and to measure outcomes. It provides an opportunity for residents and staff to support and improve areas that need more attention. The results are reflected in quarterly reviews and updated care plans. The current results show fluctuations in scores due to a few residents who have had minor setbacks this year: struggling to balance work, time management, relationships, increased independence, mental and physical health concerns as well as behavioral concerns. The levels of functioning at Vancouver Apartment continue to be diverse requiring support to vary widely. Some individuals require more direct support with their activities of daily living such as hygiene and basic life skills, where others required support with finding employment, educational opportunities as well as accessing mental health services and addressing addictions concerns.

During the majority of the year, Vancouver Apartment maintained a 100% utilization rate. Only during March 2010 and the beginning of April 2010 as well as part of February 2011 was Vancouver Apartments at a 75% utilization rate. Additional indications of successful achievement of outcomes are that staff has been able to provide a safe environment for the residents, the staff team and the community. The incidents that were reported this year involved mental health issues, medical emergencies, aggressive behavior/posturing, uttering threats, substance misuse, missing persons reports and inappropriate sexual behaviors in the community. Each incident was investigated, reported and reviewed by the case management team. The outcome from these incidents resulted in lost privileges and hospitalization. The results are as follows:

Resident	CLBC Incident Reports	In-House Incident Reports	Reasons
1	10	5	Inappropriate sexual behaviours in the community, including making obscene phone calls, aggressive behaviour/posturing and uttering threats, attempted shoplifting, threats to self harm, medical emergencies/hospitalization.
2	2	2	Medical emergencies/hospitalization, aggressive behaviour towards staff
3	1	0	Medical emergency/hospitalization
4	0	0	
5	0	0	Missing person's reports due to not contact with the individual for 24 hours, reporting stolen items to the Vancouver Police Department, placing and abandoning 911 calls

Efficiency

One of our goals at Vancouver Apartment is that all referrals be handled in a timely manner. During the last year, Vancouver Apartment received several referrals, including some emergency placement requests, to fill two vacancies created by two residents transitioning into more independent living arrangements within the community. The case management team reviewed each of these referrals and stayed in close contact with each other through both the referral and transitions stages for each of the individuals referred to Vancouver Apartments.

Every Monday afternoon weekly resident house meetings are held. During these meetings residents gather to review the previous week, plan the upcoming week, and raise any concerns or issues that they have. This is a time for residents to express any feedback both positive and/or negative, to resolve interpersonal issues, and to participate in the planning of upcoming social and leisure events.

Client 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 satisfaction from 1 to 7 (1 lowest and 7 highest). The results of the survey indicated that residents were generally satisfied with the service. (One individual's response to the question 'What do you think that we do well at Vancouver Apartment?' was 'Birthdays' and 'Dance Parties'.) The feedback that was received included a request for staff to continue providing suggestions or ideas to residents. The following chart list the results compared to previous years.

	2010	2009	2008
Level of hope for the future	6.5	7	6.5
Level of trust with staff	7	7	7
Level of safety at VA	7	7	6.25
Staff's ability to address your concerns	7	6.67	6.75
Your ability to live independently	4.5	5.33	3.63

Residents have submitted several written complaints and suggestions over the past year. The complaints submitted addressed restrictions that were put in place for the individual's safety and some personality conflicts with co-residents and staff. The complaints were reported, handled promptly and reviewed by the team with an outside mediator. Weekly house meetings and our suggestion box continue to provide an opportunity to monitor resident satisfaction.

Eleven stakeholder surveys were returned (out of 20, which is 55% compared to 91% the previous year). Stakeholders were invited to comment on how helpful they thought Vancouver Apartment was in helping residents achieve outcomes. Stakeholders were asked to rate their answers on a scale of 1 to 7, with 7 being the highest. The following chart list the results compared to previous years.

	2010	2009	2008
To what extent has the JHSLM responded to you/ your program in a cooperative and professional manner?	6.64	6.63	6.9
How satisfied are you with the JHSLM?	6.45	6.25	6.75
In light of your experience, please rate the accessibility of our program for your son/daughter or clients.	6.2	6.00	5.58

Additional feedback included: "Everything has worked out so well, as well for [my son] as for me and the rest of the family. We are all very grateful to the VA people and the John Howard Society"; "This survey includes the opinions of the other siblings, thus as a family we are extremely pleased with the level of care that _____ is receiving. Well done!"

Analysis

Review of last year's goals:

Action	Outcomes
Maintain a 100% occupancy rate.	Vancouver Apartment has maintained occupancy rate of 100% for the majority of the year.
Referrals to Vancouver Apartment will be handled promptly.	Achieved.
Develop day programming for residents who do not have access to community day programs due to their level of functioning.	This year we accomplished our goal of creating day programming tailored to fit the needs and interests of our residents who are not an appropriate fit for existing community programs.

Adapt our in-house programming in order to improve our quality of services and meet the individual needs of our residents.	This goal was accomplished this year through continued monitoring and assessment of each residents need, abilities and goals. Through this process our in-house programming was personalized for each resident.
Complete semi-annual file audits.	All files were audited this past year. Key worker checklists were used by the staff to ensure individuals files were kept up to date.
Improve team performance by establishing a team building exercise at every staff meeting.	This year we did not meet our goal of a team building exercise at every staff meeting due to time constraints for meetings and the amount of material necessary to cover.
To complete staff annual evaluations on time.	95% were completed on time.
To expand the Individual Care Network Program.	The Individual Care Network Program was expanded by one new contract this year.
Complete the work on the basement suite of Vancouver Apartments.	The work on the basement suite was completed and City approval was received March 2011.
CAMS to be fully operational.	CAMS is fully operational and our staff team is confident in their ability to use all relevant aspects of the program.

The Vancouver staff team continues to work diligently to ensure that the program is in accordance with international quality standards. Staff and management perform quarterly file audits, ensure security of client information, and maintain personnel files, staff evaluations, outcome surveys, and building maintenance. This year we have made some improvements to our building by renovating both bathrooms in addition to painting several bedrooms, and other minor repairs and improvements.

Changes in Service

Vancouver Apartment maintains emphasis on group activities within the program in order to encourage social interaction amongst peers instead of 1:1 outings with key workers. This year Vancouver Apartment residents participated in several group activities such as: day trips to the PNE, the Greater Vancouver Zoo, Stanley Park, The Vancouver Aquarium, Granville Island, Trout Lake Farmers Market as well as local art events. The highlight of this year's group activities was the opportunity to attend several music concerts. Group activities continue to prove challenging for Vancouver Apartment as a result of the diverse levels of function of residents as well as behavioral concerns.

The program makes a concerted effort to celebrate cultural events in order to honor and appreciate cultural diversity of the residents and the community. This year Vancouver Apartment teamed up with JHSLM's Community Services Office in order to hold a Sports Day in addition to Chinese New Year and Christmas parties for residents at VA and Miller Block, as well as clients of the Community Outreach Program and the Community Services Office. During the past year, one Vancouver Apartment resident participated in weekly tai chi classes, Special Olympics' bowling, and a pottery class while another resident has taken part in a weekly art class put on through Developmental Disabilities Association. Vancouver Apartment's third resident chose to enroll in courses at Vancouver

Career Collage in order to work towards their preschool assistant certificate. Another resident at Vancouver Apartments chose to participate in several community groups through their religious community. It is an ongoing goal for Vancouver Apartment to facilitate different group activities in order to encourage social interaction amongst peers.

Effectiveness

Although Vancouver Apartment staff has adopted the Amended Adaptive Functioning Index as one tool to measure resident outcomes, there continues to be difficulties in its application. Residents continue to rate their skill level higher than their actual functioning level.

Overall, it has been a success and residents are now able to better understand the areas in which they may need to grow. This understanding has been put towards developing goals in their individual care plans. The residents are more involved in the processes because they have an opportunity to evaluate their different skill levels. This year, residents have made improvements in many areas. One of our residents has successfully maintained paid employment within the community for most of the year. Another resident continues to attend day programming one day per week. One resident is able to menu plan, grocery shop and prepare meals with minimal supervision as measured by the AAFI; another two residents have made significant progress in this domain and are knowledgeable about cooking simple nutritious meals and snacks with limited staff supervision. A fourth resident has been able to maintain previous gains in regards to self managing his daily living activities.

Efficiency

This year Vancouver Apartment had four residents who were assisted in taking medication by staff. Overall this year Vancouver Apartment had fewer challenges with medication administration than the previous year. This is a result of one individual who previously had a great deal of difficulty complying with her medication routine taking a more active and involved role in maintaining her health. In addition a procedure was put in place to eliminate the possibility of missed medications. During shift change the Medication Administration Records and the medication blister packs for each resident must be audited in order to ensure all residents have taken their medications as prescribed. For any medication errors that did occur, such as missing medications or giving them at the wrong time, medication error forms were completed and submitted to the house manager. In each of these situations the dispensing pharmacy was contacted for instruction on how to proceed.

Consumer Satisfaction

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

The Stakeholder surveys that were returned indicate high levels of satisfaction with the program. Informal inquiries made regularly during contact with stakeholders indicate that, in general, those

with whom we work are pleased with the quality of service provided. CLBC representatives commended the agency for flexibility in the way we provide service to accommodate individuals with more complex needs.

Next Year's Goals

- Maintain a 100% occupancy rate.
- Referrals will be handled promptly.
- To adapt our in-house programming in order to improve our quality of services and meet the individual needs of our residents.
- Develop day programming for residents who do not have access to community day programs due to their level of functioning.
- Complete semi-annual file audits.
- Complete staff annual evaluations on time.
- Encourage staff to participate in training opportunities and to research training that they find both interesting and beneficial to our program.
- Facilitate one team building event for staff to participate in and increase staff morale.

- Alanna Parker

The Community Outreach Program provides collaborative, one-to-one 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 (an apartment, affordable housing, home share or hotel, et cetera). The skill development focuses on personal routines, community awareness and social maturity. The individual, their facilitator, and the Outreach Worker jointly negotiate the goals to be worked on. When appropriate, the input of family members and other community stakeholders is incorporated as much as possible.

The Community Outreach Program provides service to CLBC tenants living in the community and in a John Howard Society of the Lower Mainland apartment building, Miller Block, which has 12 suites for individuals who are developmentally disabled and living independently. Miller Block was developed as a response to the need for safe, affordable housing for developmentally disabled individuals at risk of homelessness, and was opened on December 1st, 2005. Tenants at Miller Block are referred by CLBC and develop an individualized plan of care in collaboration with their facilitator and Outreach Worker. Miller Block tenants do not have a contract for goals or time-specific services as other Community outreach individuals do. Support is instead provided on an as-needed basis. Outreach support is available to tenants eight hours per day, seven days a week. The building is staffed with one full-time outreach worker and one 2/5 worker.

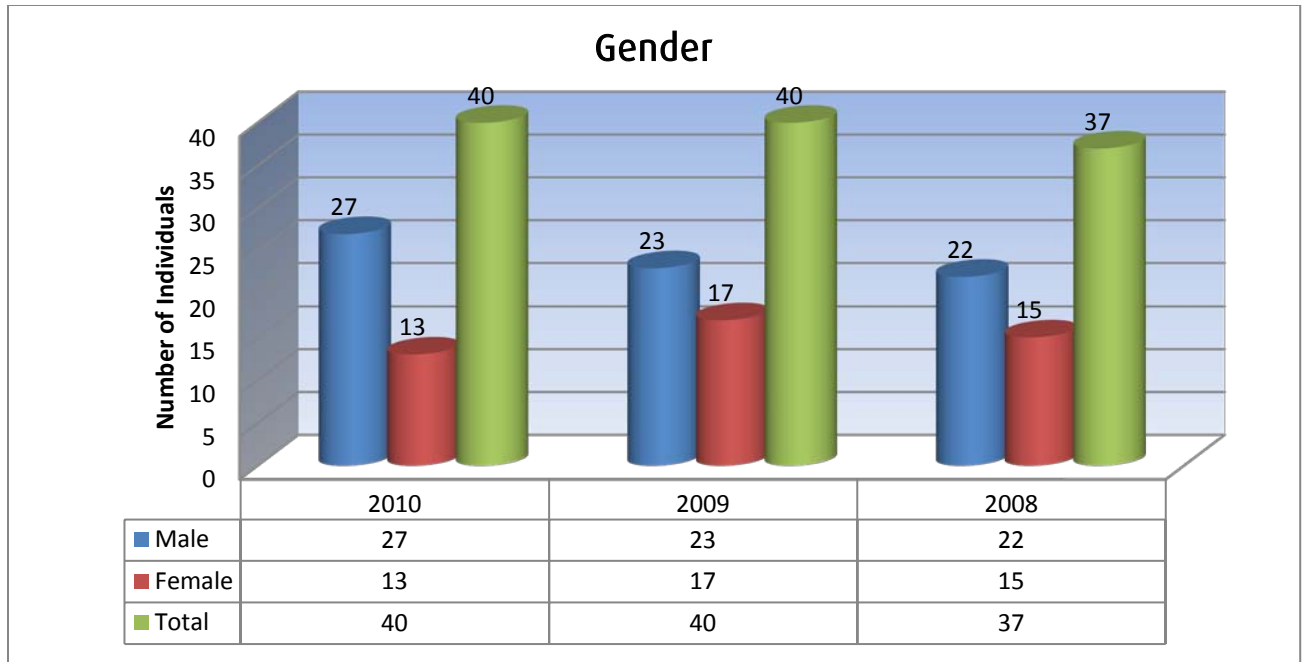
Admission Criteria

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

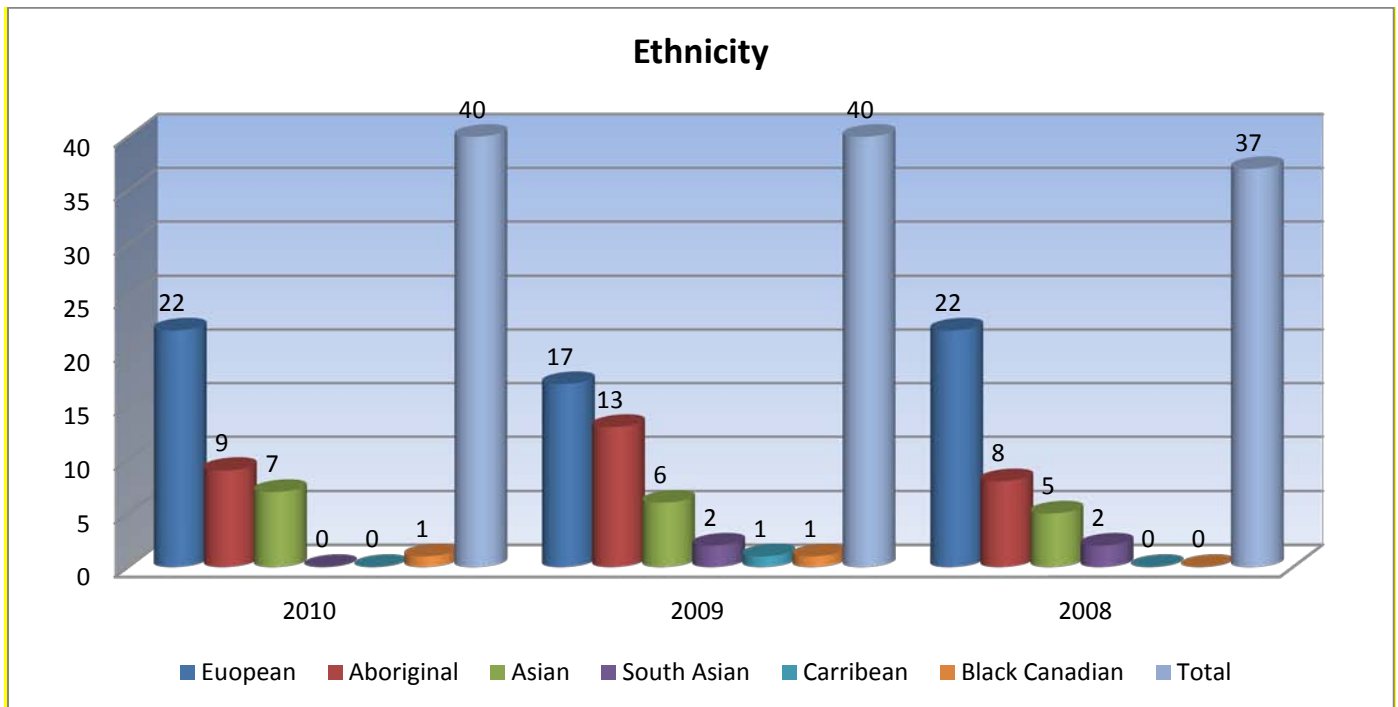
- Tenants may have mental health concerns.
- The adult is 19 years of age or older.
- Tenants are involved in or are at risk of involvement with the Criminal justice system.
- Tenants may have health concerns.
- Tenants may have addictions issues.
- Tenants need assistance in learning life skills.
- Priority is given to the individuals in most need as determined by
- Community Living British Columbia (CLBC).
- Tenants living at the Miller Block must be from the Vancouver Office of Community Living BC.
- Tenants 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 served 40 individuals, no increase from 2009. The following graphs show the breakdowns of the gender, ethnicity and disability type:



The number of males served increased by 4 and the number of females served has decreased by 4 from the previous year.



The above graph shows that 55% of the persons served in 2010 were Caucasian in compared to 43% the previous year. The graph also shows a decline of 20% of Aboriginal clients in 2010 from 2009.

Disability Type

Medical Issues	2010	2009	2008
No medical issues	22	25	22
Drug and alcohol addiction	6	2	4
Diabetes	6	1	2
Heart disease	3	2	1
Asthma	2	1	2
Hearing impairment	2	1	1
Memory loss	2	2	1
Seizure disorder	2	1	1
Brain injury	1	2	1
Cerebral palsy	1	1	1
Dyslexia	1	1	1
Kalman Syndrome	1	0	0
Lipoprotein lipase deficiency	1	0	0
Lupus of the brain	1	1	0

As the above chart shows, 55% of the consumers had medical related needs in 2010 compared to 37% in 2009.

Mental Health Issues	2010	2009	2008
No mental health issues	13	8	9
Fetal alcohol spectrum disorder (FASD)	6	6	6
Autism spectrum disorder	4	3	1
Depression	4	1	3
Post-traumatic stress disorder (PTSD)	4	3	3
Anxiety disorder	3	2	0
Psychotic Disorder not otherwise specified	3	1	1
Attention deficit hyperactivity disorder (ADHD)	2	3	3
Obsessive-Compulsive disorder	2	1	0
Schizoid-affective disorder	2	1	1
Attachment disorder	1	1	1
Asperger's syndrome	1	1	0
Bipolar disorder	1	1	1
Down syndrome	1	1	2
Myotonic dystrophy	1	1	1
Paranoid schizophrenia	1	1	1
Selective Mutism	1	1	1
Tourette's syndrome	1	1	1
Schizophrenia	0	1	1

68% of the consumers had mental health issues in 2010 compared to 80% 2009.

Changes in Service

In the summer of 2010, JHSLM established a program called **Project Helping Hand**, the idea of which was to provide employment readiness skills for persons with developmental disabilities and/or persistent multiple barriers to employment. It was also an opportunity to build on relationships in the community and to serve as an enterprising program. The program hired four individuals living at Miller Block and a 3/5th vocational worker. The program inspired self-esteem, basic employment readiness skills and employment rights and responsibilities through landscaping and maintenance work with JHSLM properties and other projects in the community. The goals of this project for participants include:

- To demonstrate employment readiness, conflict resolution, patience, promptness, ability to complete tasks with supervision, maintain hygiene
- Develop employment skills
- Complete skills and abilities assessment and set personal goals
- Complete barriers checklist and set personal goals

The project demonstrated that individuals with developmental disabilities and multiple barriers are reliable workers, are able to complete resumes, understand the need for a reference letter, learn new work skills like flowing through on steps to complete a task, and learn to deal with conflict with a co-worker and/or supervisor and to be on time for work and back on time from breaks. Their self-esteem improved (one worker stated he felt “normal” again), and they all developed a sense of teamwork. They enjoyed the experience and looked forward to working in the community. We look forward to continuing this program again.

This year we supported two individuals involved in the criminal justice system (federal and provincial). We assisted them while they were in custody with pre-release planning and continued to assist them in the community. This consists of working very closely with probation and parole officers, social workers, mental health team and others who are part of the individuals’ support teams.

This year we received three additional contracts from CLBC, individuals that required more intensive supervision and support than most of our clients. Each contract required 10 or more hours of support a week for each individual, permitting us to increase our staffing levels.

This year, we received a grant from Service Canada to hire a summer student from May to August to provide additional outreach support to assist individuals work towards their goals. This was invaluable, allowing the program to respond quickly to immediate needs of all the individuals living in the building. It also allowed for more one-to-one as well as group outings in the community.

This year our agency adopted a new computer based case management system called Case Administration Management System (CAMS) to record information. This has improved our ability to monitor outcomes, record service delivery, share information between programs, and make it easier to reactivate closed files. CAMS has been fully operational since July, 2011.

Community Needs Assessment

This year we have assisted individuals who needed housing because they were either homeless or at risk of being homeless. There appeared to be an emergent need for supportive housing outside of Vancouver's Downtown Eastside that was not a Single Room Occupancy hotel (SRO) or a shelter. It was a challenge to find housing for individuals with limited finances, multiple barriers, drug and alcohol addictions and developmental disability in the community. These challenges included long wait lists, low vacancy rates, safe areas for housing options, and affordability. We were successful this year in housing an individual in the basement of Vancouver Apartments who had been homeless, living in a shelter in the Downtown Eastside for over a year. We also successfully housed five individuals in different housing models to accommodate their needs. For example, one Miller Block tenant was evicted in 2010. He continued to receive community support from the outreach team while he was shelter-hopping. His community outreach worker assisted him in finding long term housing in the community and he is no longer living in a shelter.

There continues to be a need for supportive independent housing to enhance personal choice and autonomy for those persons ready to transition from 24-hour support to supported independent living.

The needs of outreach individuals are diverse and are becoming more complex. Staff members assist individuals to secure appropriate housing; manage finances; develop skills such as cooking, cleaning, and maintaining personal hygiene; create community connections and supports; model appropriate social behavior; develop personal boundary setting skills; and manage health care. For many of our clients, the challenge of having a developmental disability is compounded by other obstacles such as mental health issues and/or addiction/substance misuse issues. It is an ongoing goal for staff to improve their ability to assist individuals through appropriate training opportunities in areas of mental health, the aging population, substance use, mediation and cultural sensitivity whenever possible.

Program Goals

- Enhance and support the quality of life for the individuals.
- Promote independence by providing life skills training through individualized care plans developed by the consumer, facilitator, and outreach worker.
- Increased inclusion in the community, neighbourhood and age affiliated activities.
- Provide individuals who are at risk for homelessness with stable, affordable housing.

Effectiveness

The focus of this program continues to be assisting individuals to acquire the life skills needed to continue living in their own home in a community setting. The individual, the facilitator and the community outreach worker determine goals at intake (although these goals are somewhat more flexible and less structured for the majority of Miller Block tenants). These goals are specific to each individual and success is determined by his or her own progress. Personal goals may change throughout the year and are reviewed with their worker on a quarterly basis.

This year, every individual completed a needs assessment form to evaluate their current abilities and areas of improvement, which is an opportunity to review each person’s individualized plan of care to make any changes necessary to focus on their current and emergent needs. This assessment tool, used with CAMS, automatically identifies areas of improvement based on how the individual rated themselves.

Some of the incidents that were reported this year involved intoxication and assault, police incidents, medical issues, disturbances, paranoid behaviors, eviction notices, disclosure of inappropriate behavior with care provider, a client was assaulted, and a client moved out of home share and got married. Each incident was investigated, reported to CLBC and reviewed by case management team. The outcome for some of these incidents resulted in hospitalization, more supportive housing, additional outreach hours, and eviction notices.

Efficiency

- This year the community outreach program served 40 individuals.
- Statistics shows that Community Outreach maintained a 95-100% utilization rate.
- Since its opening in December of 2005, Miller Block has maintained an average occupancy rate of 92% with some turnover. The turnover in tenants this year were as follows:
 - One tenant transitioned from Miller Block to Vancouver Apartments for more support.
 - One tenant moved to New Westminister to be closer to his girlfriend.

Consumer Satisfaction

A total of 19 consumers completed our consumer satisfaction survey, rating their satisfaction with various aspects of the program on a scale of one (lowest) to seven (highest). Our clients were generally satisfied with our services, adding the following comments:

“You guys are awesome.”

“You look for us when we are homeless on the streets.”

“You help us with stuff like go out in the community, go to a program, and anything fun. I enjoy having an outreach worker and hanging out with all the staff and see clients and go on an outing.”

“More hours with my outreach worker”

	2010	2009	2008
Today, how serious is your disability that brought you to the outreach program?	4.2	4.2	4.7
What is your level of hope for the future?	6.03	4.8	6.1
Your level of trust with the staff is?	5.74	5.6	6.7
How satisfied are you with staff’s ability to address your concerns?	6.11	6.1	5.5
Are you satisfied with the supports that are provided with your outreach program?	5.63	5.8	6.4
Your ability to live independently is?	5.68	5.6	6.3
Are you satisfied with the life skills you are learning to be more independent?	5.97	5.6	6.4

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

Stakeholder Satisfaction

Eleven (out of 20, or 55%, compared to 91% of those sent in 2009) stakeholder surveys were returned expressing overall satisfaction with our programs, giving us a average rating of 6.45 out of 7 (compared to 6.25 last year).

Some comments and additional feedback included: “Staff extremely dedicated to their clients and are able to establish a trusting relationship.”; “[outreach worker] does a wonderful job with a very challenging client of ours.”; “[outreach worker] has been great with his client at [our program]. Couldn’t ask for a better worker.” Stakeholders also expressed the need for more supportive housing models like Miller Block.

Review of Last Year’s Goals

Action	Outcome
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 worker’s maintained a 95-100% caseload in 2010. CLBC was notified immediately of any vacancies.
Increase consumer level of independence. Consumers will achieve 75% of the goals set by them and their outreach worker during intake.	We will continue to measure each individuals’ outcomes individually based on the goals they set with their workers.
Develop group activities that may include community events, cultural events, and sport activities.	This year was successful with group activities and workshops: sports day, Playland, magic shows, Vancouver Aquarium, pub night, BBQs, cultural celebrations, pancake days, Stanley Park, Christmas lights, old timer’s hockey game, Vancouver Canadians baseball game, pumpkin carving, haunted house, Vancouver Zoo, and Sound of Music. There were also craft and games day offered on Fridays at the Community Services Office.
Outreach team will interview all referrals to the program within two weeks of receipt of documentation.	All referrals received were interviewed within two weeks and service start date was immediate.
Improve staff training in areas of mediation, conflict resolution, mental health, addictions and developmental disabilities.	The staff team participated in the following training: Conflict Resolution, Access training, CAMS training, Frontline Leadership, Advanced Outcomes Training, Non-Violent Crisis Intervention, outreach training for homelessness providers, Youth gangs, Co-occurring Disorders, Motivational Interviewing, De-escalating Potentially Violent Situations, and basic counseling skills.

Improve team performance by establishing a team building exercise at staff meetings to improve team performance and morale.	Partially achieved. Due to time constraints not every staff meeting had a team building exercise.
Maintain Miller Block occupancy rate at a minimum of ten.	Achieved. Miller Block had 11 CLBC tenants the entire year.
Improve the screening guide and intake process for new referrals.	Partially achieved. There were a few minor changes to the screening guide this reporting year. The goal for the next reporting year is to formalize the referral process and update screening guide.
Hire a part time summer student to provide additional supports and programming for those in need.	We were successful in receiving a summer student grant for the summer to provide additional support in assisting individuals work towards their goals.
Meet CARF standards by 100%.	Achieved. We were rewarded another three year accreditation certificate.
CAMS to be fully operational.	Achieved. All client information has been inputted into CAMS and has been fully operational since August 2010.

Commission on Accreditation of Rehabilitation Facilities surveyors evaluated our services on January 31st and February 1st 2011 and awarded us with our third 3-year accreditation certificate. The outreach team continues to work very hard in order to ensure the services we provide are up to international quality of standards. Staff and management perform bi-annual file audits, ensure security of consumer information, maintain personnel files, complete staff evaluations, and continuously update administrative forms in accordance with CARF standards.

Effectiveness

- The program utilizes client centre programming with SMART goals (specific, measurable, attainable, realistic and time-bound).
- Goals are reviewed regularly and changes made when needed.
- The outreach team continues to support individuals in achieving their goals as set out in their care plans.
- Clients and stakeholders are satisfied with the service.
- All major Incidents were referred to the police and investigated, reported to CLBC and followed up by the case management team.

Efficiency

- Referrals were handled in a timely manner and within set time frames.
- Costs remain within budget.
- CLBC and JHSLM case management/team approach continues to improve.
- The outreach team has remained dedicated and hard-working, and continues to work enthusiastically with consumers and stakeholders.

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 90% based on the number of hours assigned to each worker by CLBC.
- Increase consumer level of independence. Consumers will achieve 75% of the goals set by them and their outreach worker during intake.
- Develop group activities that may include community events, cultural events, and sport activities.
- Outreach workers will interview all referrals to the program within two weeks of receipt of documentation.
- Improve staff training – each staff member sets their training goals during their annual evaluation.
- Improve team performance by establishing a team building exercise at staff meetings to improve team performance and morale.
- Maintain Miller Block occupancy rate at a minimum of ten.
- Improve the screening guide and intake process for new referrals.
- Meet CARF standards.
- Increase our service capacity by two additional full time outreach workers.
- Hold at least three information workshops, for example on the importance of oral hygiene.
- Improve our case plans, ensuring there are smart goals and we list the supports to reach each goal and who is responsible for each step along the way.

- Jen Hirsch

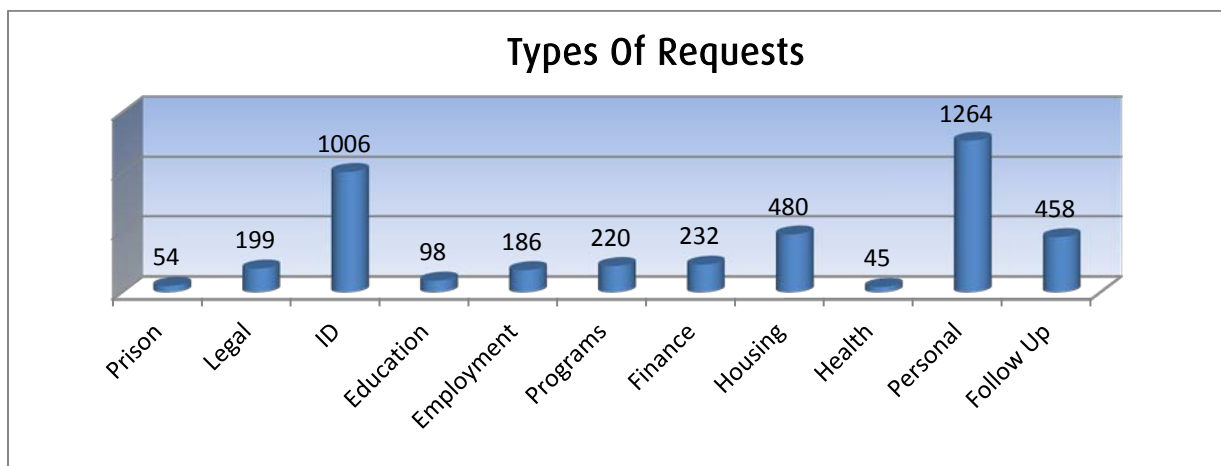
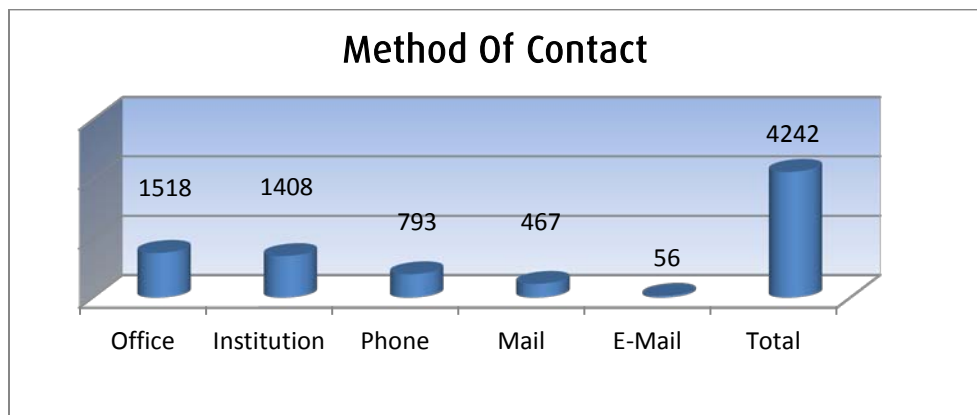
The John Howard Society of the Lower Mainland’s Community Services Office (CSO) assists individuals with obtaining identification; locating and maintaining safe, affordable housing; referrals to employment, substance abuse treatment, mental health, and income tax resources; and many other requests. The CSO is open Monday to Friday from 9:00 to 4:30. Five programs work out of the CSO: Choices and Consequences, Employment Preparation, Volunteer and Practicum Students, Youth Advocacy, and Homelessness Partnership Strategy.

Admission Criteria

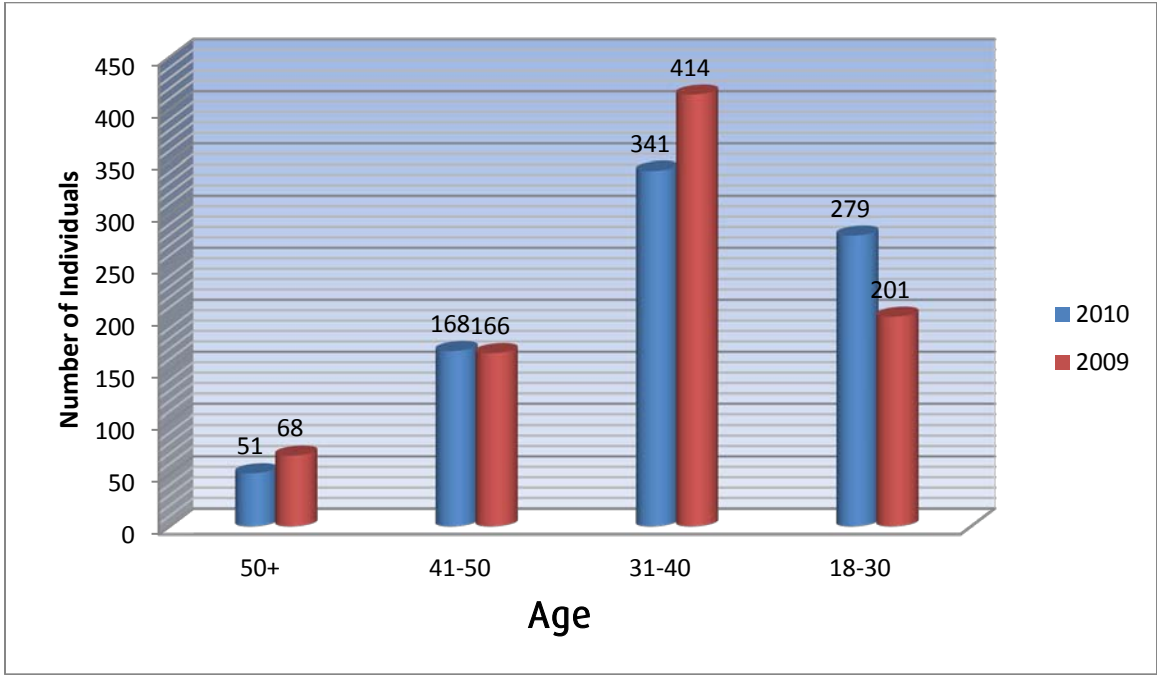
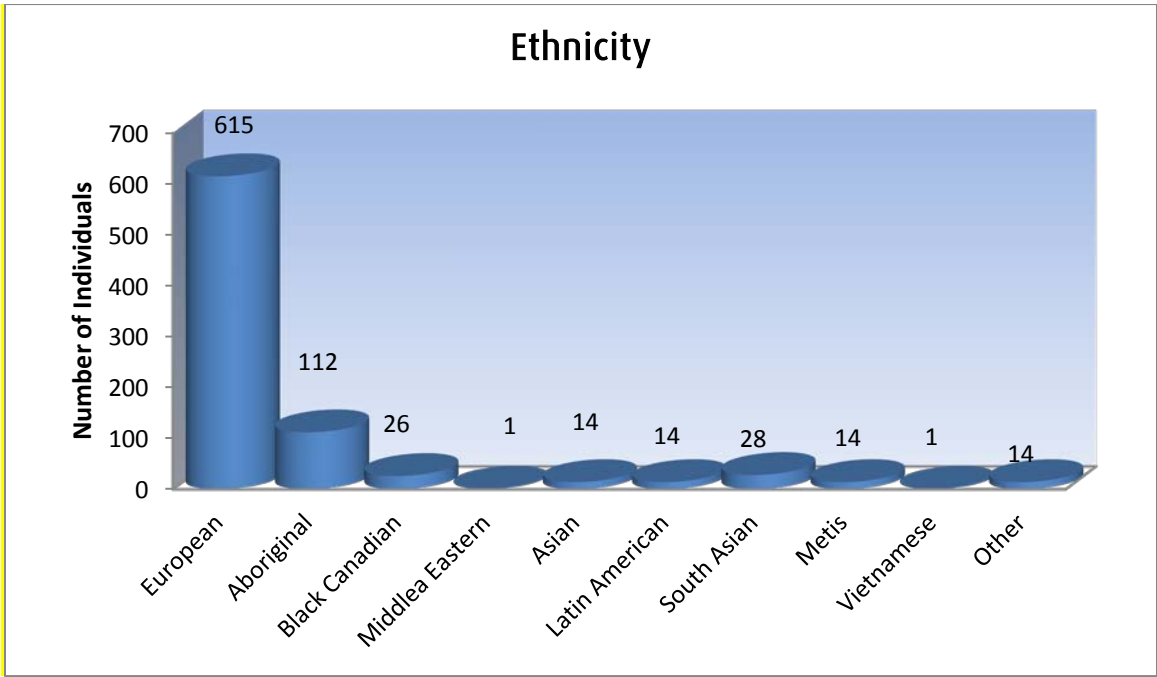
Community Services assists people impacted by the criminal justice system, with developmental disabilities, persistent mental health conditions and who pose a risk for homelessness.

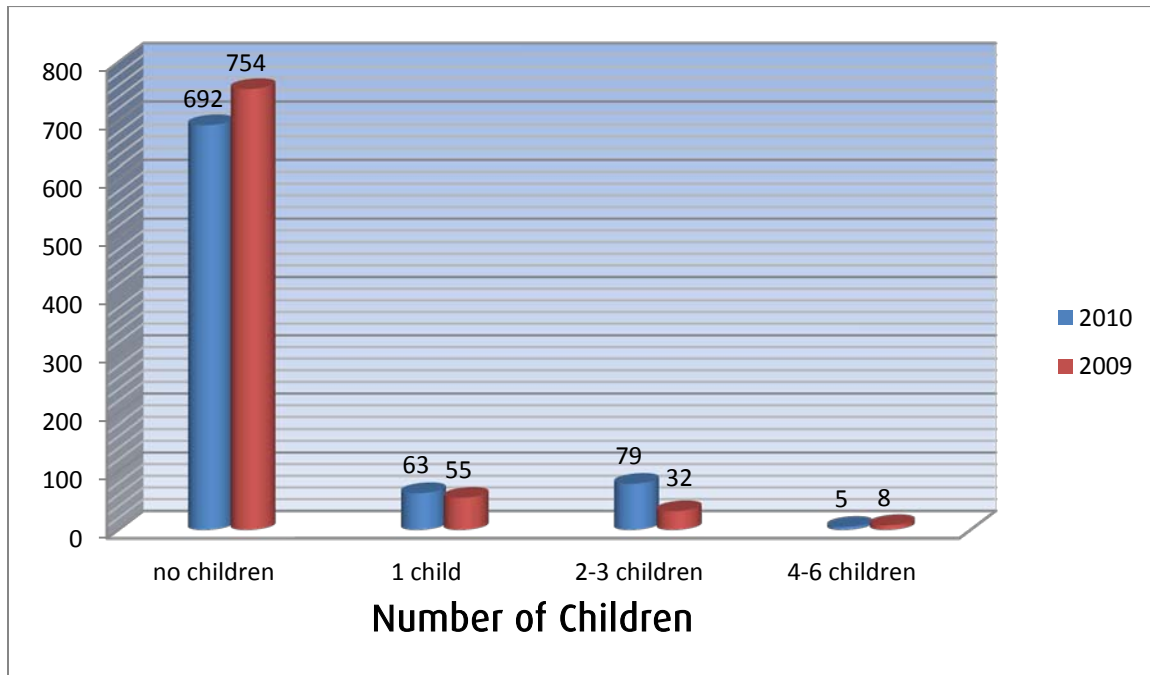
Population Served

This year the Community Services Office served a total of **839 individuals**, with a total of **3242 contacts** (defined as every time we have *any* contact with *any* individual). **4242 requests** were made (up from 3586 in 2009). On average, each individual had about 5 different requests and interacted with JHSLM staff about 4 times.



“Personal” includes housing, identification documents, clothing, and furniture.





Of the 839 clients served this year, 147 have children between 0 - 12 years compared to 95 the previous year.

Change in Service

In 2010, the Community Services Office employed a full time Reconnect Worker in order to address client requests, and manage the practicum student and volunteer work force, facilitating consistent attention to detail across client cases.

Community Needs Assessment

This year, as in previous years, the majority of requests were for personal needs like housing and obtaining identification.

Review of Last Year's Goals

Action	Outcome
Hire a Reconnect Worker	Achieved.
Facilitate Workshops & Groups to Educate and Provide Information for our Consumers	Partially Achieved. This goal will continue into the next reporting year.
Meet CARF Standards	Achieved. On-going.
Expand & Improve on our Collection of Statistical Data	Achieved. The Community Service team has worked very hard this year to identify the information that needs to be

	reported to reflect outcomes.
Secure Funding Revenues to Sustain Program Deliverables	Not achieved. The goal for the following year is to apply for secure funding through the United Way. Our contract with United Way will end in March 2012.
Partner with Community Agencies to Provide Counseling Services at Consumers' Request	The Community Service team referred individuals to counseling services in the community.
Have Case Administration Management System (CAMS) be Fully Operational	Achieved.

Effectiveness

The Community service office responded to 4242 requests, serving 839 individuals with all requests completed within required time frames. Of these requests, 4223 had a positive outcome, 15 were neutral and 4 ended with a negative outcome.

Efficiency

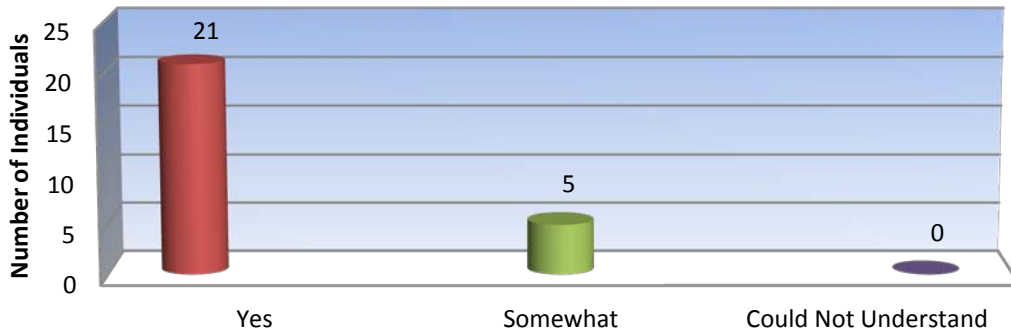
The Reconnect Worker's Schedule, along with the practicum and volunteer schedules have been arranged to ensure the Community Services Office has appropriate staffing levels to respond to requests promptly. Strategic plans are completed and are reviewed on a regular basis.

Consumer Satisfaction

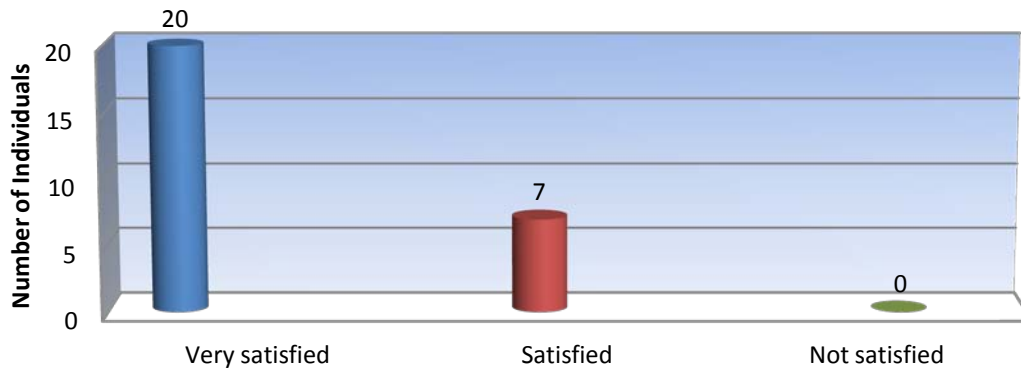
Consumer satisfaction surveys were made available in the Community Service Office and were also distributed to correctional institutions in B.C.. Of the 40 sent out to institutions, 19 were returned. 3 surveys were filled out at the Community Services Office for a **total of 22 surveys**.



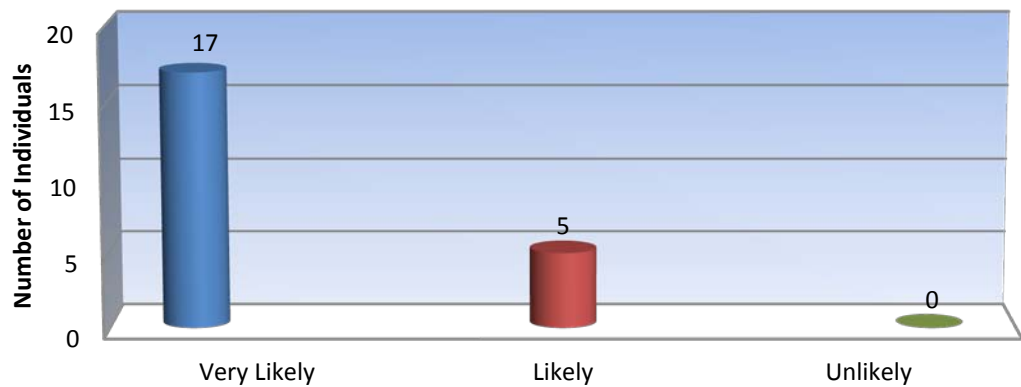
Was the information provided by the staff helpful and easy to understand?



Are you satisfied with the level of safety provided at the Community Services Office?



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



SUMMARY

Community Services had a successful year implementing changes to reporting and case management. The Community Services team improved their delivery of service by offering more community support and opportunities to build relationships, and offer additional support for both our Homelessness Partnership Strategy and Outreach programs, which means more opportunities for individuals' access to resources and support in the community.

Community Service team looks forward to continuing to improve quality of service. We would also like to thank all the volunteers and practicum students who volunteered their time at the Community Service office to make this year successful.

Next Years' Goals

- Hire and train a Program Coordinator.
- Host a Community Forum.
- Facilitate workshops or groups in the Community Service office to educate and provide information for our clients.
- Secure funding revenues to sustain program deliverables.

-Louise LaFleur

VOLUNTEER & PRACTICUM STUDENT PROGRAM

The Volunteer and Practicum Student Program provides students and community members with an opportunity to gain practical knowledge and valuable work experience while assisting and supporting individuals at The John Howard Society of the Lower Mainland. In 2010, volunteers and practicum students were placed at the Community Services Office, Hobden House, Guy Richmond Place, Vancouver Apartments, the Homelessness Partnership Strategy and the Youth Advocacy Program.

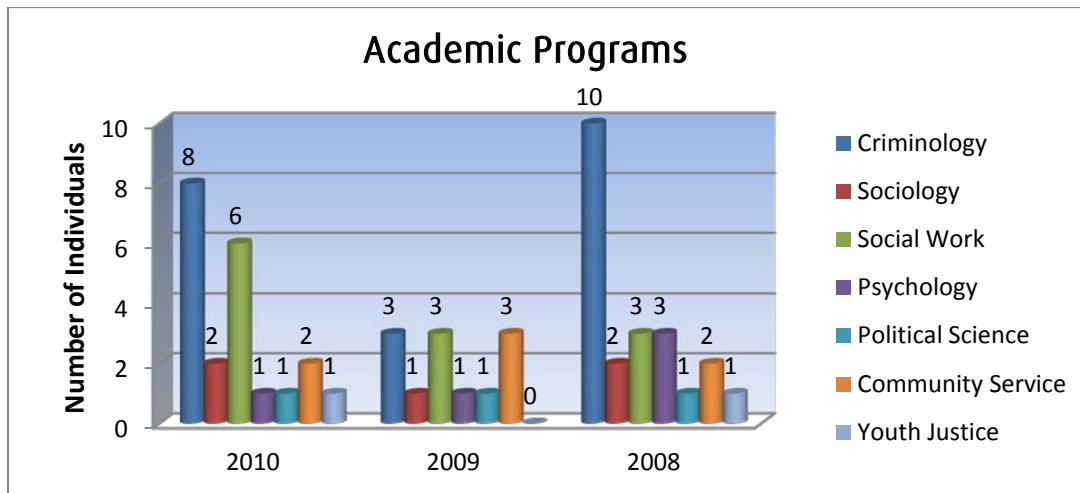
Admission Criteria

Volunteers and practicum students undergo a formal interview process and criminal record check (or enhanced security clearance) before being accepted as a volunteer or practicum student. JHSLM values the role that volunteers and practicum students play in the smooth and effective operation of our programs. Their enthusiasm and passion help define JHSLM as a leader in the community and increase our overall success. Many are hired as employees once they finish their placement.

Population Served

The Volunteer and Practicum Student Program serves a diverse population of students and community members who have a desire to make a positive contribution to their community. This diversity is mirrored in the diversity of the clientele that we support day to day. In 2010 we had 21 practicum students and volunteers compared to 16 the previous year.

15 were female and 6 were male ranging in ages from 19 to 60. Their ethnicity fell within 3 groups: 18 were of European descent, 2 were South Asian and 1 was Asian. In 2010, we had students from many different institutions, including Kwantlen Polytechnic University, Vancouver Community College, Simon Fraser University, Vancouver Island University, University of British Columbia, Lund University, University of Victoria, Adler School of Professional Psychology and Douglas College. The following graph shows the various areas of study:



Community Needs Assessment

Our Volunteer and Practicum Student Program is a benefit to JHSLM clients as they provide additional support, assisting them in reaching their goals and contributing to a stronger and safer community. We recognize the importance of volunteers and practicum students with diverse backgrounds bringing enthusiasm to the effective operation of our programs.

Some of the challenges the program had to deal with over the reporting period included:

- Changes in supervision. The supervision of volunteers and practicum students needs to be more clarified during orientation training.
- Volume of volunteer and practicum applications. We need to improve on how we waitlist volunteer applications.
- It was a challenge to train new volunteers and practicum student during our transition into using the Case Administration Management System (CAMS)

Program Goals

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

Analysis

Review of Last Year's Goals

Action	Outcome
Implement an exit interview to be completed by all volunteers and practicum students.	Achieved.
Include program managers in the interview process with practicum students and volunteers.	Achieved.
To continue to expand the volunteer and practicum student services currently offered by the agency through strategic recruiting efforts, program development and community engagement.	Achieved. The Volunteer Coordinator and Program Manager attended different school presentations and info fairs to recruit new volunteers and practicum students, including both UBC and SFU.
Update interview questions for practicum students and volunteers.	Not achieved. This goal will continue into the next reporting year.
Meet CARF standards.	Achieved.

Effectiveness

Our goal is to provide positive experiences for those being placed and the program placed in. We continue to increase our community profile, reflected in the variety of institutions and community

programs that refer volunteers and practicum students to us. All placements are given position to ensure a quality match between volunteer and the area they are interested in.

Efficiency

Our agency ensures that within a week of initial contact, the potential volunteer/practicum student will be sent a position description that fit their general area of interest before a formal interview is conducted. After a successful interview and criminal record check, the volunteer or practicum student can be placed. Performance reviews are conducted on a regular basis with all volunteers and practicum students to ensure their performance meet agency standards.

Exit Interviews

Practicum students and volunteers complete an exit interview with the Community Service Manager upon completion of their time with the agency. It is an opportunity for each individual to provide feedback and evaluate their experience with the agency. Overall, the feedback was positive and some expressed interest in continuing to work for the agency.

SUMMARY

There were some changes in how we recruit volunteers this reporting year. The focus was on program effectiveness and commitment. Volunteers were hired with the expectation that they are able to commit to one full day a week for a minimum of six months. We have been successful in maintaining our volunteer capacity in the Community Service office and look forward to improving our volunteer participation in other programs. The future direction for our volunteer program will include input and feedback from programs to identify areas of need for additional support to complement existing program objectives.

The practicum program was successful this year in recruiting a diverse group of individuals. Many of our practicum placements come from larger Post Secondary schools, this year we worked with two students from Vancouver Community College, one from Adler School of Psychology, and another from Lund University in Sweden.

This year we successfully hired five of our volunteers and practicum students for employment with our agency. The volunteer and practicum placement program provides the agency and ability to train and evaluate successful future employees.

Next Year's Goals

- Diversify the volunteer & practicum pool further to include new disciplines.
- Hire and train a Program Coordinator.
- Update interview questions for practicum students and volunteers.
- Revise and update training manual for volunteers and practicum students.
- More training opportunities for volunteers and practicum students.
- Recruit volunteers for other programs.

Volunteers

The following people volunteered with the John Howard Society during 2010. We sincerely thank all of our volunteers for their invaluable commitment to our agency.

Jim Garbutt, Emily Paquet, Gabriella Vallillee, Nigel Wong, Tyson Hernandez, Tim Scott, Rebecca ward, Candace Martell, and Katie Steinmann.

*This does not include JHSLM Board Members or volunteers of the Prostitution Offender Program of BC.

Practicum Placements

The following students completed a practicum placement with the John Howard Society in the 2010-2011 year. We thank them for giving their time and talents that help define our agency as a leader in the community.

Michelle Marasco, Jesse Wiebe, Sara Borgh, Jelena Brown, Jeni Collins, Emin Dhaliwal, Janine Jacox, Jeffrey Watts, Phillip Matte, Tanya Lucic, and Heather Armour

- Louise LaFleur & Jen Hirsch

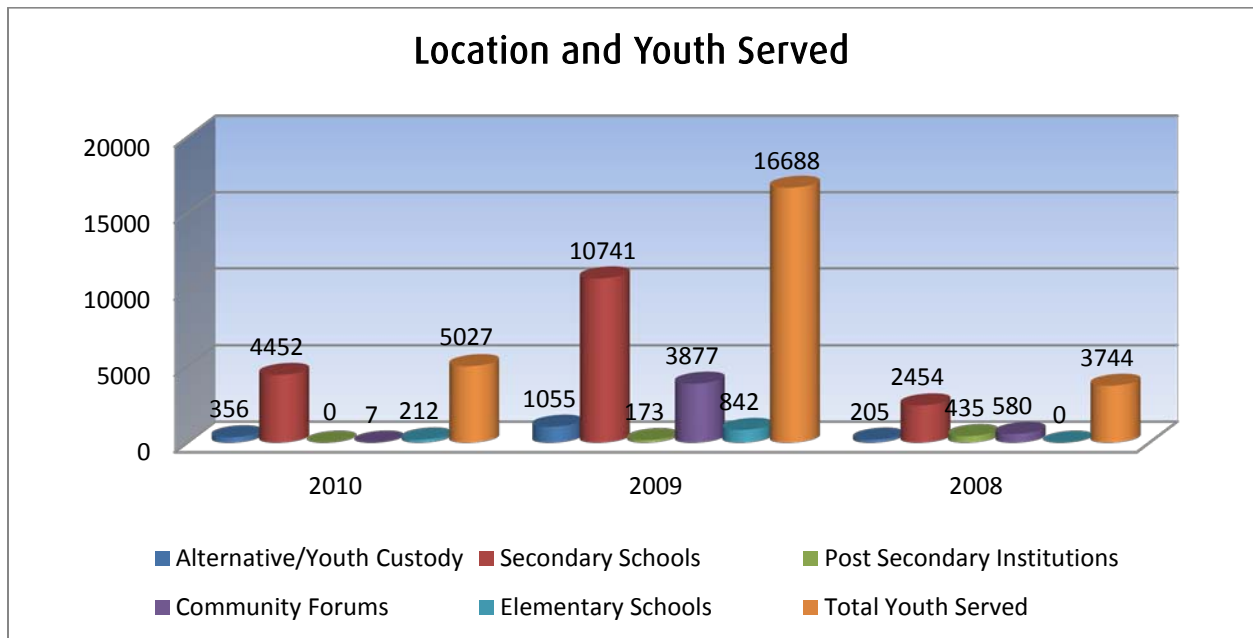
CHOICES & CONSEQUENCES PROGRAM

The Choices and Consequences program educates primarily at-risk youth (aged 9-18) about the impacts of crime, gang life and bullying. Sessions are typically in a classroom setting at mainstream and alternative schools, or youth detention and community centres. Speakers have been impacted by the criminal justice system and share their personal stories of the pivotal moments that led them into contact with the law, while also offering a message of hope and illustrating how they have learned to make positive choices.

Admission Criteria

Teachers, instructors, professors, and community groups contact the John Howard Society of the Lower Mainland's Program Facilitator when they want to book a Choices and Consequences speaker presentation. Schools and community organizations are asked to make a small donation to the Choices program.

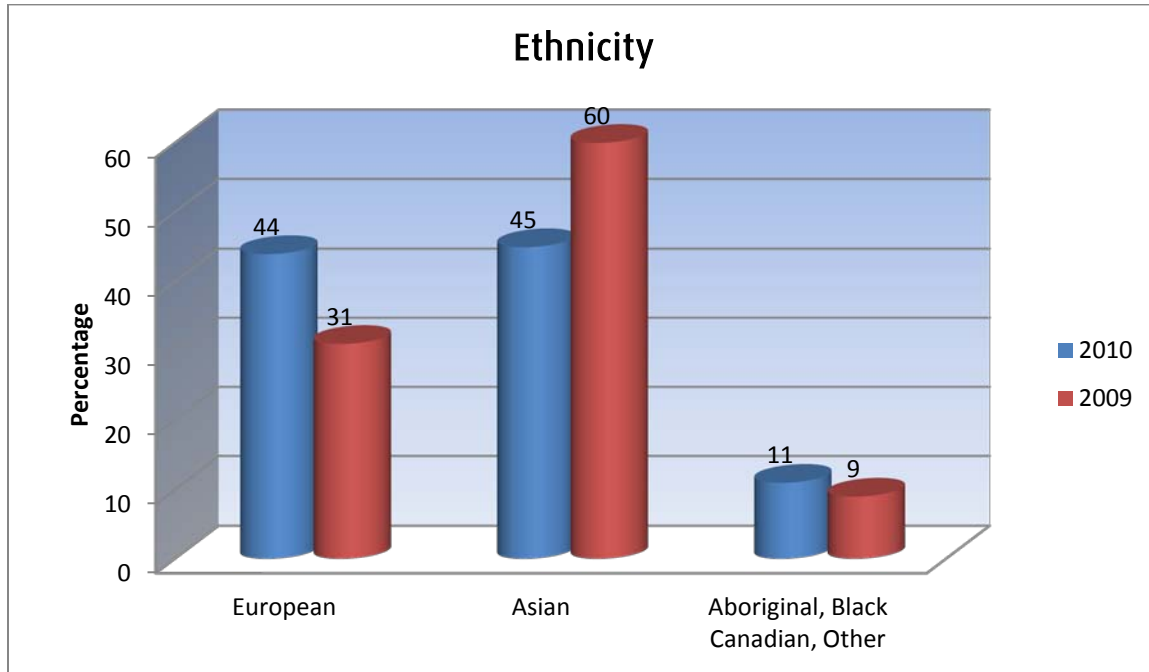
Population Served



Year	2010	2009	2008
Locations Visited	35	168	54
Number of Presentations	41	254	114
Total Clients	5027	16,688	3,744

Client Demographics

45% of the total youth served were Asian and 44% were of European ancestry. The chart shows that there was a decrease of 15% of Asian youth served from 2009.



Ethnicity	2010	2009
European	44%	31%
Asian	45%	60%
Aboriginal, Black Canadian, Other	11%	9%

Changes in Service

There were some challenges with data collection this reporting year due to staff turnover and volume of youth served. The goal for the next reporting year is to improve on our data collection, and increase the return rate for satisfaction surveys.

Community Needs Assessment

Over the past year the Choices and Consequences program has seen a need for personalized talks to smaller groups of children and youth.

Program Goals

- Utilize a diverse pool of volunteers of 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 to educate and inform them about the consequences of criminal activity.
- Provide youth with information to help them make informed choices and break the stereotyping that makes gang affiliation look attractive to some youth.
- Provide an opportunity for Choices and Consequences speakers to use their experiences positively and give back to the community.

Review of Last Year's Goals

Action	Outcome
Increase funding revenues to sustain program deliverables	Not achieved. The agency received a \$6,000 grant for 2011. This is a decrease of \$14,000 we received in 2010.
Expand the program by recruiting new volunteers	2 new volunteers were recruited this reporting year.
Expand the audiences to include more parents and community service providers	Due to changes in the program, the focus was more on recruitment and rebuilding the program to target smaller groups of youth.
Meet CARF standards	Choices program will continue to implement CARF standards.
Improve on the collections of statistical information	Partially Achieved. Statistics are collected and inputted into an access program. Monthly reports were completed.
Develop a strategic plan.	Achieved.

Effectiveness

A program facilitator was hired in the fall 1 day a week to recruit new Choices speakers, and schedule presentations at different locations targeting children and youth.

Efficiency

The Choices and Consequences Program ensures it remains relevant to the youth it serves. The facilitator routinely surveys the Integrated Gang Task Force, educators, parents, politicians, community leaders, teachers and students, for input and feedback, which is carefully considered.

Consumer Satisfaction

Out of 5027 youth served in 2010, **76 returned the consumer satisfaction surveys**. The youth who completed the survey rated their satisfaction in five areas as listed below:

Overall how satisfied are you with the Choices Program?

	Very Satisfied	Satisfied	Dissatisfied	Total Surveys Returned
2010	63	13	0	76
2009	1934	622	3	2559

Was the information provided by the speaker(s) helpful?

	Very Helpful	Helpful	Not Helpful	Total Surveys Returned
2010	51	25	0	76
2009	1831	711	17	2559

Was the information provided easy to understand?

	Yes	Somewhat Well	No	Total Surveys Returned
2010	71	5	0	76
2009	2551	7	1	2559

How well did the Speaker(s) present the information?

	Very Well	Somewhat Well	Not Well	Total Surveys Returned
2010	69	7	0	76
2009	2497	62	0	2559

How likely is it that the presentation will influence people's choices?

	Very Likely	Likely	Not Likely	Total Surveys Returned
2010	50	16	0	76
2009	2457	95	7	2559

As the above survey shows consumer satisfaction with the program was 100%, an increase of 10% from 2009.

SUMMARY

This year the Choices and Consequences Program delivered fewer presentations than in previous years because of a lack of resources and program closure for the summer months. The changes this year allowed the program to recruit new volunteers with different backgrounds and stories. The Choices Program requires more funding to operate at its full potential.

The goal for next year is to secure more funding for the program to be fully operational. We will also recruit new volunteers and continue to build positive relationships with the educational system in order to facilitate presentations that will meet the current needs of the youth in our communities.

Next Year's Goals

- Increase funding revenues to sustain program deliverables.
- Recruit more Choices speakers for 2011-2012.
- Host a Community Forum.
- Improve return rate for satisfactions surveys.

- Louise LaFleur

The John Howard Society of BC's Youth Advocacy program provides solution-based independent oversight, support and education for incarcerated youth at the Burnaby Youth Custody Services Centre (BYCSC) on a weekly basis to help ensure their successful reintegration into the community upon release. In 2010, the Youth Advocate (YA) delivered the *Rights to Success* workshop three times, completed a "Your Rights in Custody" guide, and developed more efficient reporting techniques focused on broader themes, issues and outcomes in consultation with the Ministry of Children and Family Development.

Admission Criteria

Youth incarcerated in Burnaby Youth Custody Services Centre.

Population Served

Male and female youths incarcerated inside the Burnaby Youth Custody Services Centre.

Community Needs Assessment

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

Program Objectives

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

Changes in Service

Many changes have been made to improve the Youth Advocate's ability to carry out duties. The YA has been provided with an office/workspace and a messaging system at BYCSC which allows the Advocate to spend more time at there to meet youth and staff, and complete paper work. The YA can also be reached by cell phone 24 hours per day, and to respond more rapidly.

Review of Last Year's Goals

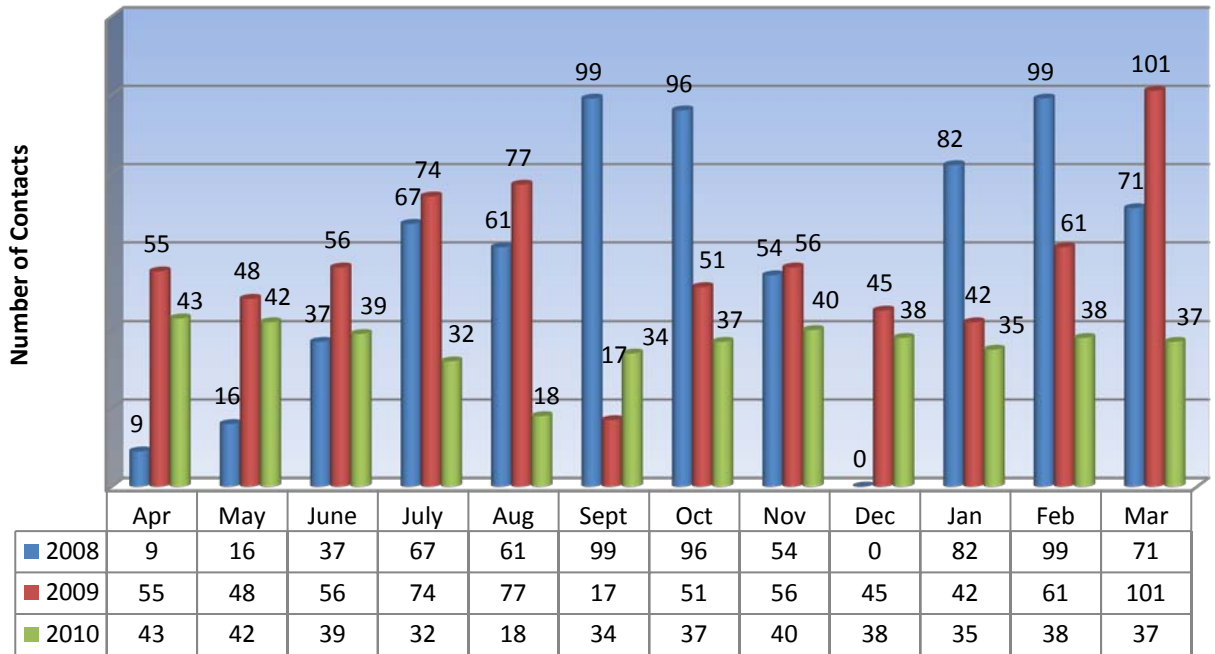
Action	Outcome
To ensure that the Rights to Success curriculum is delivered on a regular basis, to all youth who are in both secure and open custody.	The Rights to Success workshop has been presented to youth three times during this past fiscal year. The workshop was presented to both males and females, who are in secure and open custody.
Complete the Community Resource Guide for youth to be given when they are released from custody	The Community Resource Guide is still in progress. Due to time constraints the youth advocate was unable to have this guide completed this reporting year. The goal for the following year to have this guide completed by October 2011.
Complete a pamphlet to be given to youth upon their admission into custody about their rights and responsibilities while in custody.	A pamphlet has been completed to inform youth about their rights while they are in custody. The pamphlet also includes information about the role of the Advocate, what they can do for the youth, the role of the participant, and a brief outline of useful legislation.
Improve on the statistical information collected and the program's ability to report on outcomes	In October 2010, discussions about implementing changes in reporting took place at the meeting between B.C. Ministry of Children and Family Development, Youth Advocates and the John Howard Society of BC. The outcome data reflects changes in reporting and recording that were implemented this year. The most significant shift was to report aggregate data that identifies themes and issues and outcomes.

Analysis

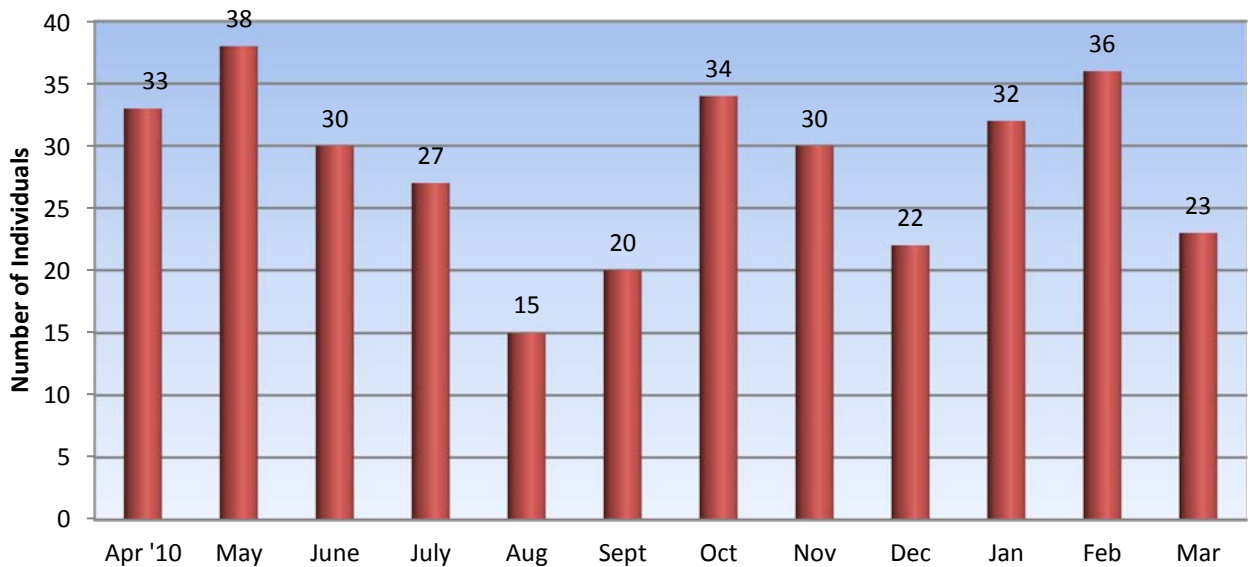
During the past year, the focus was on how to improve quality of the advocacy services, increase communication and develop a community of practice amongst the Advocates in the other custody centres and strengthen the quality of data we report. The outcome data reflects the changes in reporting and recording that was implemented this year after a meeting took place with between the B.C. Ministry of Children and Family Development, Youth Advocates and the John Howard Society of BC. These changes did have an impact on the reporting structure as it took time for the Advocates to develop consistency in defining the difference between number of contacts, individual contacts and direct advocacy. This data was not inputted consistently throughout the year. We anticipate that there will be significant shift in the reporting in the following year that will reflect markedly improved quality and accuracy.

The number of youth contacts is defined as the total amount of times an advocate interacted and supported an individual youth. The above graph shows that the youth advocate had a total 433 client contacts for 2010, compared to 683 the previous year in 2009. The decrease in client contacts can be attributed to a change in reporting this year. This year the youth advocacy program was able to define client contacts and individual contacts more clearly for the advocates. The previous year's data collection involved discrepancies in the way we defined and recorded data. Also, there was also a decline in the number of youth incarcerated at BYCSC this reporting year that reflects lower number of individuals and contacts.

Monthly Number of Contacts



Number of Individuals by Month



In 2010, the Youth Advocate met with **146** different individual young people.

SUMMARY

The following chart shows the ten different areas that requests were divided into and the 79 requests of direct advocacy made in these areas including their outcome.

Type of request	Number of youth making this request	Outcome summary
Programming		
Youth would like more time in the fitness room.	3	Youth Advocate spoke to program staff about more fitness for youth. Program staff would look at r-scheduling and possibly making it a level four incentive. More time was allotted in the fitness for youth who wanted to participate.
Youth wanted to make snow shoveling and salting a paid chore.	1	Youth Advocate spoke to appropriate staff, and the chore would be paid depending on the weather and the need for the chore to be done.
Food and Clothing		
Smaller clothing ordered/replenished	2	Issue was discussed with appropriate staff at the YAM's and outcome was that clothing was ordered and distributed to the appropriate youth. .
Youth requesting more food and snacks.	6	Youth have been informed that BYCSC must follow the appropriate Canada Food Guide nutrition guide, and that the youth already receive the appropriate amount of calories, carbohydrates, fiber etc.
Youth would like more protein in their snacks like protein powder and protein bars.	8	Youth were told that the Center has to follow the Canada Food Guide and that youth are only served the recommended amount of protein. The nutritionist at BYCSC had a specialized nutritionist come in and speak to youth about protein, and what too much unhealthy snacks can do to an individual's body.
Youth wanted different snacks.	3	YA spoke to nutritionist, who agreed to change snacks if given different ideas. YA worked with youth to compile a list for nutritionist, and changes were implemented.
The food in the fridge that was accessible for the youth in custody was being tossed out overnight.	4	Youth were told that due to health concerns, food must be thrown out overnight by staff, and youth was encouraged to eat the food they are given and not save it.
Unit Transfers		

Youth wanting to transfer to a different unit.	9	YA assisted youth in the process of requesting unit transfer, and also discussed with appropriate staff about youth wanting to be transferred to different units. Some youth were denied for various reasons such as: no contact order with other youth, victimization, and safety. The advocate was informed that the reason involves specific youth who were on the clinical units and that youth received extra assistance for mental health reasons etc.
Phone Calls		
Youth wanted friends on phone list.	1	Youth Advocate discussed this matter with case management staff, and youth are able to write letters to friends, but not allowed to contact friends on the phone.
Youth wanted to put his girlfriend's little sister on his calling list.	1	Since the individual did live at the girlfriends house, youth was not allowed to put her on his phone list as there is a strict no exception policy that prohibits boyfriends/girlfriends on youth's phone list.
Legal Concerns		
Youth spoke to Youth Advocate about not being able to make calls to lawyer on unit.	2	YA spoke to appropriate staff, and expressed youth's concerns. Due to privacy concerns, a booth was built where youth can go at anytime and make confidential legal calls.
Youth was unable to find out court date, and asked for Advocates assistance.	2	YA contacted youth's probation officer and custody staff in records to find out the youths court date.
Youth wanted to make a complaint about police using excessive force during his arrest.	1	YA gathered all the information and paperwork for the youth to make a formal complaint and offered to assist youth, but youth was being released in a few weeks, and said that he would submit the paperwork when released in the community. Youth Advocate suggested doing it immediately, however youth did not want to at that time. Outcome unknown.
Meeting with Custody		
Youth requested regular Youth Advisory Meetings (YAM) be scheduled and the Citizen Advisory Board (CAB) attend these meetings, as well as consistency to the meetings.	2	The YAM's are held on the fourth Wednesday of every month, and are attended by ADO, program supervisor, Youth Advocate(s) and the CAB. Since this schedule has been put in place, the meetings have been consistent and held monthly.

Custody Staff		
Youth told Youth Advocate that there were no complaint forms on the unit.	3	YA checked and there were no forms available on the two units that youth expressed concern. YA checked other units, and also found they did not have complaint forms. YA emailed ADO's, and complaint forms were replenished and available in a timely manner.
Youth complained that a staff person refused to give youth a complaint form and would not allow the youth to contact the Ombudsman.	1	YA notified appropriate staff, and was informed that the staff person in question was a new employee. YA contacted the staff person who trains new staff and left a message to return her call. YA also notified JHSLM Director of Programs, who told the YA to report back to him if the matter was not resolved. At this time, the YA has not heard from the staff person and will contact them again immediately.
Staff locking kids up five minutes early.	3	YA spoke to ADO, and it was explained that there is a five minute warning where youth gather things and prepare to lock up. This allows the staff adequate time to lock youth up. YA explained this procedure to the youth.
Building Maintenance		
Youth complained that the building was cold for a period of time in the winter.	7	YA spoke to appropriate staff and was informed that boiler was broken, and that it was being fixed the following day as they were waiting for a specific part. YA spoke with staff to ensure that the youth would be provided additional clothing, blankets, etc..
Youth complained that they had to share water bottles in the fitness room. The youth requested that each youth should have their own individual bottle.	6	YA spoke to appropriate staff the youth's complaint regarding sharing water bottles. At the end of fiscal year, the issue was being resolved and management was making plans to discuss each youth receiving their own water bottles.
The refrigerators were removed from the boys secure units.	5	YA spoke to staff about the removal of the refrigerators and was told that they were removed to deter victimization. YA also worked with youth to compile a list of solutions so that the fridges can be returned to the unit. This matter was also discussed at the YAM's, unfortunately, the refrigerators were not returned to the units.
Youth told YA that the shower curtain needed to be replaced.	1	YA spoke to appropriate staff and curtain was replaced.

Release and Transfers		
Youth wanted assistance with changing community social worker upon release.	2	YA spoke with the social worker at the custody center and was given explanation of how to request a change in social worker. YA relayed information to youth that if the conflict with his social worker is not resolved, then the youth has the right to speak to a supervisor of that worker. If the matter is still not resolved then the youth can contact the Ombudsman and file a complaint.
Youth being transferred to a new location wanted to know what his options were if he did not like it there, and wanted to transfer back.	1	YA provided the youth with the contact information of the advocate at the custody center he was being transferred to if he required any assistance. YA also provided youth with the advocates contact information if he were to return to Vancouver.
Youth made a request to obtain information about the rights and responsibilities of provincial correctional facilities.	1	YA researched the information the youth requested about Provincial Custody Centers. The youth was given the information that was requested.
Other		
Youth need assistance with making an appointment to see mental health worker at the custody center.	1	YA contacted the staff at the custody center and requested the appropriate forms needed to make this request. YA assisted the youth in completing the forms, and submitted the request on his behalf. YA followed up with the youth at a later date and the youth told advocate that he did not see a mental health worker.
Youth made a complaint about the amount of time it takes for health care to process requests.	3	YA made a meeting with health care staff to go over the process of making a request and if the youth can do anything to speed up the process, or any information passed on to youth. The information that was given to the YA was passed on to the youth. This concern was also brought to the attention of staff at the YAM, and staff mentioned they would also speak to health care staff to follow up..

Effectiveness and Efficiency

Incarcerated youth are given a description of the roles of the Youth Advocate, the Representative of Children and Youth, and the Ombudsman, and a package with contact information, rights, and any information that a youth may request.

The youth can informally meet the YA each week or call them directly, and a formal request form is available at the BYCSC. The YA also receives both informal and formal requests from custody staff. The YA advocates for youths in a timely matter, although some requests take longer, depending on their complexity (some may involve policies that may need to be reviewed by the custody staff team before an issue may be resolved).

Overall, strong working relationships have been developed between Youth Advocate, the youth, and correctional staff have ensured effective services to youth in custody.

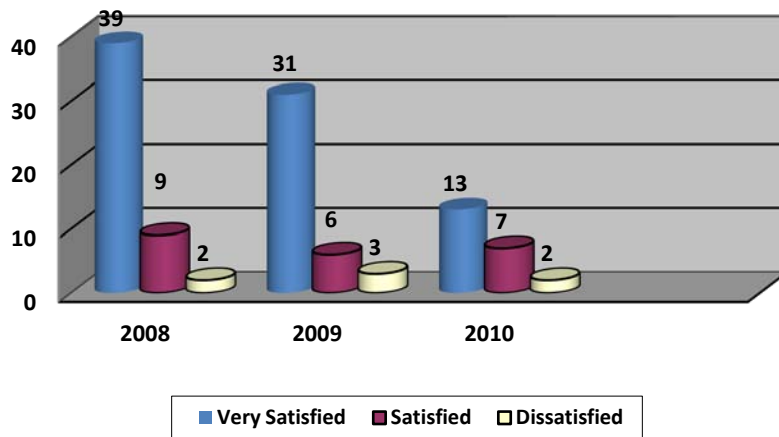
The Youth Advocate works cooperatively with staff at all levels to promote a case management/ team approach to facilitate workshops, Community Resource fairs, and other events at BYCSC. The YA also participates in co-facilitating Youth Advisory meetings and Birthday Club events.

Satisfaction Survey

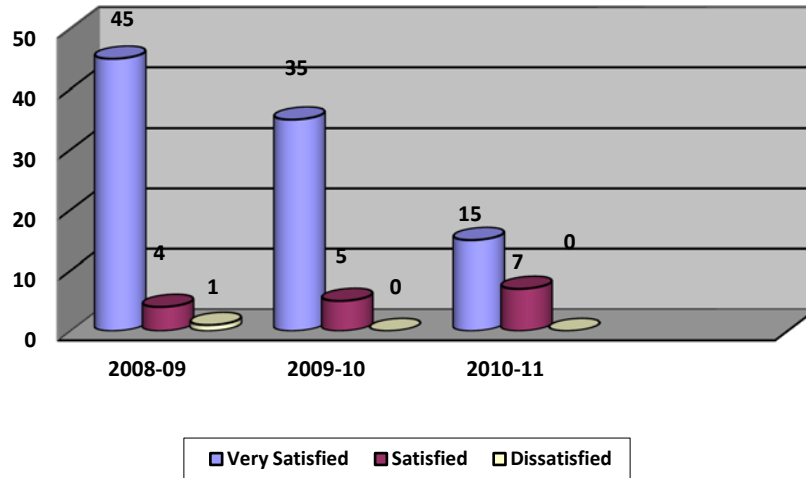
Survey return rates dropped over three years from 50 in 2008 to 22 in 2010. The satisfaction rate dropped from a 78% to 59% in that same period. Overall, the surveys indicated that the youth are satisfied with the YA's ability respond to their requests.

To determine client satisfaction with the Youth Advocacy Program, the youth were asked the following questions:

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



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



In 2009 and 2010, 100% were very satisfied or satisfied with the level of trust in the YA compared to 98% in 2008.

Over the past year Improvements in efficiency and effectiveness of services were made as follows:

Action	Outcome
Monthly Youth Advisory meetings for the youth.	The Youth Advisory Meetings (YAM) are now held every fourth Wednesday at BYCSC. Every month, youth are able to bring forward concerns at a meeting attended by an ADO/ program supervisor and other custody staff, where issues are discussed. Also in attendance are the YA, and the Citizen Advisory Board. The ability to provide the youth with a consistent schedule allows the youth, custody staff and advocate more time to prepare for the meeting. This also allows the advocate and others to schedule their days in the custody center to align with the Youth Advisory Meetings.
Meetings and conference calls for youth advocates in BC for information sharing and support.	A Youth Advocate Meeting was held on October 8 th & 9 th , 2010 with Youth Advocates, Director of Advocacy for MCFD, Director of Programs from the Burnaby Custody Services Centre and representatives from the John Howard Society of Lower Mainland and BC. The focus of the meeting was to look at ways to build community practice amongst the Advocates. Some practical solutions included: developing an email distribution list for general sharing of information, questions and support, establishing quarterly conference calls to provide forum updates and discussion. Our first teleconference will take place in April 2011, and the goal for the next year is to have a teleconference every quarter.

SUMMARY

The youth advocates appear to have fulfilled their role by:

- Ensuring that each youth is aware of their rights.
- Providing information regarding what is occurring to them and about their future.
- Being inclusive and considering all points of view and ensuring the voice of the youth we serve is heard and considered valuable.

The YA has supported and encouraged youth to have their own voice through self-advocacy and to promote healthy relationships.

Next Year's Program Goals

- Increase the number of satisfaction surveys returned by 50%.
- Quarterly teleconference with advocates in BC.
- Improve on the way we collect and record data, enter data into an Access program.
- Youth Advocate will facilitate a minimum of three Rights 2 Success workshops.

- Pam Flegel

Our Homelessness Partnership Strategy program (HPS) aims to prevent individuals released from correctional facilities from becoming homeless by connecting them to community resources (mental health and outreach services, emergency shelters, and supportive housing) so they can find and maintain safe, affordable housing. Service Canada funds two full-time employees who begin to assist individuals' with their pre-release plans inside North Fraser Pretrial Centre, the Fraser Regional Correctional Centre, and the Surrey Pretrial Services Centre (allowing the development of trusting relationships). The HPS program accepts referrals from correctional staff as well as direct requests.

The HPS workers research housing placements; advocate for individuals when meeting with potential landlords to ensure they—our clients—are receiving accurate information about their rights as tenants and are being treated fairly; assist with information on food banks, furniture, home starter kits, and any other items that will promote successful (re)integration; and assist individuals' ability to access various community services.

The Outreach Team has created working relationships with staff at a number of provincial institutions within British Columbia. Partnerships have been built with parole offices, probation offices and shelters throughout the Lower Mainland. This has resulted in a significant increase in client contact, as referrals come to the HPS program from community resources and community corrections. The outreach team has also introduced the HPS program to halfway houses, treatment centres and other residential community housing programs.

Admission Criteria

The HPS program is offered on a self-referral basis and also accepts referrals from the Integrated Offender Management Teams, Mental Health Liaisons, and various other correctional staff. Individual requests are generated by institutional referral forms, letters, telephone calls, community corrections and through our Community Services Office.

Population Served

The HPS program processed 3451 requests in 2010. Services are provided to individuals affected by, or at risk for involvement with, the criminal justice system, individuals who are transitioning into the community from federal and/or provincial correctional facilities, individuals with developmental disabilities, individuals with mental health issues, and those who suffer from substance misuse issues.

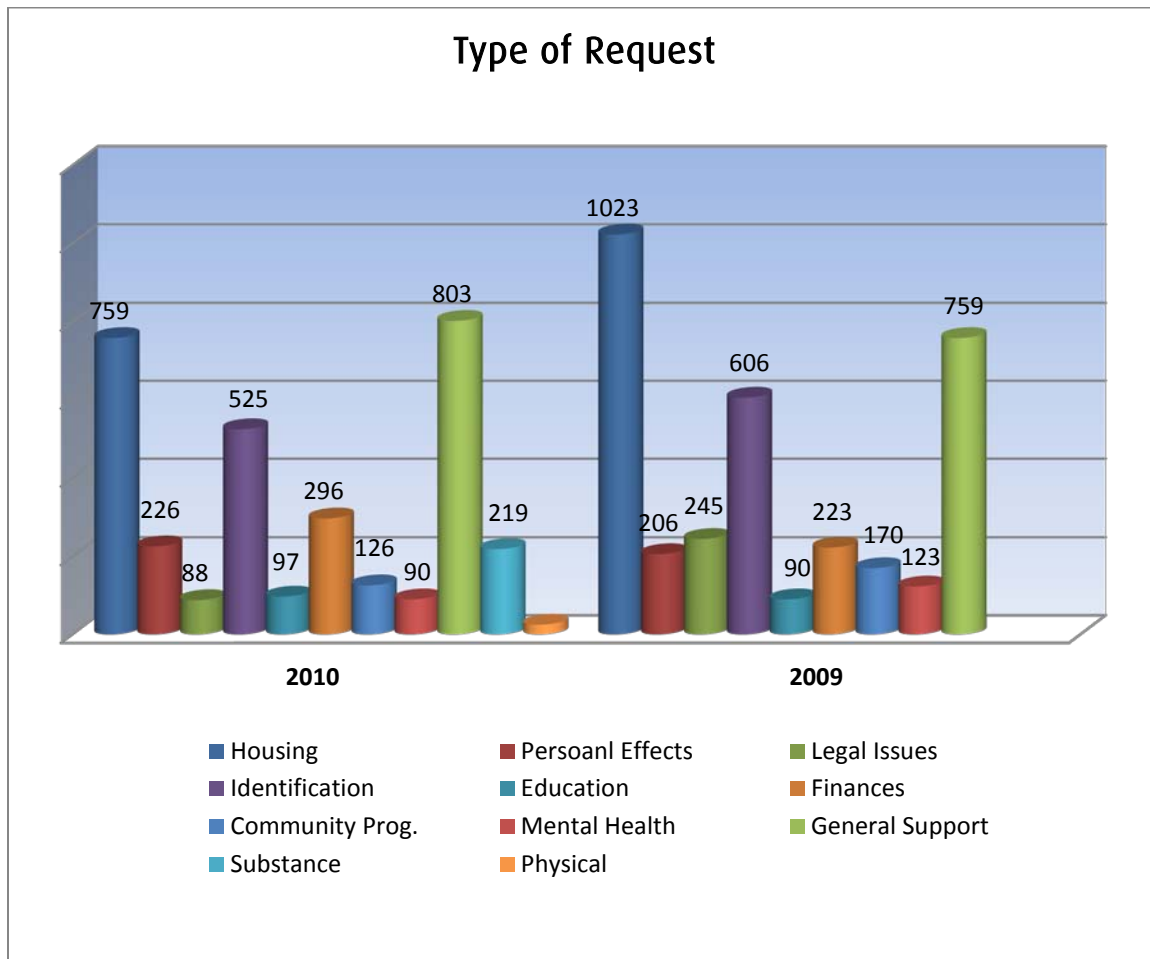
Changes in Service

This year, the HPS program returned to having two full-time outreach workers. There was also staff turnover this reporting year with three different outreach workers. In addition, the Community Services Office continues to provide follow up service to the HPS program by assisting individuals in acquiring medical or social insurance cards, birth certificates, landlord tenant mediation services, employment program referrals, education program referrals, and drug and alcohol treatment

resource information. In addition, the Community Service Office offers a welcoming place to use computers, phones, have coffee and access to one-on-one support. The HPS team also works in the Community Services Office, where if individuals need assistance with housing, they are welcome to walk-in and meet with the HPS workers.

Community Needs Assessment

The HPS program works with incarcerated persons inside provincial correctional facilities and with individuals released from federal and provincial institutions into the community to assist them acquire and maintain long-term, affordable housing. This is achieved by assisting individuals to access employment programs, mental health services and community resources. This year the HPS program processed 3451 requests for housing and other various needs compared to 4204 in 2009. A decline of 753 requests from 2009 is attributed to a change in staffing model from three full time workers to two outreach workers. The graph below shows the different types of requests in each category.



This year the HPS team encountered some challenges in finding safe and affordable housing. The following are some of those challenges:

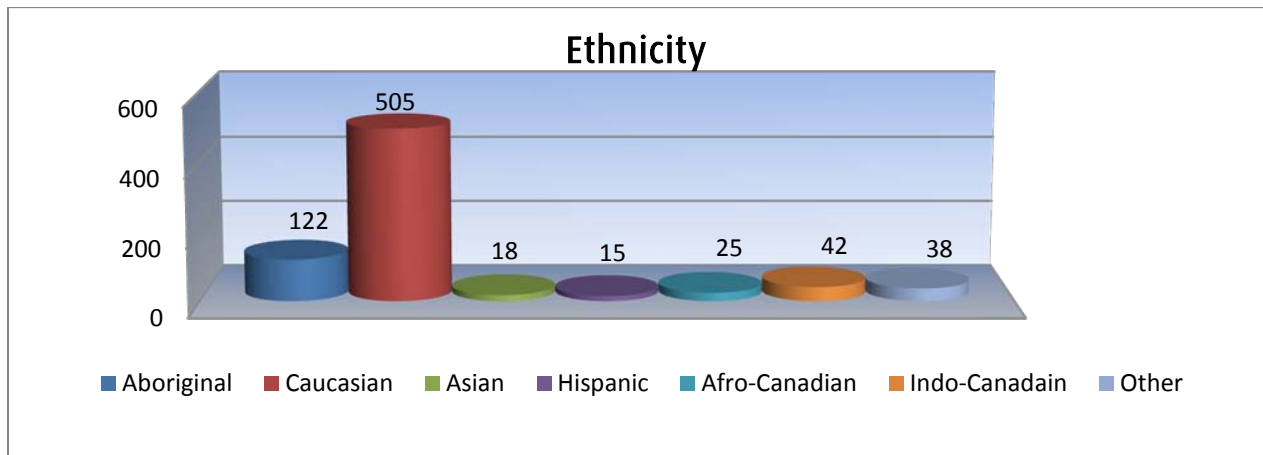
- While incarcerated, individuals are eager to work on pre-release planning. Upon release, such enthusiasm is tempered by lack of commitment, unresolved addiction issues and conflicts with social service offices
- Low vacancy rates in the Lower Mainland, and the dearth of low-income housing options, which are usually at capacity, have long wait lists, and low turnover. Individuals released from a correctional institution on income assistance are not perceived favourably
- Clients are sometimes released on the weekend or holidays, when important services are unavailable
- Institutional issues: lock downs, surges in illegal refugees at the institution (our clients were transferred to other institutions)
- The difficulty of applying for income assistance (an important step in securing personal funds) with uncertain release dates
- Having to wait up to five days to receive the required deposit for landlords from the Ministry of Social Development the Discrimination towards individuals with a criminal record or on income assistance

The HPS team are very aware of the challenges listed above and will continue to work diligently in overcoming them.

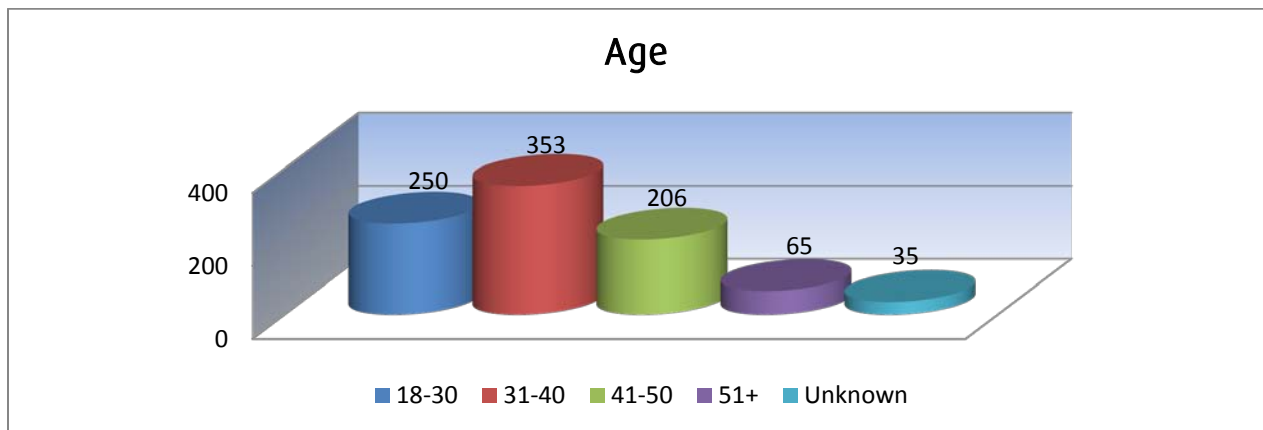
Program Objectives

- Prevent homelessness for incarcerated individuals that are to be released and those already released from federal and provincial correctional facilities.
- Create networks with housing providers.
- Create networks with addiction services.
- Provide linkages to existing services in the community.
- Provide a venue to resolve conflict with service providers.
- Create networks with mental health services.
- Provide landlord tenant mediation services.
- Provide individuals with tenant rights information.
- Provide ongoing community support for individuals.
- Advocate for the individuals as needed.
- Provide support creating release plans for those incarcerated in addition to follow up support once in the community.

Client Demographics



55.5 percent of the HPS programs clientele is Caucasian, while the second largest ethnic group is Aboriginal at 13.4 percent.



The demographics for age shows that 39% of the clients served were between the ages 31-40, and 28% between the ages 18-30.

Analysis

Review of Last Year's Goals

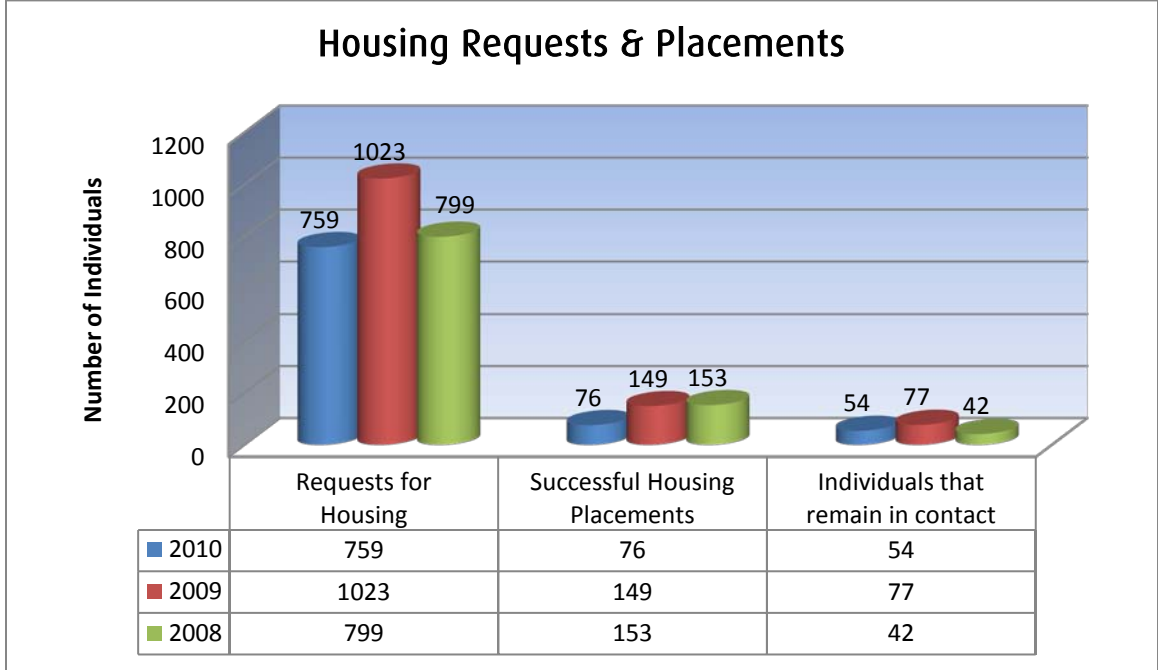
Secure funding for the HPS program after March 2011.	The contract was renewed for April 1 st , 2011- March 31 st , 2012.
CAMS to be fully operational.	CAMS has been fully operational since August 2010, and all of the previous information prior to August has been entered into CAMS.
Host a public forum on homelessness	Not achieved this year. The HPS team and Community Service team will work together in 2011 to host a Community Forum.
Try and secure a number of bed spaces with shelters and other housing providers for individuals being released from correctional facilities.	The HPS team continues to work closely with shelters and other organizations on a regular basis to assist clients with housing upon their release.

<p>Improve on the type of statistical information collected.</p>	<p>The HPS team has worked diligently to improve how we report and collect data. The HPS team has been successful in indentifying specific areas of reporting to better reflect the outcomes in the contract with Service Canada. This year we are using Microsoft Access to track our statistical information. The HPS team will continue to improve the way we report and track statistical information.</p>
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Effectiveness

The table below shows the number of requests we had for housing, the number of successful placements and the number of individuals that remain in contact with our service this past year compared to 2009. The results were lower this year than last. In 2009 our results were high because we had an additional full time housing worker.

The individuals who participate in the HPS program have access to information, support, and advocacy. The relationship and pre-release plan is developed in the institution, allowing the workers to develop trusting relationships with the clients prior to release.



The HPS team assists individuals overcome barriers in locating potential housing placements to avoid becoming homeless. The main objective of the HPS program is to assist those individuals who are incarcerated, homeless and at-risk of homelessness find safe and affordable housing. To achieve this objective involves:

- involves researching potential housing placements
- scheduling appointments with landlords

- advocating for clients when meeting with potential landlords to ensure that the client is receiving accurate information, informed of their rights and tenancy agreements, and treated fairly and not being taken advantage of, communicating with landlords on their behalf.
- assisting clients with contacting Ministry of Social Development to fill out intent to rent application and damage deposits

HPS achieves the following:

- The HPS team has the ability to assist individuals upon immediate release from correctional institutions by picking up clients directly. One of the conditions upon release is that the individual must immediately go to their probation office, meet with their officer and be given their conditions. If the individual does not report to their probation office within 24 hours upon release from an institution, they may face a charge of breach of conditions. In other cases, the individual needs to attend an appointment at the income assistance office to ensure that they can have money to obtain necessities like food, clothing, hygiene products, as well as cash any outstanding cheques. Therefore, the HPS workers are able to meet with the individuals upon release, and work on the goals that are essential for a successful release. The benefit of having an advocate—an HPS worker—is that the worker can assist with any problems that may arise.
- The most important benefit of being with the individual upon release is to assist the individual in accessing housing, shelter or a recovery house/treatment facility on the day of release. This minimizes the risk of the individual being homeless, and also, if the HPS team and individual are not successful locating potential housing on the first day, then the worker knows where the individual is, and how to contact them. This way, the search for housing can continue the following day, or within a short period of time.
- The HPS program not only assists individuals when released into the community, but also assists individuals while incarcerated. Individuals can access various information while incarcerated due to the HPS workers going into the institutions, finding out information that they may need for successful pre-release planning, or other various aspects of their lives. HPS workers help fulfill requests for the following: legal concerns, identification, education, employment, community programming, substance misuse issues, mental health services, personal effects, and general support—these are the most common requests but the HPS team will assist in anything that an individual needs.
- When potential housing is located for the individual, they benefit from the knowledge/information of community resources that assist the client in maintaining housing, that includes assisting with information on food banks, furniture, home starter kits, and any other items for successful reintegration. The HPS program offers assistance in contacting the resource, as well as taking the individual to any appointments.
- HPS program also assists with maintaining the housing by being involved in landlord/tenancy mediation, assistance in getting to places that provide them with services, employment, education resources, mental health and addiction resources and Alcoholics Anonymous and Narcotics Anonymous meetings.

Efficiency

Referrals were handled promptly.

100% of referrals received were processed.

Number of networks and relationship with other services providers were increased.

Satisfaction

Provincial and federal correctional staff and consumers receiving support from the HPS team have verbally express a high degree of satisfaction program, saying that they recognize the importance of assisting individuals in securing long term affordable housing.

SUMMARY

The success of the HPS program involves communication and teamwork. The HPS team has two outreach workers who work collaboratively together to ensure effective communication. They are in daily contact with each other and work together with higher risk offenders offering strategies and solutions to each individual case plan. The HPS team have placed successfully individuals who are at risk of homelessness into various different types of housing from shelters, basement suites, treatment centers, and apartments.

Goals for Fiscal Year 2011-2012

- The HPS program will continue to expand and improve on the type of statistical information collected.
- Improve return rate for consumer satisfaction surveys from last year.
- HPS program to secure funding for 2012-2013.
- Host a forum on homelessness with Community Services.
- Increase the number of individuals housed in the 2011-2012 fiscal year.
- Continue to expand community partnerships, with various organizations in the lower mainland.

- Emin Dhaliwal & Pam Flegel

The Employment Preparation Program (EPP) teaches incarcerated individuals how to make professional resumes and cover letters, network for employment, interview well, and find community resources for support. It is taught inside Fraser Regional Correctional Centre (FRCC), and is made up of three day-long (9am to 3pm) sessions. When completed, participants are eligible to collect benefits from the Ministry of Social Development upon release, as well as have five days removed from their sentence.

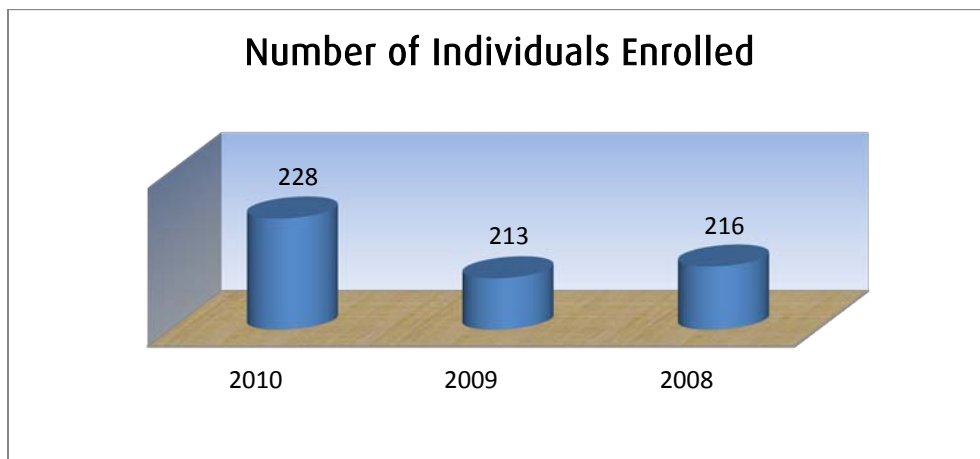
Admission Criteria

To be eligible for the EPP, individuals must:

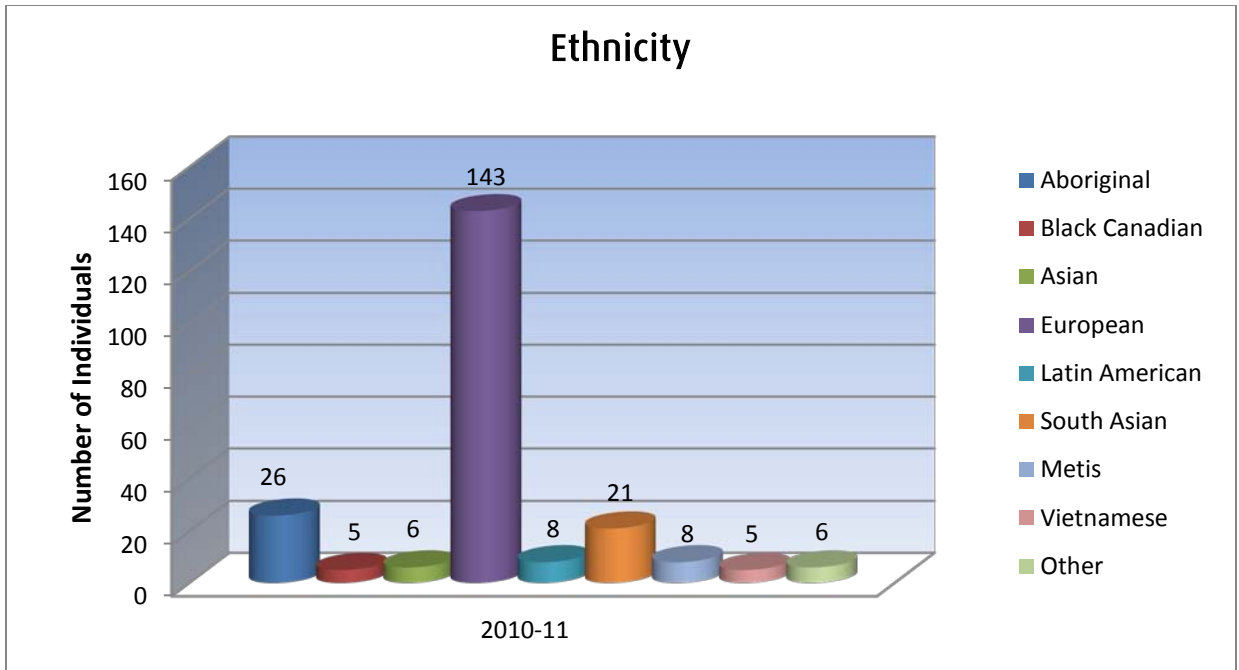
- Reside at the Fraser Regional Correctional Centre
- Be housed in an open custody unit
- Be classified as a minimum security person
- Be within 30 days of release into the community or
- Be housed in a protective custody unit.

Population Served

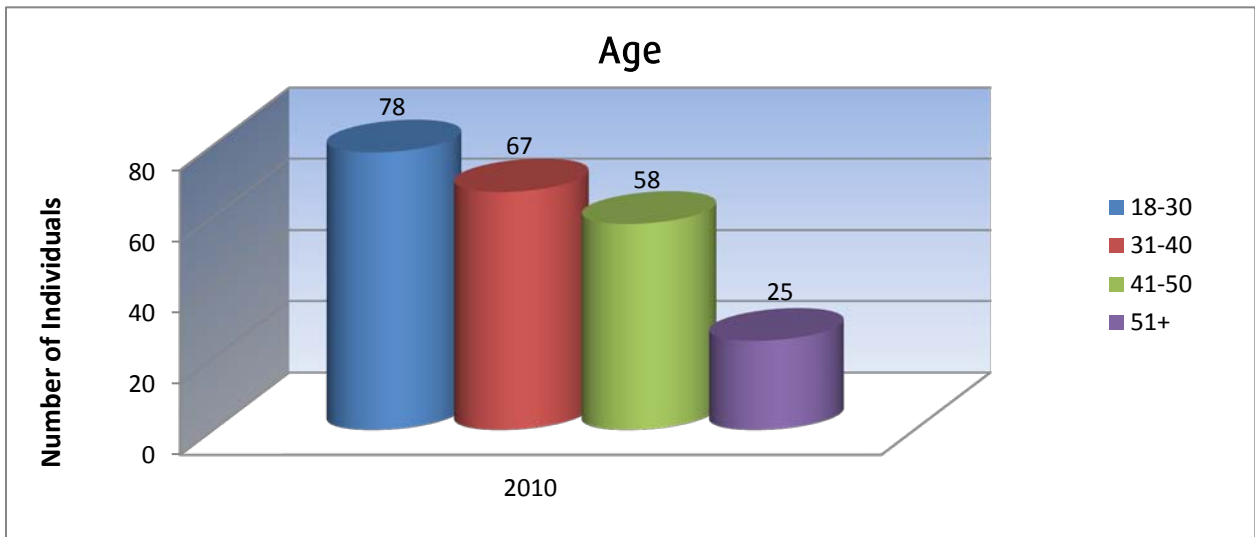
This year, 228 provincially incarcerated male persons were served, compared to 213 the previous year. The individuals served varied in age, ethnicity, education, and work histories. The following graph shows the number of individuals enrolled into the program.



228 individuals were enrolled into the program in 2010 compared to 213 enrolled in 2009 and 216 in 2008—an 8% increase in enrolment this year from the previous year.



The graph above indicates that of the 228 individuals enrolled into the program, 63% were of European descent, 11% were Aboriginal and 9% were of South Asian descent.



As this graph shows, the majority of the individuals enrolled into the program were between the ages of 18-30, with 78 being the oldest.

Changes in Service

To accurately reflect the needs of the individuals participating in the program, the curriculum was reviewed and updated based on consumer feedback. The new curriculum has revised information on employment services along with material that includes budgeting, education, entrepreneurial grants and loans.

Community Needs Assessment

Fraser Regional Correctional Centre and The John Howard Society of the Lower Mainland saw a need to teach an employment readiness program to incarcerated persons before they are to be released into the community including things such as how to interview, how to prepare a resume and cover letter, in addition to developing a personalized release plan that included resources they could access for support once in the community.

This year, staff recognized a need for alterations to be made in the presentation of the material when English is a language barrier.

Program Objectives

- Offer a job skills development program to incarcerated persons nearing release into the community.
- Provide updated information that reflects current labour market trends.
- Provide services to a diverse population.
- Allow individuals to share their experiences and learn from each other.
- Ensure that program participants are aware of all of the community resources available to them upon release.
- Assist in developing personalized release plans that will contribute to an individual's stability in the community.

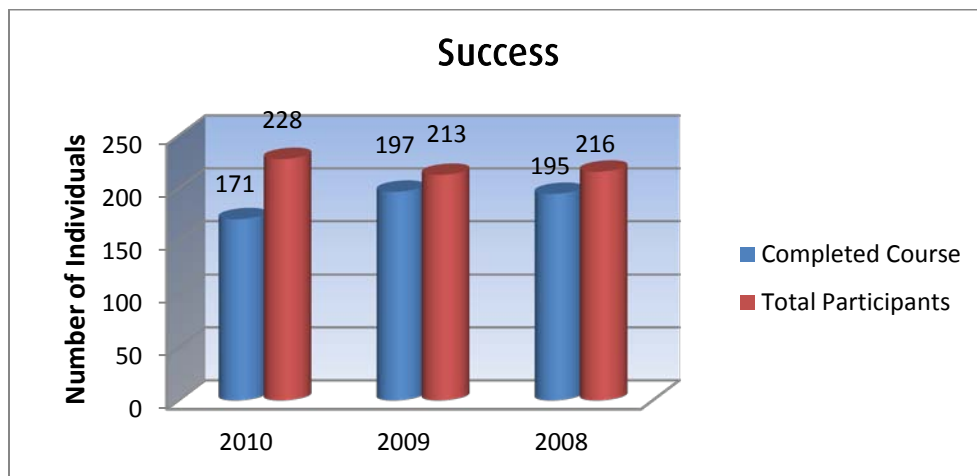
Analysis

Review of Last Year's Goals

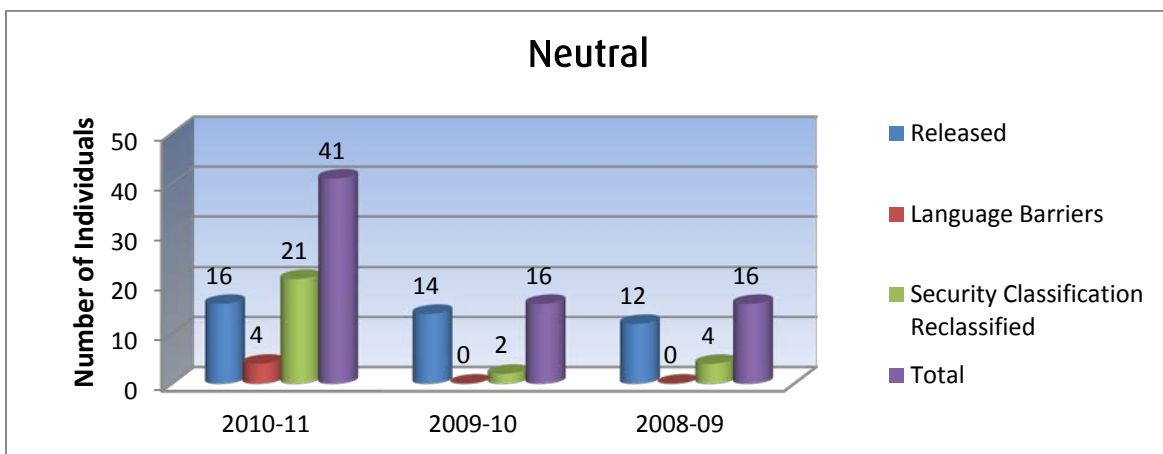
Action	Outcome
Review and update the curriculum as needed.	The curriculum was reviewed and updated after looking at similar work training programs and with input from consumers.
Expand the curriculum to include more information on resources such as recovery houses and wellness programs.	Achieved.
Expand the EPP program to another provincial institution.	Although there were provincial institutions that did express an interest in the program this goal was not achieved.
Include a housing component to the curriculum.	A handbook on the rights of tenants and landlords was distributed and discussed.

Develop partnerships with other community resources which might benefit individuals being released from correctional facilities.	Partnerships were developed with Job Wave and Success Society, giving individuals access to work clothing and transportation vouchers.
Meet CARF standards	Achieved.
Expand and improve on the type of statistics collected.	The EPP facilitator completes a month end report to submit to Program Manager, this has shown a significant improvement on the way we report and collect data. The report also reflects results from consumer surveys that are completed after each three day workshop.

Effectiveness

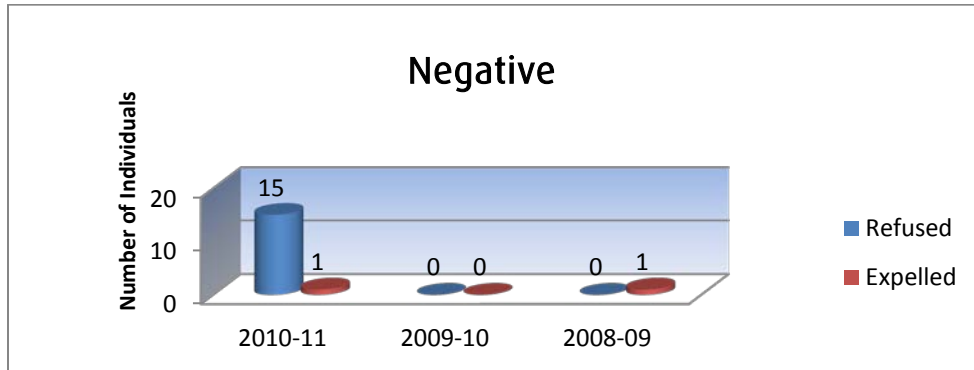


171 participants, or 75% of those first enrolled, graduated from the course this year, compared to 197 or 92% in 2009.



The above chart shows that in 2010, 41 individuals did not complete the course because they were released, had language barriers, or they had their security status reclassified compared to 16 individuals in both the previous years.

During the program, 16 individuals were released back into the community after completing their full sentence. This year, due to language barriers, 4 individuals were unsuccessful at completing the full program. The program has not had this issue arise in the past and new methods will be developed to address this. 21 individuals were unable to complete the three day program due to their security reclassification. Individuals can be reclassified for a variety of reasons including behavioural issues or safety concerns.



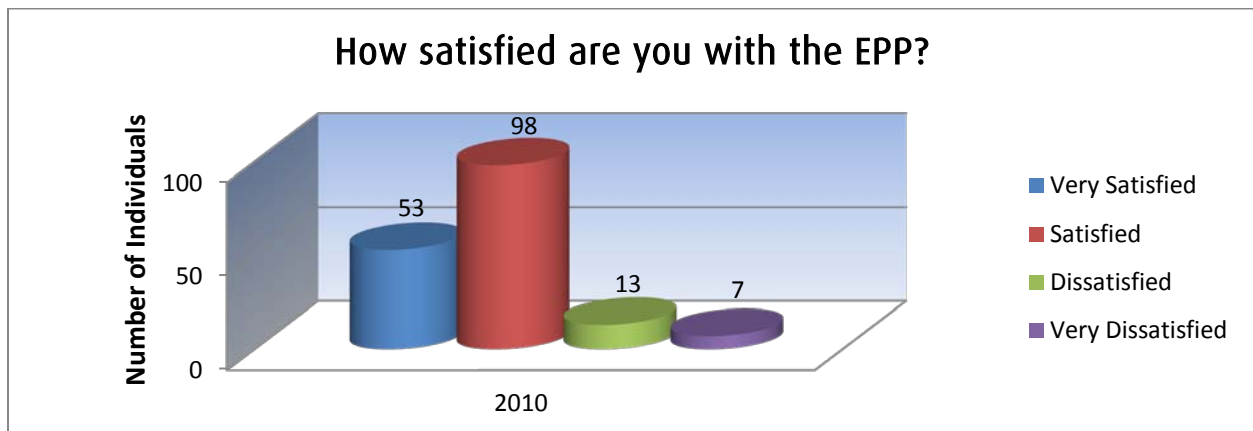
The above graph shows that 16 participants did not complete the course due to refusal to attend or being expelled. Whilst some of the individuals elected to attend work instead of the program, others refused to take part.

Efficiency

The EPP starts at 9:00 am and finishes at 3:00 pm with the course running for 3 days with each class lasting 6 hours.

Satisfaction Surveys

This year, 88% of the individuals who completed the program said they were “very satisfied” or “satisfied” with the Employment Preparation Program, as shown in the graph below.



The participants who completed the course were asked to fill out a course evaluation form with the results below:

What did you like about the course?

- "Interacting with the facilitator"
- "Warm and friendly environment"
- "Doughnuts"
- "The group discussions"
- "Developing resume building skills"
- "Interview techniques and tips"
- "Job search"
- "Information about school"

2. When asked what they liked the least of the course?

- "Length of the program"
- "Mandatory attendance"
- "The amount of reading that was required"
- "The material was not applicable as employment was already secured"

Analysis

The EPP program had some staff turnover this year; the program had a total of three facilitators. The EPP program overcame that challenge and the program continued to successfully complete the three day workshop on a regular basis with very minimal disruption. The EPP program will continue to strive to improve the information presented in the workshops to reflect the changing needs of the population we serve.

Next Years' Goals

- Build more community partnerships.
- Improve on the type of statistical information collected.
- Continue to review and update the course as needed.
- Develop an orientation training manual for new Employment Preparation facilitators.
- Continue to meet CARF standards.

- Emin Dhaliwal

The Mental Health Outreach Program assists adults who are under the supervision of the Correctional Services of Canada to acquire the social, educational and/or vocational upgrading they need to live independently as responsible citizens in their community by providing links to existing community resources in the Fraser Valley Parole Area and support to access these services.

The Mental Health Worker (MHW), in conjunction with a parole officer, assists individuals to develop a care plan based on their individual needs. Plans may include assistance with budgeting, meal planning, shopping, problem solving, health issues, medication issues, obtaining housing and any other points the individual and/or parole has identified.

The program refers clients to community based:

- Life skills programs
- Job search programs
- Mental Health Services
- Support groups
- Recreational programs
- Educational programs
- Volunteer programs

Admission Criteria

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

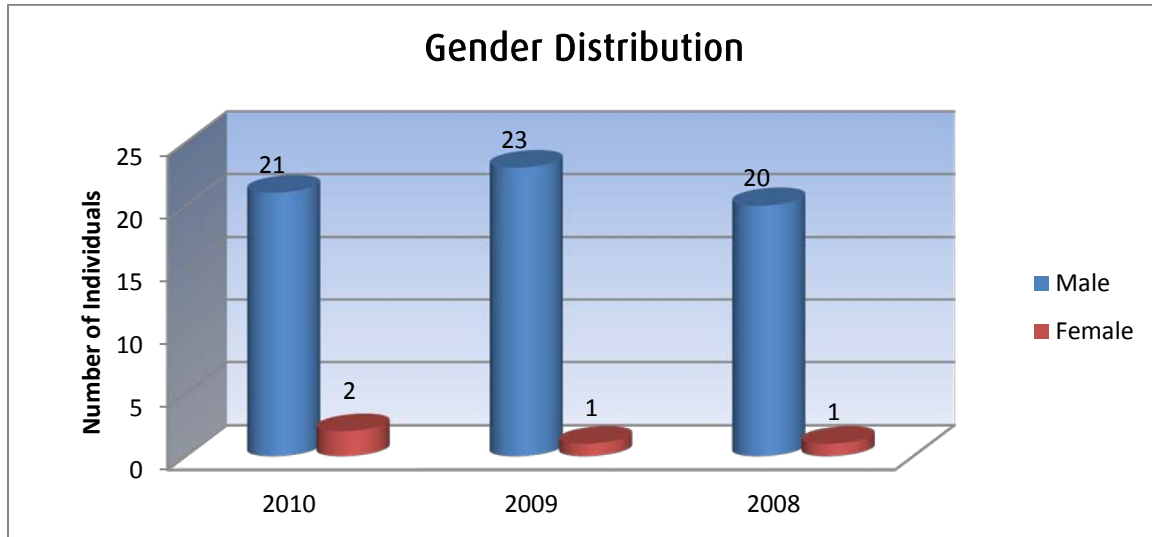
- The individual is 19 years of age or older.
- The individual is on parole and supervised by the Fraser Valley Parole Area
- The individual is referred by CSC.
- The individual has been diagnosed with mental health problems.
- The individual may be from various ethno-cultural groups.
- The individual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

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

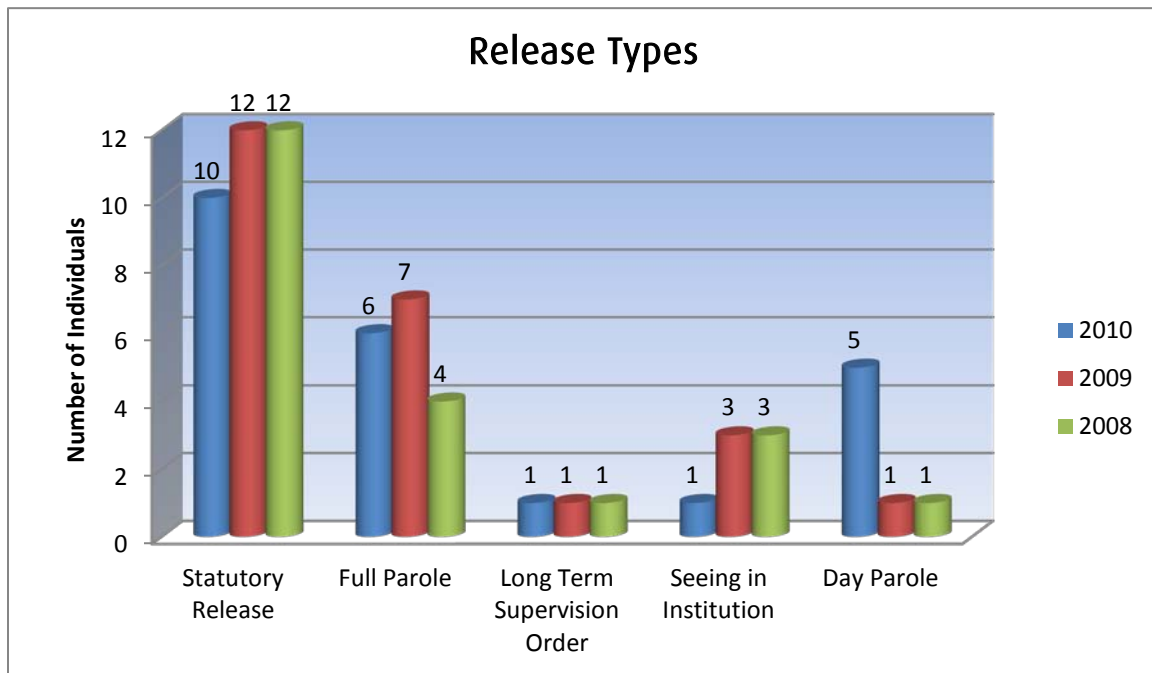
- Participating in significant and untreated substance abuse
- Severely abusive of others with a history of chronic violence
- Refusing treatment for mental health issues

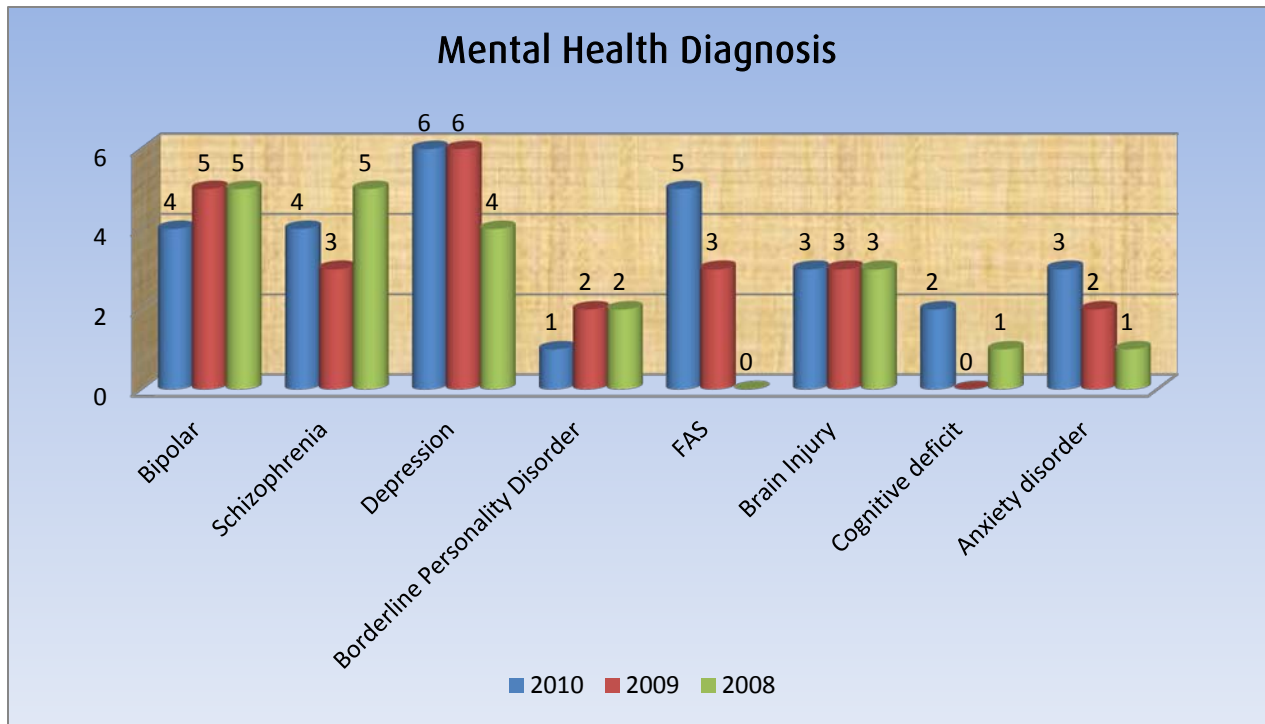
Population Served

The Mental Health Outreach Program served 23 clients in the period of April 1, 2010 to March 31, 2011. 17 of those were new referrals and 6 were on-going from the previous reporting period. The MHW provides support to clients under supervision in the Fraser Valley Area to assist with their reintegration into the community; referrals come from community parole officers and discharge planners in the correctional institutions. 21 clients were male and 2 were female. All referrals were accepted. The outreach worker has supported on average 10 to 14 individuals at any given time in the past year.

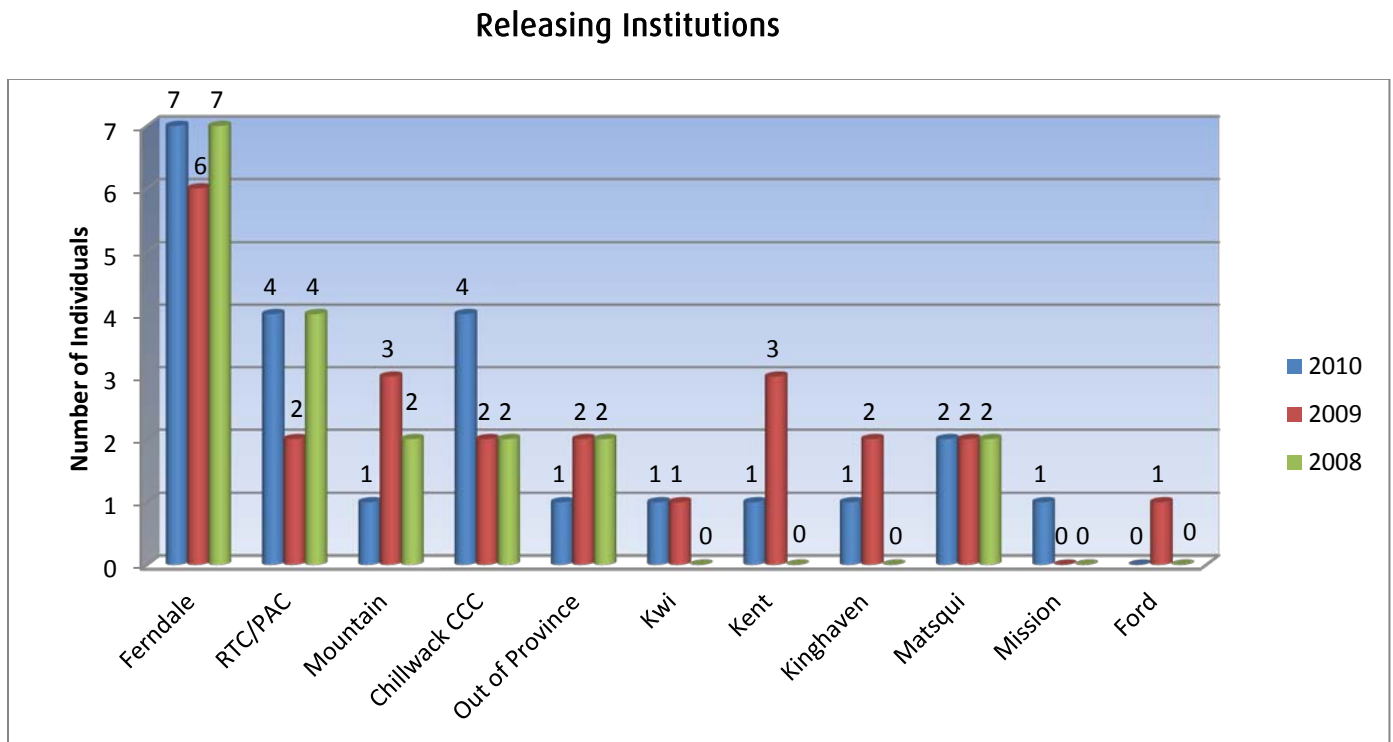


The following chart shows 10 were individuals on Statutory Release, six were on Full Parole, one is on a Long Term Supervision Order, one has yet to be released, and five were on Day Parole.

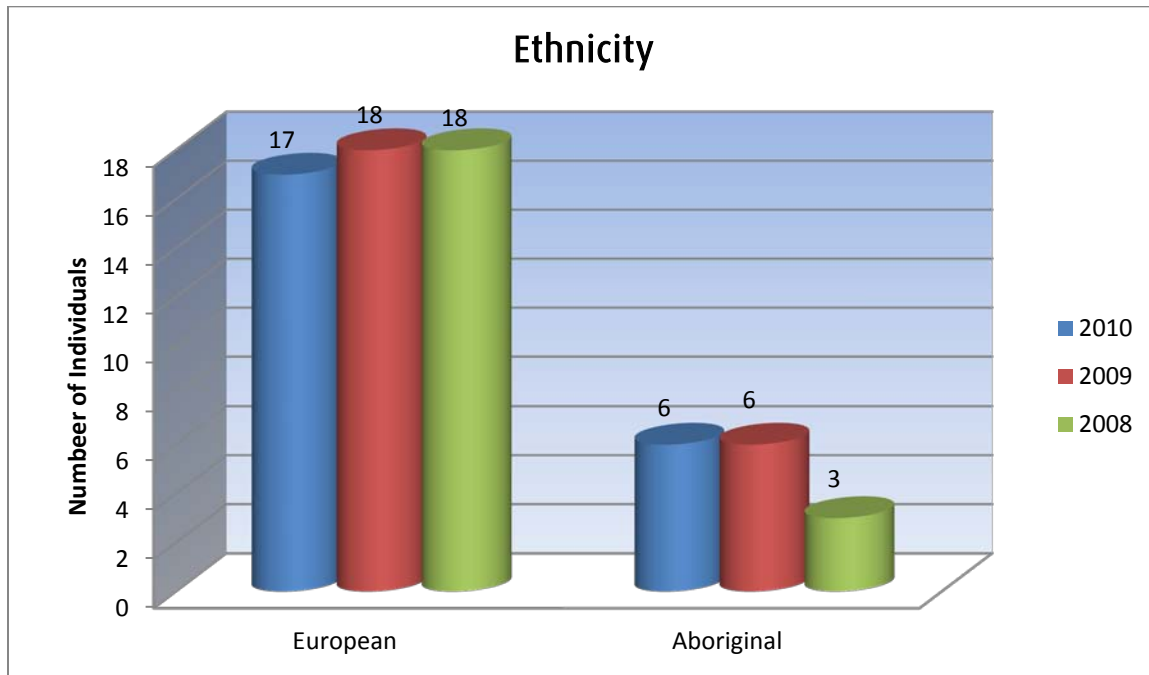




As indicated in the above chart, clients have a variety of mental health concerns (some more than one) and cognitive issues. Many clients also have co-existing substance misuse issues.



As the chart shows, 11 individuals or 48% were released from Ferndale and RTC. Four individuals or 17% came from the Chilliwack Correctional Centre. The remaining 8 individuals or 35% came from eight different institutions, one individual from outside of the Pacific Region.



The mental health outreach worker's office is located in Tims Manor. In the past year, five of the mental health outreach clients lived in Tims Manor and three continue to reside there. The other individuals lived in Chilliwack, Mission, Maple Ridge, Hope and Abbotsford.

Community Needs Assessment

Over the past year the MHW has noticed an increase in the number of aging lifers on my case load and a lack of resources available for them in regards to medical care. Securing services has been difficult due to the stigma attached to individuals involved in the criminal justice system. An individual who was previously functioning well in the community and is starting to exhibit early dementia will necessarily require more supervision in their day to day activities. The parole officer may refer them to a personal home placement, or if the behaviour has deteriorated enough the individual may be suspended until the cause of the deterioration is identified and the individual is deemed not to pose a threat to the community. Once an assessment has occurred the search begins to find some assisted living facility within Fraser Health's jurisdiction.

However, part of the assisted living intake process is to look at where the individual is presently residing. Once it is determined they reside in a correctional facility their application is not processed due to "safety concerns." There are individuals who could remain in the community with minimal assistance from Home Care (to administer meds, check blood sugar, etc.) but once the nurse becomes aware of their involvement in the criminal justice system and of any mental health issues, the nurses will likely refuse home visits out of concern for their personal safety. Strong

advocacy for the client is not always successful in these situations and the individual is left with only one option, a return to a correctional facility.

In addition, although the Chilliwack Centre is considered to be the place for offenders requiring medical care, they are not equipped for palliative care and once an individual's medical needs become too complex, it is no longer a suitable placement. Lastly, aging lifers consider this a step backwards after living in the community for many years.

These points indicate a need for creating a senior's residence to accommodate this population, perhaps in partnership with Fraser Health, staffed by nurses and care-aides to accommodate all levels of care allowing seniors to remain in the community.

As indicated in last year's report, once individuals reach Warrant Expiry they are no longer eligible for CSC services and community mental health offices generally have a wait time of about six weeks for service. The only option in the interim is to attend monthly or bi-weekly support groups. It would be helpful to have support withdrawn gradually at a time when the client is deemed to be functioning well in the community, especially for those detained until warrant expiry.

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 individuals to keep mind and body healthy.
- Attend meetings at parole offices and community services to make clients lives inclusive.
- Ensure referral forms are completed.
- Complete monthly program reports.
- Complete consumer surveys.

Analysis

Review of Last Year's Goals

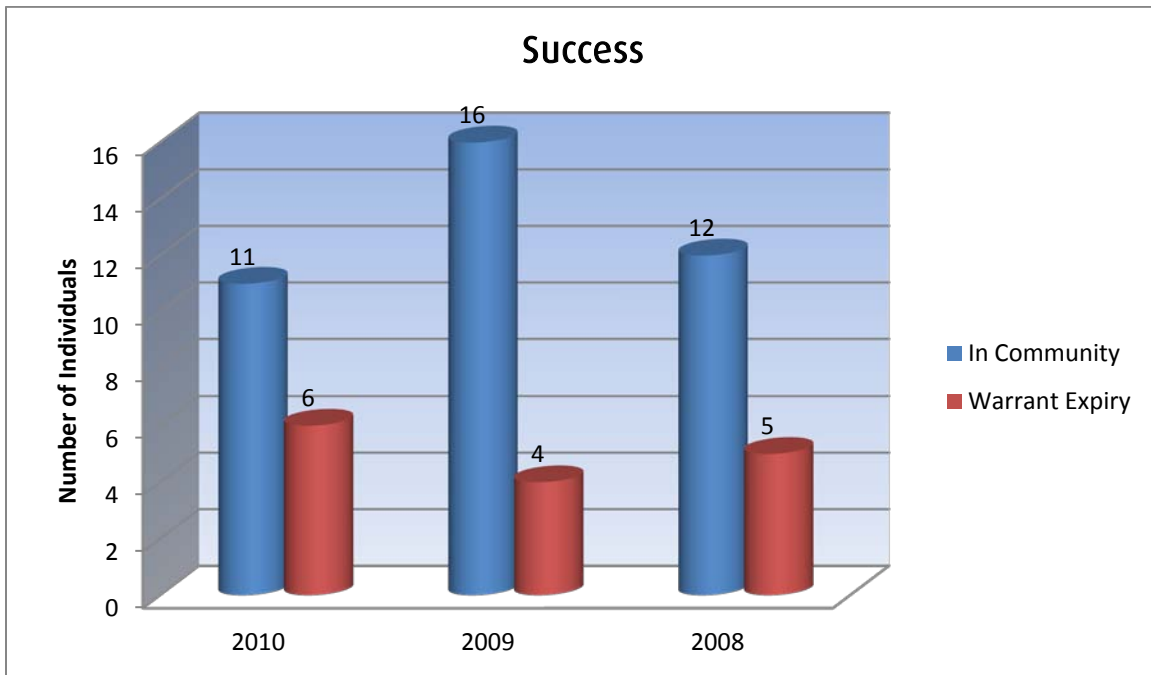
Action	Outcome
Attend B&I meetings at the various parole offices.	Achieved. Outreach worker attended nine B&I meetings in Abbotsford, four meetings in Chilliwack, and three meetings in Maple Ridge.
Ensure referral forms are completed quickly.	Partially achieved. Oftentimes referrals from parole officers are received over the phone and include either a very brief goal, such as find a family doctor, or a broad goal such as support them with their issues. More often it is only after a rapport has been built with the client that areas of potential service are identified.
Complete monthly program reports.	Achieved and sent to the Director of Programs
Complete CSC bi-annual reports.	Achieved.
Complete monthly statistics.	Monthly statistics on the number of phone calls and actual contacts are kept.
Provide service in a timely	Achieved. All clients are contacted within one week of the referral

manner.	for an intake meeting and needs assessment.
Work closely with the volunteer coordinator to assist individuals	Partially achieved. The position of volunteer coordinator for the Fraser valley area was without representation for much of the year. When a permanent part time staff was hired, the worker met with her but identified little opportunity for collaboration due to the activities of volunteers being primarily transportation of clients.

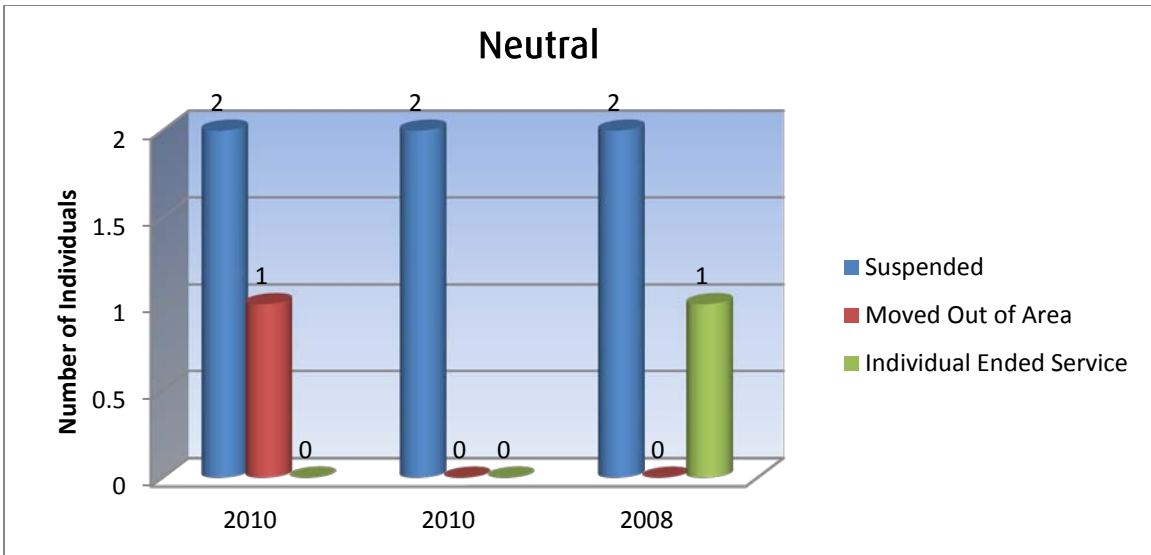
Outcomes, Effectiveness and Satisfaction

Success for the program is defined by an individual not being required to return to a correctional facility, and by positive feedback from those served. Of the 23 total clients served, two were suspended, three were revoked, six reached Warrant Expiry and one moved out of area.

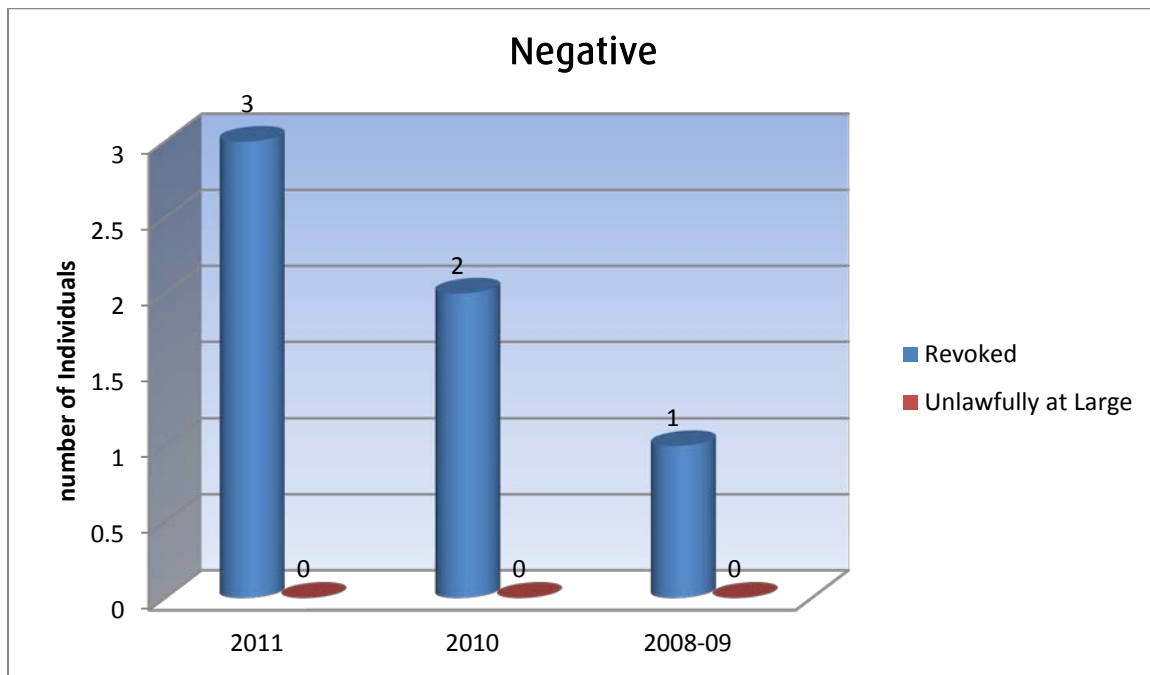
Outcomes



17 individuals either reached warrant or remained stable in the community.



As the above chart indicates, three individuals or 13% had a neutral outcome.



Three individuals or 13% of the total served had a negative outcome.

Efficiency

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

Satisfaction Surveys

Two stakeholder satisfaction surveys were received out of 10 sent out to 9 Parole Officers and 1 discharge planner. Both contain very positive feedback. Client satisfaction surveys were not completed this year but will be next year. However, some quotes from clients indicated they are satisfied with the service they receive:

"I find [the outreach worker] very helpful, and she gets the job done for anything I ask of her."

"[The outreach worker] gives support, gives freedom in day to day living."

"[The outreach worker]'s support has helped me to get over my anxiety and be able to do my day to day errands in the community."

Next Year's Goals

- Continue to attend B & I meetings.
- Complete agency and CSC program reports.
- Complete monthly stats.
- Continue to provide service in a timely manner.
- Distribute consumer satisfaction surveys.
- Outreach worker to have access to OMS.

SUMMARY

The previous mental health outreach worker left JHSLM in February after providing two weeks of full time training to the incoming MHW. The new staff person was introduced to the discharge planners for Mountain, Ferndale and Fraser Valley Institute and all of the parole officers for Abbotsford, Chilliwack and Maple Ridge. The new MHW attended information fairs at Mountain, Ferndale, Mission and Fraser Valley Institute, networking with other agencies there and providing information on services to potential clients. Feedback from the client population indicates that the transition was smooth.

As in previous years we continue to have problems in obtaining health information on individuals due to concerns around privacy. It was suggested by the Area Director that the worker should have access to CSC's OMS in order to view the files, and perhaps contribute to them. This has been added as a program goal for the upcoming year. In addition, this worker will have all individuals complete and sign the agency's release of information form to try and overcome this problem.

- *Christina Beaupre*

The John Howard Society of the Lower Mainland provides affordable housing to those who have multiple barriers challenging their ability to live independently in the community. Safe and affordable housing allows individuals to transition from being in conflict with social justice to being caring and contributing members of the community.

Tims Manor began operation on November 1st, 2007. It has 10 two-bedroom units, six of which are furnished and accommodate 12 individuals on Conditional Release (these individuals are offered JHSLM Outreach services). The remaining four units are for any other individuals, couples, or families with limited income in need of affordable housing.

Tenants living at Tims Manor who are part of the Outreach Program are referred by The Correctional Services of Canada (CSC). An individualized care plan is developed for each resident in collaboration with their parole officer and the Outreach Worker which outlines personal goals and areas in their lives they need to work on. The building is staffed with one full time on-site Outreach worker serving only individuals referred by CSC. The Outreach staff assists individuals with life skills to provide them with valuable tools to help them move forward in their lives. As dictated by each person's needs and abilities, examples of such life skills include the following:

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

Admission Criteria

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

- be on Conditional Release under federal jurisdiction
- be at risk of homelessness due to disabilities or marginalization
- be able to live independently.
- qualify for income assistance or earn less than the government definition of low income.
- have rent that exceeds 30 per cent of their income
- have a willingness to work with the Outreach Worker to achieve personal goals

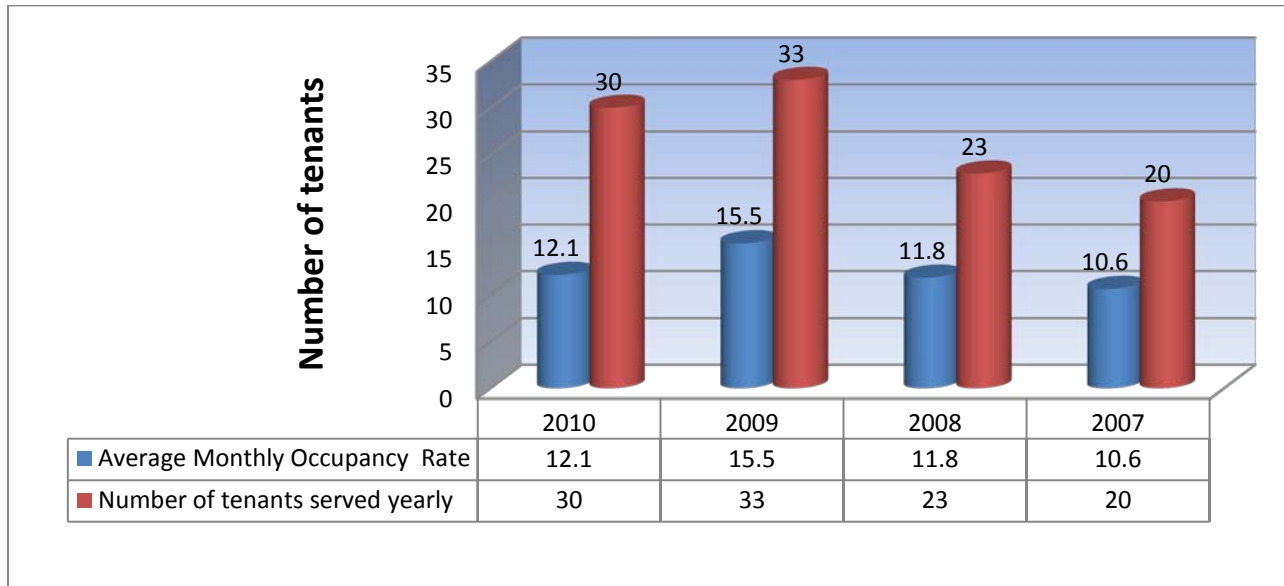
Residents may also have mental and physical health concerns, and be dealing with substance misuse issues.

Tims Manor is *not* appropriate for individuals:

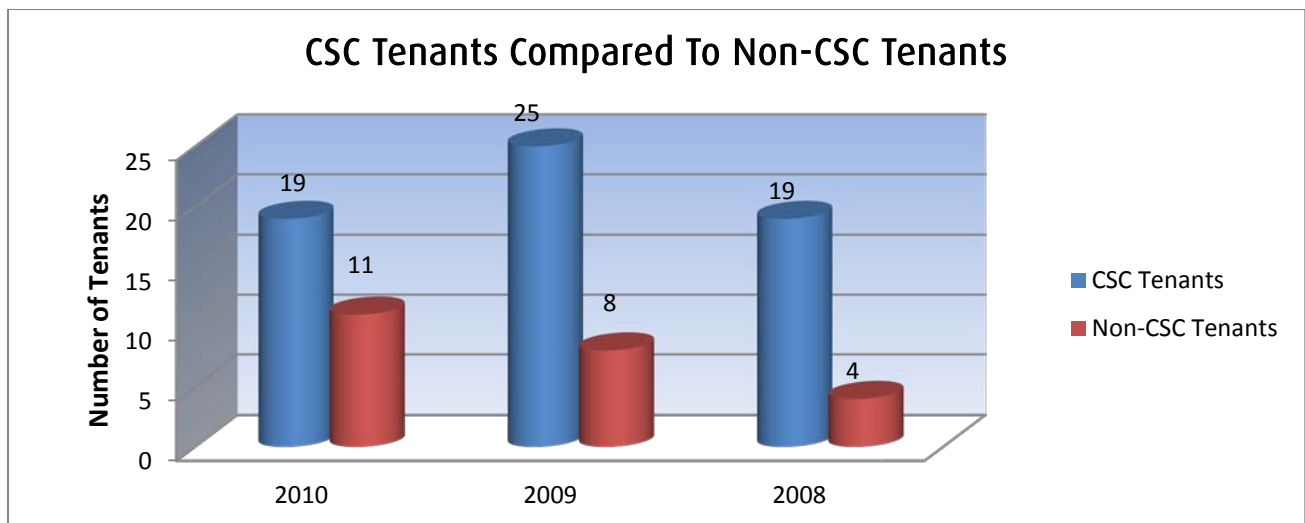
- participating in significant and untreated substance misuse
- Requiring wheelchair accessibility
- refusing treatment for sexual abuse and violence issues

As the demand for affordable housing is high, the JHSLM assesses each applicant’s need for housing based on criteria which includes their income, current living situation and personal and family requirements. This ensures that priority is given to households in the greatest need.

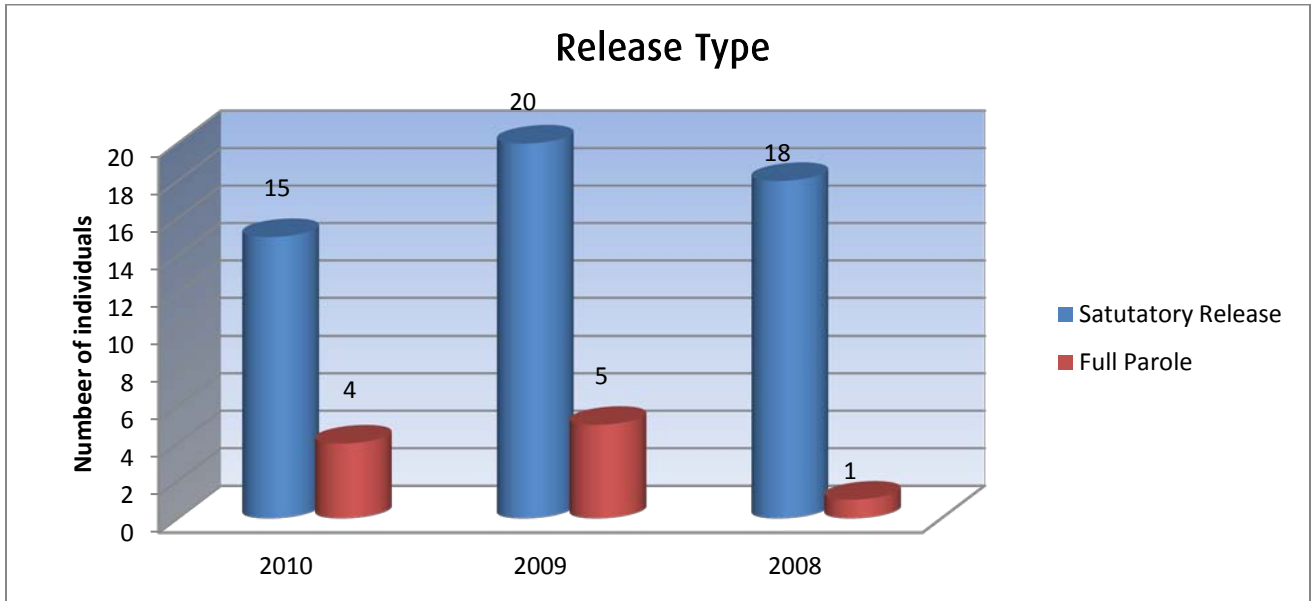
Population Served



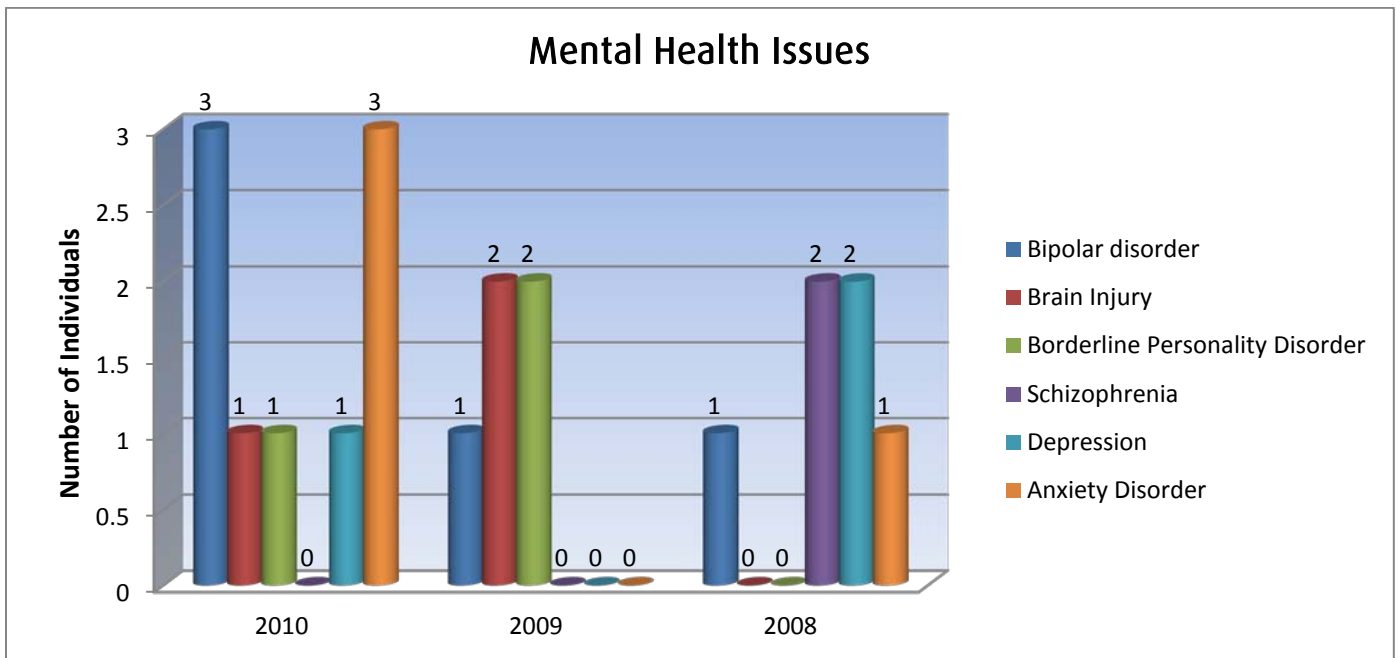
Tims Manor’s average monthly occupancy rate this year is down from last year but higher than the previous two years. In addition, there was considerably less turnover this year.



JHSLM served 19 CSC tenants and 11 non-CSC tenants this year for a total of 30 tenants. The average age was 45 with the range being between 27 and 68 years old. Twenty-nine of these tenants were male with only one being female. Only one tenant reached their Warrant Expiry date and moved into a non-CSC suite as opposed to five last year. This is due to the fact that space was limited as the non-CSC suites remained full and stable throughout the year.

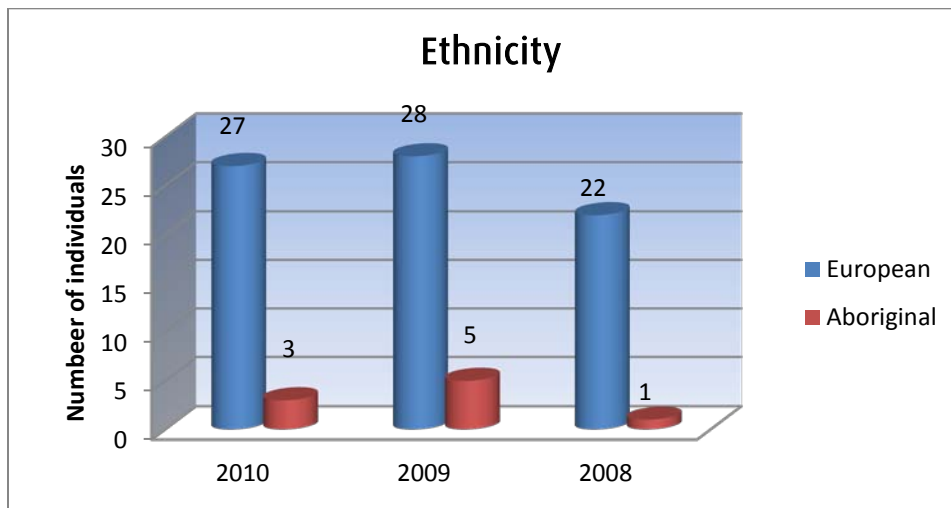


There were four individuals residing at Tims Manor this year on Full Parole, one less than last year but three more than in 2008. Having more individuals on Full Parole will remain a goal for next year.



There were more individuals with mental health issues residing at Tims Manor, this year making up 47% of the tenants. There were a total of 9 this year, 5 last year and 6 the year before. The mental

health issues included Bipolar disorder, brain injury, Borderline Personality Disorder, Depression and Anxiety Disorder. The John Howard Society employs a full time Mental Health Outreach Worker in the Fraser Valley area to assist with these individuals living at Tims Manor.



The ethnicity of the 30 tenants is similar to last year with 27 being European and 3 being Aboriginal in 2010.

Changes in Service

A new Mental Health Outreach Worker, who assists with the Mental Health clients at Tims Manor, was hired this year—a person who had previously filled in and was therefore already familiar with the program, making the transition easy on staff and tenants. The challenges remain the same with issues around finding compatible roommates, substance misuse and struggles with money management, although these issues were not as problematic in as previous years.

The furniture in the CSC suites was in need of replacing. All old and worn furniture was thrown away this year and replaced with new furniture, leaving the suites in above standard condition.

Community Needs Assessment

Following are some of the issues the tenants and staff had to deal with over the reporting period (similar to last years' issues):

- Many tenants were unable to budget their money and had to use the food bank on a regular basis.
- Lack of legal identification needed to open a bank account and cash checks.
- Smoking is not allowed in the building and remains an issue with many tenants not abiding by this part of their lease.
- Tenants struggling with substance misuse issues.

- Tenants who are suspended or go Unlawfully at Large leave their belongings, which end up having to be packed and itemized by staff and stored at the building. Sometimes these items are not retrieved.

There have been some changes with The Ministry of Social Development in terms of applying for assistance. This has been challenging for both tenants and staff. In the past, upon being released from an institution, clients have been able to go to the Ministry office and apply for and receive shelter and support funds on the day of release. Other times the application process can be started when the individual is still incarcerated so they are set up and issued funds upon release. When this does not happen, the individual needs to apply in the community. This can be challenging as individuals often have to wait up to two weeks for an intake appointment, leaving them with very little funds and unable to pay rent, therefore being unable to move in and leaving them to find temporary accommodations until they can receive funds. Ideally the application process should be started prior to release.

Review of Last Year's Goals

Goal	Outcome
To have full occupancy and not fall below an 85% occupancy rate	Not achieved. The average occupancy for the year was 61%.
Continue to work closely with the Abbotsford Parole Office	Achieved.
Recruit volunteers	Not achieved. Although a practicum student from The University of the Fraser Valley was recruited and completed their practicum at Tims Manor this year.
Decrease the amount of tenant turnover	Achieved. This was the most successful year to date. Although fewer tenants were served, more remained in the building or successfully moved out as opposed to going UAL or being suspended.
CAMS to be fully operational	Achieved.
Update the strategic plan and training plan	Achieved.
Facilitate more group activities	Not achieved.
To expand on the type of statistics collected	Achieved.
To have more families residing at Tims Manor	Not achieved.
To increase the number of tenants on Full Parole to promote stability	Achieved. There were four individuals residing at Tims Manor.

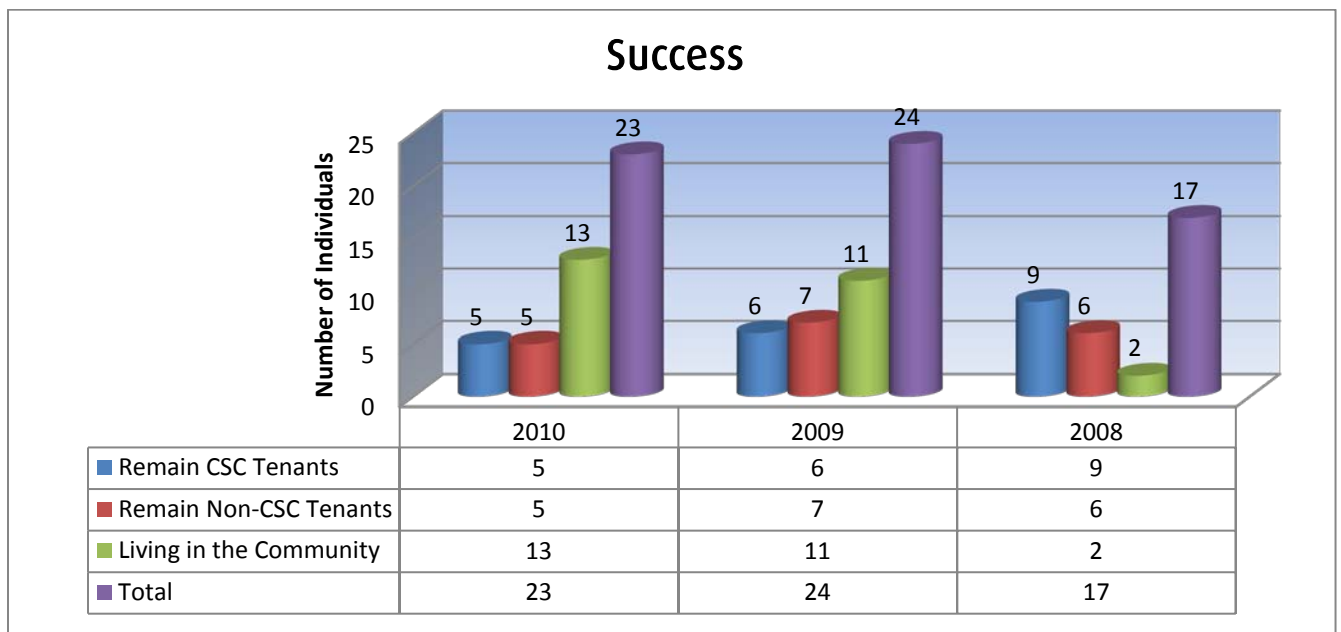
Program Goals

- Enhance the independence, dignity, personal choice and privacy of the persons served.

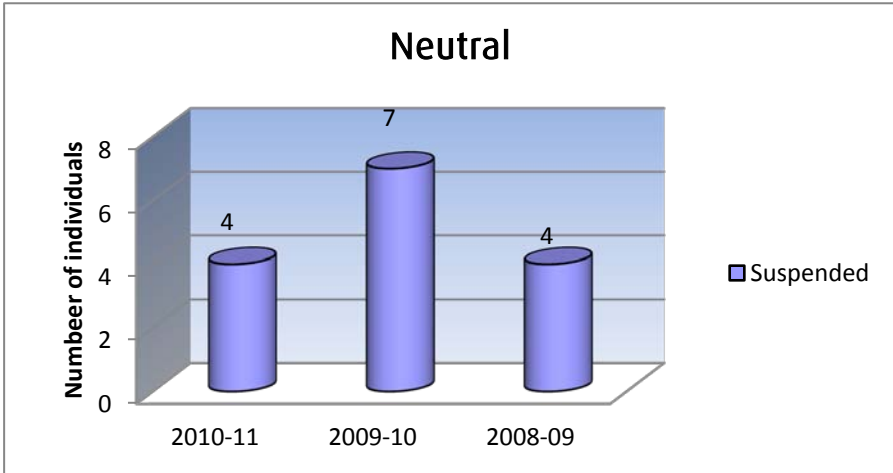
- Support and encourage individuals to participate in activities that build community and positive relationships.
- Support activities that keep tenants safe in the housing site.
- To maintain the fiscal integrity of the housing services.
- Provide clients who are at risk for homelessness with stable, affordable housing.
- Advocate for individuals on housing needs and the need for affordable housing in the communities in the JHSLM region.
- Ensure that tenants know they are important as individuals and are valuable members of society.
- Assist tenants to become or continue to be a part of their community.

Effectiveness and Efficiency

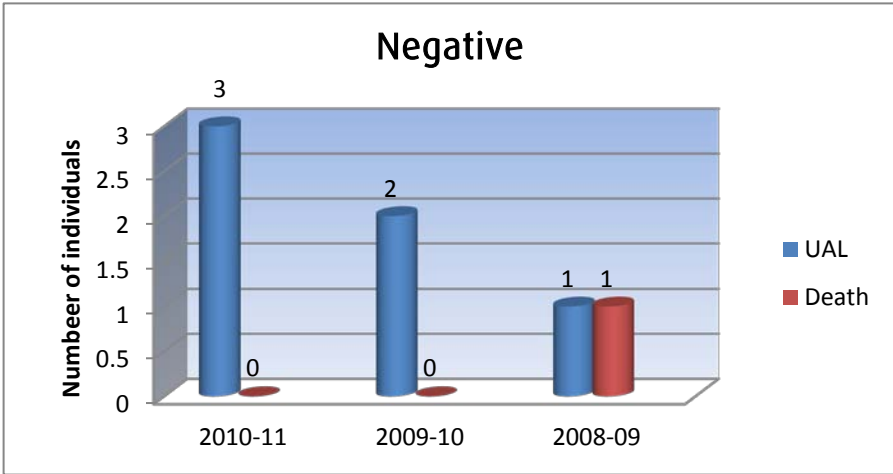
- Referrals were handled in a timely manner.
- The program expenses stayed within budget.
- Repairs were completed as scheduled and within budget.
- New furniture was purchased for the CSC furniture suites.
- Tenants were connected to various community resources like the food bank, doctors, recreational centers, drug and alcohol programs and other supports.



The success rate was higher this year than in previous years. This year, 23 out of the 30 tenants either remained at Tims Manor, or successfully moved out into the community without being suspended or going UAL. This made for a 77% success rate—higher than the 73% in 2009 and 74% in 2008. This was the most successful year since the building opened in 2007.



4 tenants were suspended for the year 2010, down from seven the previous year.



Three tenants went Unlawfully at Large (UAL) this year.

Satisfaction Surveys

Seven satisfaction surveys were received out of 13 handed out. Tenants were asked to rate 4 questions on a scale of 1 (lowest) to 7 (highest). Overall the ratings were high and the tenants are very satisfied with the service. In addition to these four rated question, the tenants were asked to comment on where we can improve, what they think we do well and what we can do differently to help them reach their goals. Some feedback received from the tenants was that they feel safe and that the building is clean and the staff is helpful. A few tenants expressed the need for urinalysis testing on all tenants to keep the building clean and safe.

	2010	2009
What is your level of trust with staff?	6.6	6.9
What is your level of safety at Tims Manor?	6.5	6.8
Are you satisfied with staff's ability to address your concerns?	7	7
Are you satisfied with your care plan?	6	5.6

Analysis

Although the program continues to struggle with issues such as compatibility of roommates, addictions, and money management, it has become well established and stable after four years. The building appears to now be viewed as a desirable place to live. The success rate this year was the highest it has ever been. There were fewer suspensions, less turnover, and most individuals who left Tims Manor moved out on good terms into their own private residence.

Next Year's Goals

- To have full occupancy and not fall below an 85% occupancy rate
- Continue to work closely with the Abbotsford Parole Office
- Update the strategic plan and training plan
- Increase the number of tenants on Full Parole
- To try and increase the number of families residing at Tims Manor
- To try and increase the number of female tenants

- *Melanie Jarvis*

Staff list as of Sept 5 2011

Regional Office

Tim Veresh	Executive Director
Dale Lutes	Director of Programs
Jo-Anne Pilkey	Director of Finance & Administration
Craig Stewart	Manager of Community Development
Carmen Roig-Torres	Administrative Assistant
Kim Kaufmann	Management Assistant

Guy Richmond Place & Hobden House

Brandon Bob	Casual Residence Worker	
Peter Bowser	Casual Residence Worker Pat Gilbert	Residence Manager
Ryan Jamieson	Residence Manager	
Jessica Singh	Casual Residence Worker Jennifer Cupello	Residence Worker
Kailey LeMoel	Casual Residence Worker Jenni Martin	Residence Worker
Taryce Wong	Residence Worker	
Rajveer Sanghera	Residence Worker	
Kayla Horan	Casual Residence Worker Heinrich Nemetz	Residence Worker
Vijay Rana	Casual Residence Worker Andrei Grigorescu	Residence Worker
Candice Dearden	Casual Residence Worker Harjit Basra	Residence Worker
Tim Scott	Residence Worker	
Alix Logie	Residence Worker	
Aatif Nanji	Residence Worker	

Outreach Workers

Barry Skinner
 Melanie Jarvis
 Marvin Laturus
 Sebastian Olaru
 Sandra Battilana
 Tomas Vrchota
 Katie Steinmann
 Christina Beaupre
 Jelena Brown
 Michelle Marasco

Community Services

Pamela Flegel	Program Coordinator
Emin Dhaliwal	Provincial Outreach Worker
Jill Gabriel	Provincial Outreach Worker
Jennifer Hirsch	Director of Community Services

Vancouver Apartment

Nic Anderson	Casual Residence Worker	
Michael Connerly	Residence Worker	
Ryan Grubb	Casual Residence Worker	Alanna Parker
Community	Living Services	Manager of
Melissa Maxwell	Residence Worker	
Robert Pasion	Residence Worker	
Patrick Semple	Residence Worker	
Robert Syms	Casual Residence Worker	Kenneth Matahwa
Susie Moose	Residence Worker	Casual Residence Worker
Rebecca Ward	Residence Worker	
Jesca Nabwire	Casual Residence Worker	

Board of Directors 2010-2011

Michael Johnson	Treasurer
Pamela Smith Gander	President
Ryna Witt	Secretary
Sara Dewar	2 nd Vice President
Jayne Henderson	1st Vice President
Tim Stiles	Director
Lyle Dixon	Director
Ron Sangha	Director

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 Public Safety and Solicitor General
Correctional Service of Canada
Ministry of Children & Family Development
United Way
VanCity Savings Credit Union
JHSBC
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
HRSDC Summer Student Program
Community Social Services Employers' Association
Vancouver Police Department
Service Canada Homelessness Partnership Initiative
John Howard Society of Victoria

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

Vancouver, B.C.

FINANCIAL STATEMENTS

March 31, 2011

INDEPENDENT AUDITOR'S REPORT

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

Report on the Financial Statements

We have audited the accompanying financial statements of The John Howard Society of the Lower Mainland of British Columbia, which comprise the balance sheet as at March 31, 2011, and the statements of revenues and expenditures, changes in fund balances and cash flows for the year then ended, and a summary of significant accounting policies and other explanatory information.

Management's Responsibility for the Financial Statements

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

Auditor's Responsibility

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

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

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

Opinion

In our opinion, the financial statements present fairly, in all material respects, the financial position of The John Howard Society of the Lower Mainland of British Columbia as at March 31, 2011, and its financial performance and its cash flows for the year then ended in accordance with Canadian generally accepted accounting principles.

Report on Other Legal and Regulatory Requirements

As required by the Society Act of British Columbia, we report that, in our opinion, these principles have been applied on a basis consistent with that of the preceding year.

Wolrige Mahon LLP

CHARTERED ACCOUNTANTS

Vancouver, B.C.

July 6, 2011

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

STATEMENT OF REVENUES AND EXPENDITURES

For the year ended March 31, 2011

	Operating Fund \$	Capital Fund \$	2011 \$	2010 \$
Revenues, Schedule 1	3,046,999	112,798	3,159,797	3,107,512
Property rental	6,375	300,064	306,439	289,815
	<u>3,053,374</u>	<u>412,862</u>	<u>3,466,236</u>	<u>3,397,327</u>
Expenditures				
Staffing				
Employee benefits	378,177	-	378,177	372,979
Salaries	1,643,203	-	1,643,203	1,620,777
Training and development	71,073	-	71,073	74,435
Travel	62,775	-	62,775	58,792
	<u>2,155,228</u>	<u>-</u>	<u>2,155,228</u>	<u>2,126,983</u>
Operating				
Accommodations	365,057	87,160	452,217	467,414
Client support	56,270	-	56,270	56,687
Food and supplies	93,153	-	93,153	96,853
Furnishings	35,111	10,920	46,031	42,295
Insurance	25,684	19,073	44,757	45,295
Interest	-	76,621	76,621	76,391
Miscellaneous	2,934	-	2,934	7,364
Programme needs	36,447	-	36,447	24,579
	<u>614,656</u>	<u>193,774</u>	<u>808,430</u>	<u>816,878</u>
Administration				
Advertising	2,796	-	2,796	2,425
Audit and banking	11,973	-	11,973	9,695
Board	9,527	-	9,527	16,669
Office and miscellaneous	68,296	11,628	79,924	55,680
Purchased services	8,955	8,513	17,468	18,354
Telephone	28,051	-	28,051	27,677
Volunteer programme	34,427	-	34,427	38,820
	<u>164,025</u>	<u>20,141</u>	<u>184,166</u>	<u>169,320</u>
Total expenditures	2,933,909	213,915	3,147,824	3,113,181
Excess of revenues over expenditures before non-cash items	119,465	198,947	318,412	284,146
Amortization	-	(156,727)	(156,727)	(165,094)
Forgiveness of debt (Note 7)	-	106,100	106,100	103,444
Unrealized gain	8,872	-	8,872	20,365
Excess of revenues over expenditures	128,337	148,320	276,657	242,861

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

STATEMENT OF CHANGES IN FUND BALANCES

For the year ended March 31, 2011

	Operating Fund \$	Internally Restricted Fund \$	Capital Fund \$	2011 \$	2010 \$
Balances, beginning	288,829	314,687	1,907,544	2,511,060	2,268,199
Excess of revenues over expenditures	128,337	-	148,320	276,657	242,861
Interfund transfers:					
Purchase of property and equipment	(62,861)	-	62,861	-	-
Mortgage repayments	(91,005)	-	91,005	-	-
Excess of revenues over expenditures before non-cash items	198,947	-	(198,947)	-	-
Internal restrictions (Note 8)	(207,364)	207,364	-	-	-
Balances, ending	254,883	522,051	2,010,783	2,787,717	2,511,060

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

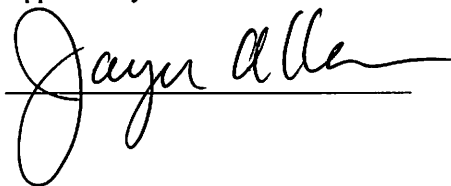
BALANCE SHEET

March 31, 2011

	2011 \$	2010 \$
ASSETS		
Cash	947,404	814,672
Grants and other receivables	145,489	148,963
Investments	71,679	62,807
Prepaid expenses and deposits	17,431	16,621
	<u>1,182,003</u>	<u>1,043,063</u>
Property and equipment (Note 5)	4,837,117	4,930,983
	<u>6,019,120</u>	<u>5,974,046</u>
LIABILITIES		
Accounts payable	48,612	53,674
Accrued wages, salaries and holiday pay	317,063	346,210
Accrued employee relations fund	29,470	20,469
Deferred revenue	9,924	19,194
Mortgages payable (Note 6)	1,380,112	1,471,117
Forgivable loans (Note 7)	1,446,222	1,552,322
	<u>3,231,403</u>	<u>3,462,986</u>
FUND BALANCES		
Capital Fund	2,010,783	1,907,544
Operating Fund		
Internally restricted (Note 8)	522,051	314,687
Unrestricted surplus	254,883	288,829
	<u>2,787,717</u>	<u>2,511,060</u>
	<u>6,019,120</u>	<u>5,974,046</u>

Contingencies (Note 9)

Approved by Directors:





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

STATEMENT OF CASH FLOWS

For the year ended March 31, 2011

	2011 \$	2010 \$
Cash flows related to operating activities		
Excess of revenues over expenditures	276,657	242,861
Adjustments for items not affecting cash:		
Amortization	156,727	165,094
Forgiveness of debt	(106,100)	(103,444)
Unrealized gain	(8,872)	(20,365)
	<u>318,412</u>	<u>284,146</u>
Changes in non-cash working capital:		
Prepaid expenses	(810)	3,558
Grants and other receivables	3,474	54,036
Accounts payable	(5,062)	(57,461)
Accrued wages, salaries and holiday pay	(29,147)	28,431
Accrued employee relations fund	9,001	5,485
Deferred revenue	(9,270)	(64,730)
	<u>286,598</u>	<u>253,465</u>
Cash flows related to investing activities		
Purchase of property and equipment	(62,861)	(55,414)
Cash flows related to financing activities		
Mortgage advances	657,000	-
Mortgage repayments	(748,005)	(78,161)
Forgivable loans received from government agencies	-	184,533
	<u>(91,005)</u>	<u>106,372</u>
Net increase in cash	132,732	304,423
Cash, beginning	814,672	510,249
Cash, ending	947,404	814,672
Supplemental cash flow information:		
Interest received	11,097	6,202
Interest paid	76,621	76,391

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 1 General

The John Howard Society of the Lower Mainland of British Columbia (the "Society") was incorporated under the Society Act of British Columbia and is a registered charitable organization under the *Income Tax Act*. As a registered charity, the Society is not subject to income taxes. Its purpose is to offer services through all levels of the criminal justice process.

Note 2 Significant Accounting Policies

Fund Accounting

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

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

The internally restricted fund accounts report the change to the property development fund and the sick pay fund. The property development fund reports the amounts relating to the preserving, enhancing and expanding of the Society's properties. The sick pay fund accounts for funds restricted to cover sick pay entitlements for the Society's employees.

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

Financial Assets and Liabilities

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

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

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

Accounts payable, accrued wages, salaries and holiday pay, mortgages payable and forgivable loans are classified as other financial liabilities and are measured at amortized cost using the effective interest rate method.

The Society has chosen to continue to apply CICA Section 3861, Financial Instruments - Disclosure and Presentation rather than apply Section 3862, Financial Instruments - Disclosure, and Section 3863, Financial Instruments - Presentation, as allowed by Canadian generally accepted accounting standards for not-for-profit organizations.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 2 Significant Accounting Policies (continued)

Property and Equipment

The Society has adopted the policy of capitalizing the purchase of property and equipment with a cost of \$1,000 or greater.

Property and equipment 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
Vehicle	-	20%	declining balance

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

Revenue Recognition

Government funding is recognized as revenue monthly over the terms of the funding contracts.

Fundraising, grants and other income are recognized as revenue when received or when earned.

Deferred revenue relates to restricted contributions for which no corresponding restricted fund is presented and is recognized as revenue in the period in which the related expenses are incurred.

Contributions of materials or services are recognized when fair value can be reasonably estimated and when the materials or services are used in the normal course of the Society's operations and would otherwise have been purchased.

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.

Note 3 Financial Instruments

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

Currency risk

The Society is exposed to currency risk where purchase and sale transactions are undertaken in foreign currencies, and from fluctuations in foreign exchange rates on its U.S. dollar denominated investment.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 4 Capital Management

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

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

Note 5 Property and Equipment

	Cost	2011 Accumulated Amortization	Net	Cost	2010 Accumulated Amortization	Net
	\$	\$	\$	\$	\$	\$
Guy Richmond Place						
Land	206,231	-	206,231	206,231	-	206,231
Building	507,480	504,652	2,828	507,480	501,350	6,130
	<u>713,711</u>	<u>504,652</u>	<u>209,059</u>	<u>713,711</u>	<u>501,350</u>	<u>212,361</u>
Vancouver Apartments						
Land	247,288	-	247,288	247,288	-	247,288
Building	130,035	24,652	105,383	85,799	21,183	64,616
	<u>377,323</u>	<u>24,652</u>	<u>352,671</u>	<u>333,087</u>	<u>21,183</u>	<u>311,904</u>
Hobden House						
Land	265,090	-	265,090	265,090	-	265,090
Building	199,318	52,371	146,947	199,318	46,249	153,069
	<u>464,408</u>	<u>52,371</u>	<u>412,037</u>	<u>464,408</u>	<u>46,249</u>	<u>418,159</u>
Miller Block						
Land	457,173	-	457,173	457,173	-	457,173
Building	2,179,158	504,613	1,674,545	2,179,158	434,840	1,744,318
	<u>2,636,331</u>	<u>504,613</u>	<u>2,131,718</u>	<u>2,636,331</u>	<u>434,840</u>	<u>2,201,491</u>
Tims Manor						
Land	211,869	-	211,869	211,869	-	211,869
Building	1,069,648	139,345	930,303	1,069,648	100,582	969,066
	<u>1,281,517</u>	<u>139,345</u>	<u>1,142,172</u>	<u>1,281,517</u>	<u>100,582</u>	<u>1,180,935</u>

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

NOTES

For the year ended March 31, 2011

Note 5 Property and Equipment (continued)

	Cost \$	2011 Accumulated Amortization \$	Net \$	Cost \$	2010 Accumulated Amortization \$	Net \$
752 Kingsway						
Land	126,142	-	126,142	126,142	-	126,142
Building	170,036	22,593	147,443	170,036	16,449	153,587
	<u>296,178</u>	<u>22,593</u>	<u>273,585</u>	<u>296,178</u>	<u>16,449</u>	<u>279,729</u>
756 Kingsway						
Land	70,180	-	70,180	70,180	-	70,180
Building	165,544	15,188	150,356	165,544	8,923	156,621
	<u>235,724</u>	<u>15,188</u>	<u>220,536</u>	<u>235,724</u>	<u>8,923</u>	<u>226,801</u>
Equipment	230,377	159,543	70,834	230,377	141,835	88,542
Computer	58,997	51,254	7,743	58,997	47,936	11,061
Software	16,125	16,125	-	16,125	16,125	-
Vehicle	18,625	1,863	16,762	-	-	-
	<u>6,329,316</u>	<u>1,492,199</u>	<u>4,837,117</u>	<u>6,266,455</u>	<u>1,335,472</u>	<u>4,930,983</u>

Note 6 Mortgages Payable

	Current \$	Long-term \$	2011 \$	2010 \$
Canadian Western Bank Payable in monthly instalments of \$1,755 including principal and interest of 5.60% per annum, due May 1, 2011, secured by a first charge on Vancouver Apartments	163,213	-	163,213	174,870
Vancouver City Savings Credit Union Balance fully repaid on March 28, 2011	-	-	-	450,752
Canadian Western Bank Balance fully repaid on June 15, 2010	-	-	-	227,920

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

NOTES

For the year ended March 31, 2011

Note 6 Mortgages Payable (continued)

	Current \$	Long-term \$	2011 \$	2010 \$
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	17,117	451,468	468,585	484,734
Coast Capital Savings Payable in monthly instalments of \$2,481 including principal and interest of 5.00% per annum, due April 1, 2015, secured by a first charge on 756 Kingsway	24,895	84,986	109,881	132,841
Coast Capital Savings Payable in monthly instalments of \$3,296 including principal and interest of 4.50% per annum, due March 1, 2016, secured by a first charge on Miller Block	22,162	409,838	432,000	-
Coast Capital Savings Payable in monthly instalments of \$3,000 including principal and interest of 5.44% per annum, due July 1, 2015, secured by a first charge on Hobden House	25,315	181,118	206,433	-
Total mortgages	252,702	1,127,410	1,380,112	1,471,117

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

	\$
2012	252,702
2013	526,070
2014	78,406
2015	82,404
2016	58,755
Thereafter	381,775
	<u>1,380,112</u>

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 7 Forgiveable Loans

	\$
B.C. Housing Management Commission	1,018,000
Canada Mortgage and Housing Corporation	225,867
Canada Mortgage and Housing Corporation	202,355
	<hr/>
	1,446,222
	<hr/>

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

During 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 (2010: \$20,533) was forgiven.

During 2009, the Society entered into an agreement with the CMHC. Under the terms of the agreement, CMHC agreed to contribute \$232,000, of which \$44,467 was received in 2009 and the balance of \$184,533 was received during 2010, for costs incurred in renovating the Tims Manor building. The amount is forgivable over a period of 15 years provided the Society meets certain conditions specified in the agreement. During the year, \$15,467 (2010: \$14,178) 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, \$68,233 (2010: \$68,733) was forgiven. As at March 31, 2011, the loan was entirely forgiven.

THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF BRITISH COLUMBIA

NOTES

For the year ended March 31, 2011

Note 8 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	136,827
Transfer from Operating Fund	200,000
Interest earned	1,455
	<hr/>
	338,282

The Sick Pay Fund balance is as follows:

Opening balance	177,860
Transfer from Operating Fund	4,000
Interest earned	1,909
	<hr/>
	183,769
	<hr/>
Total internally restricted funds	522,051

Note 9 Contingencies

The Society and its employees contribute to the Municipal Pension Plan (the "Plan"), a jointly-trusted pension plan. The Plan's Board of Trustees, representing Plan members and employers, is responsible for overseeing the management of the Plan, including investment of the assets and administration of the benefits. The Plan is a multi-employer contributory pension plan. Basic pension benefits provided are defined. The Plan has about 156,000 active members and approximately 60,000 retired members.

Every three years an actuarial valuation is performed to assess the financial position of the Plan and the adequacy of the Plan funding. The most recent valuation as at December 31, 2009, indicates an unfunded liability of \$1,024 million for basic pension benefits. The next valuation will be as at December 31, 2012 with results available in 2013. The actuarial valuation does not attribute portions of the unfunded liability to individual employers. During the year, the Society paid \$80,934 (2010: \$Nil) for the employer's share of contributions to the Plan.

**THE JOHN HOWARD SOCIETY OF THE LOWER MAINLAND OF
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NOTES

For the year ended March 31, 2011

Note 10 Subsequent Event

Subsequent to year end on May 3, 2011, the Society repaid the outstanding balance of \$161,762 on the mortgage secured by the Vancouver Apartments property.

Note 11 Comparative Figures

Certain 2010 comparative figures have been reclassified to conform to the financial statement presentation adopted for 2011.

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

Schedule 1

REVENUES

For the year ended March 31, 2011

	2011	2010
	\$	\$
Federal Government	1,503,058	1,386,505
Provincial Government	1,230,686	1,186,679
Grants and other income	333,432	436,264
United Way of Lower Mainland	77,750	78,064
Charitable Gaming	14,871	20,000
	3,159,797	3,107,512